



TÜRKIYE

IFRC network mid-year report, January – June 2023

18 December 2023

IN SUPPORT OF THE TURKISH RED CRESCENT SOCIETY



254

National Society branches



11,100

National Society staff



200,000

National Society volunteers

PEOPLE REACHED

Disasters and crises



1.6M

Health and wellbeing



3,000

Migration and displacement



300,000

FINANCIAL OVERVIEW



in Swiss francs (CHF)

Total		Funding requirements	237.2M
IFRC	Longer-term	Funding requirements	234.3M
		Income	2.4M
Participating National Societies		Funding requirements	2.9M
		Income	10.5M

[Click here for more financial information](#)

Appeal number **MAATR002**








STRATEGIC PRIORITIES

Disasters and crises	People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	 2M
	People reached with contextually appropriate health services	3,000
Health and wellbeing	People reached with psychosocial and mental health services	2,000
	People reached with contextually appropriate water, sanitation and hygiene services	60
Migration and displacement	Migrants and displaced persons reached with services for assistance and protection	 300,000
	Advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move?	1
	Data collection, research, analysis or other information management initiatives to better assist and protect people on the move are available	Yes
Values, power and inclusion	Community Engagement and Accountability is integrated and institutionalized in the National Society policies, operations, and procedures (with clear benchmarks)	Yes

ENABLING FUNCTIONS

Humanitarian diplomacy	National Society is participating in IFRC-led communication campaigns	Yes
Accountability and agility	National Society has functioning data management systems that inform decision making and support monitoring and reporting on the impact and evidence of the IFRC network's contributions	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

	Multilateral Support	Bilateral Support					
		Climate	Migration and displacement	Values, power and inclusion	Enabling Functions	Disasters and crises	Health and wellbeing
National Society							
Albanian Red Cross							
American Red Cross							
Andorran Red Cross							
Australian Red Cross							
Austrian Red Cross							

IFRC NETWORK SUPPORTED ACTIVITIES(CONT.)

Belarus Red Cross	●					
Belgian Red Cross	●					
British Red Cross	●			●	●	
Bulgarian Red Cross	●					
Canadian Red Cross Society	●					
Croatian Red Cross	●					
Danish Red Cross	●					
Estonia Red Cross	●					
Finnish Red Cross	●					
French Red Cross	●					
German Red Cross					●	●
Icelandic Red Cross	●					
Irish Red Cross Society	●					
Italian Red Cross	●					
Japanese Red Cross Society	●					
Kazakh Red Crescent	●					
Korean Red Cross	●					
Latvian Red Cross	●					
Liechtenstein Red Cross	●					
Maldivian Red Crescent	●					
Netherlands Red Cross	●					
New Zealand Red Cross	●					
Norwegian Red Cross	●	●				●
Philippine Red Cross	●					
Red Crescent Society of Azerbaij..	●					
Red Cross of Monaco	●					
Red Cross of North Macedonia	●					
Red Cross Society of China	●					
Saudi Red Crescent Authority	●					
Singapore Red Cross Society	●					
Slovenian Red Cross	●					
Spanish Red Cross	●			●	●	
Swedish Red Cross	●					

● Planned ● Supported

OVERALL PROGRESS

Context

At the outset of 2023, devastating earthquakes wrought widespread damage in southern Türkiye. This catastrophe resulted in the loss of over 50,000 lives and the internal displacement of more than 3 million individuals. As of 30 March 2023, a total of 894,000 housing and commercial units had been assessed as needing either to be demolished urgently, as completely destroyed, and of sustaining heavy or moderate damage. As per the latest available Disaster and Emergency Management Presidency (AFAD) data as from June 2023, approximately 2.79 million people are displaced within the disaster-stricken region, among which 2.4 million are seeking shelter in tents. The scale of the needs is constantly expanding due to the recurrence of disasters and the persistence of aftershocks. The Government of Türkiye is leading the response under AFAD's coordination and the provincial governors' guidance.

The Turkish Red Crescent Society, local partners, and humanitarian organisations are working in collaboration with AFAD. Amidst the ongoing construction of new housing and the exploration of innovative shelter options, efforts are being made to address the challenges of prolonged displacement by providing tents, containers, rental fee support and allocating public buildings for accommodation. While progress is being made, it is evident that more needs to be done to enhance the situation. Ensuring information about existing services and their accessibility becomes vital for the affected population.

The earthquakes in February 2023 have also profoundly impacted the living conditions of refugees in Türkiye, alongside the host community. More than 2 million refugees under international protection (IP) and temporary protection (TP) previously resided in the 11 provinces affected by the earthquakes. Most of them sought refuge with family members outside of the earthquake-stricken region, while some found accommodation with friends and acquaintances. Collectively, findings from focus group discussions (FGDs) conducted by IFRC and Turkish Red Crescent with earthquake victims, revealed that their expenses had significantly risen since the earthquake, with rent posing the most challenging financial burden.

Turkish Red Crescent has displayed tireless dedication in meeting the pressing needs of the affected population. Turkish Red Crescent leads the Red Cross Red Crescent response, implementing the response with the support from other Movement partners. The National Society mainly leads in mass feeding, psychosocial support, relief distribution (blankets, sleeping bags, heaters, hygiene kits, beds and other non-food items) and blood services. In the aftermath of the disaster that affected 11 provinces in the region, Turkish Red Crescent swiftly initiated a comprehensive relief effort effectively delivered through the collaborative efforts of its local branches, community centers, and local disaster operation centers. Drawing upon its expertise and the outcomes of its capacity-building initiatives in local engagement, Turkish Red Crescent expanded its reach to people in many locations and was able to make a meaningful and lasting difference in the lives of those in need. With the initial emergency phase giving way to the early recovery stage, now, the emphasis lies in reinstating a sense of normalcy and dignity for those impacted, while also striving to create a more resilient and secure future. This phase involves a range of tasks, such as extending livelihood assistance, offering psychosocial support, ensuring access to education, healthcare, and protection services. Additionally, efforts are underway to repair and reconstruct critical infrastructure of the Turkish Red Crescent itself.

The IFRC allocated two million Swiss francs from the Disaster Response Emergency Fund (DREF) on 6 February to cover the immediate costs of the initial response. Immediately after, an Emergency Appeal was launched on 7 February 2023. The IFRC global surge capacity (Rapid Response personnel) was activated initially for the roles of operations management, membership coordination, health in emergencies and communications, and later complemented by sectoral roles. To ensure coordination amongst the different actors in the field, IFRC has built upon the existing Emergency Social Safety Net (ESSN) structures to establish an operational field base in Gaziantep alongside Turkish Red Crescent. Please see the following links for further details on this operation:

• [Appeals, plans and updates related to the operation](#)

• [IFRC GO Platform](#)

Due to the magnitude of the disaster, the earthquake operation has been the major focus of the Turkish Red Crescent and IFRC teams in the country during the first half of 2023. This inevitably resulted in the putting on hold of many activities that were planned earlier under the Unified Plan 2023. Despite the delays and disruption caused to the

Unified Plan activities, there has still been considerable progress on many areas including communications, protection, resource mobilization and membership.

With regards to the current migration situation in the country, Türkiye continues to host approximately 3.3 million Syrians under temporary protection, with 1.5 million of them receiving assistance in the form of Emergency Social Safety Net (ESSN). Most of the Syrians have transitioned into “urban refugees,” settling in various towns and cities across Türkiye and coexisting with the local community by and large of their own volition. The remaining registered refugees fall primarily under the category of international protection, originating from various countries including Iraq, Ukraine, Afghanistan, Iran, Somalia, and most recently Ukraine.

Ongoing regional events have spurred continuous migration to Türkiye, placing additional strain on the system. By 28 February 2023, a total of 7,131 individuals affected by the humanitarian crisis in Ukraine had sought international protection in Türkiye. Most of the displaced people from Ukraine who arrived in Türkiye have subsequently relocated to other countries (UNHCR, 2023). According to UNHCR data, around 135,000 individuals from Afghanistan are identified as asylum-seekers, while approximately 8,000 Afghan refugees have been officially recognized (UNHCR, 2023).

Regarding the economy, the region affected by the earthquakes already had higher poverty rates than the coastal areas. The houses and infrastructure in both urban and rural areas were severely damaged by the earthquakes and their aftershocks. The disaster impacted critical infrastructure and led to extensive loss of livelihoods: losses and damage to crops, food stocks, agricultural infrastructure and assets, and livestock production. Six months after the disaster, the combined effects of the destruction of workplaces, interruption of economic activities, loss of life, injuries, and internal displacement still affects the affected population.

Due to its environmental and geographical positioning, Türkiye has historically encountered a range of disaster events. The risk of earthquakes is substantial, as are wildfires in the Mediterranean region, which saw heightened activity in 2021. Climate change is anticipated to contribute to elevated average temperatures, with projected increases ranging from 2.5°C to 4°C, reaching up to 5°C in inner regions, and up to 4°C in the Aegean and Eastern Anatolia. This scenario will yield adverse effects on essential water and soil resources required for food production.

Key achievements

Disasters and crises

The series of earthquakes that struck Türkiye recently presented a complex challenge that demanded a multi-faceted response. These earthquakes are the largest to hit Türkiye in the last century and the most significant to strike the country's south-east region in hundreds of years.

The ensuing aftershocks have inflicted wholesale devastation upon urban and rural areas. Almost 16 million individuals were affected by these calamitous tremors and the Disaster and Emergency Management Presidency (AFAD) has unveiled grim figures, recording the loss of over 50,000 lives and the injury of tens of thousands more in the wake of these earthquakes. Moreover, the tempestuous seismic events have upended the lives of an additional 3 million individuals, rendering them internally displaced within Türkiye's borders.

With a key role in the National Nutrition Service Group, Turkish Red Crescent holds major responsibilities under the Türkiye Disaster Response Plan (TAMP) for humanitarian response to disasters. The other service groups encompass Telecommunication, Health, Transportation, Shelter, Psychosocial Assistance, In-kind Assistance Storage Management and Distribution, International Support and Relations, as well as National and International cash donation.

Turkish Red Crescent organised the immediate mobilization of vital relief supplies to the affected communities. Mobile kitchens were set up to provide hot meals for survivors which, as well as providing essential food, also delivered a semblance of normalcy amidst the chaos.

Cognizant of the profound and lingering psychological scars that often accompany such disasters, Turkish Red Crescent ensured the integration of Mental Health and Psychosocial Support (MHPSS) within its overarching response strategy. Trained professionals and volunteers offered professional support and counselling to survivors, helping them cope with the emotional distress and anxiety caused by the earthquakes. This holistic approach highlighted the organization's commitment to addressing both physical and mental well-being.

Migration and displacement

Migration and displacement constitute pressing humanitarian concerns that necessitate a comprehensive response. The Turkish Red Crescent has embraced an integrated approach that combines interventions, innovative models, and advocacy efforts.

Turkish Red Crescent interventions, Emergency Social Safety Net (ESSN) and Community Centres, worked together during the recent earthquake response. These interventions are the result of years of technical expertise and innovation in humanitarian assistance. The lessons learned from supporting refugees and migrants in Türkiye were transposed into disaster response, in using for example, multipurpose cash interventions.

Turkish Red Crescent, cognizant of the challenges faced by migrants during the application process, has embarked on targeted advocacy activities. By engaging with local and central authorities, Turkish Red Crescent seeks to dismantle barriers that hinder dignified access to impartial assistance. This concerted advocacy not only amplifies the voices of the displaced but also ensures that their rights are upheld throughout the journey of migration and displacement.

The ESSN program has been providing monthly cash assistance to over 1.6 million refugees, and the transfer value was adjusted to TRY 300 in February 2023. Following the large-scale earthquake disaster in February, the ESSN budget surplus of about EUR 60 million was used to aid earthquake-affected Turkish citizens and refugees. Additional top-ups were provided to recipients in April, May, June and July 2023.

Turkish Red Crescent Community Centres, supported by IFRC, is promoting socioeconomic empowerment and social cohesion among host and refugee communities in Malatya, Adiyaman, Zonguldak, Adana, Bursa, Konya and Hatay. Vocational services, including referrals to work opportunities, were offered, along with disaster awareness training. Translation support and various forms of assistance were also provided.

A Mental Health and Psychosocial support (MHPSS) project, funded by German Red Cross, operated in several community centres, offering psychological services, counselling, awareness seminars, and family support. The Mother and Child Community Based Health Project, funded by Norwegian Red Cross, enhanced community health through cooperation with relevant Ministries and other actors, focusing on hygiene awareness and women's health education.

The MHPSS and Hygiene Kits Support project, funded by IFRC with Government of Japan, provided psychological assistance through clinical psychologists and child development specialists in Turkish Red Crescent Community Centres, offering individual sessions, parent support, and protection-related seminars.

Localization and National Society development

Turkish Red Crescent has conducted relief efforts since day one of the disaster in the 11 affected provinces. At the Turkish Red Crescent Disaster Coordination Centre, which was previously located in Ankara, and now moved to Gaziantep with the localisation perspective, the teams are constantly analysing the real-time data reported from the field and systematically organising assistance with the support of the Turkish Red Crescent Operation Command Centre established in the affected region.

Turkish Red Crescent leveraged its capacity through its local branches, community centres, and local disaster operation teams to facilitate sustainable relief operations. This approach allowed Turkish Red Crescent to swiftly assess the needs of affected communities and tailor its response accordingly. The organization's emphasis on local capacity-building enabled it to reach more people in need across different locations. By working closely with local communities and training volunteers, Turkish Red Crescent ensured a coordinated and efficient response that responded to the unique needs of each affected area.

Changes and amendments

Türkiye earthquakes

The seismic events that marked the early months of 2023 pushed the Turkish Red Crescent into an arena of unparalleled complexities, requiring rapid adaptations. Many of the activities that had been planned for the first 6 months had to be deferred, as Turkish Red Crescent teams prioritized the earthquake response operation. The earthquake also had an impact on the supply chain for non-earthquake related procurements.

In the beginning of the earthquake response, IFRC Türkiye Delegation and Turkish Red Crescent reoriented a large part of its human resources toward the response. Because of the earthquake, some of the planned activities under the

Unified Plan for the year 2023 will be either moved forward to 2024, amended in terms of targets or in other cases, or cancelled.

The ESSN programme has been revised twice during the reporting period to incorporate support to the earthquake affected people using ESSN programmes savings (gained from operational cost savings and devaluation of the Turkish Lira). The first revision was based on planned activities that were interrupted due to the devastating Earthquakes that hit Türkiye in 2023. The second revision re-purposed further ESSN savings to providing top up to ESSN and Complementary Emergency Social Safety Net (C-ESSN) recipient households as the programme is coming to a close in December 2023. More details can be found under Strategic Priority 2.

IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

EMERGENCY OPERATION 1: TURKIYE EARTHQUAKES EMERGENCY APPEAL

APEAL NUMBER	MDRTR004
DURATION	24 months 7 February 2023 to 28 February 2025
FUNDING REQUIREMENT	400 million Swiss francs through the IFRC Emergency Appeal 750 million Swiss francs Federation-wide
LINKS TO REVISED APEAL, OPERATIONAL STRATEGY AND LATEST OPERATIONAL UPDATES	Appeals, plans and updates related to the operation IFRC GO Platform

EMERGENCY OPERATION 2: UKRAINE AND IMPACTED COUNTRIES CRISIS EMERGENCY APPEAL

APEAL NUMBER	MGR65002
DURATION	46 months (28 February 2022 to 31 December 2025)
TARGET AREAS	Ukraine and impacted countries
FUNDING REQUIREMENT	For all countries covered by the Appeal: 800 million Swiss francs through the IFRC Emergency Appeal 2.7 billion Swiss francs Federation-wide
LINK	Ukraine and impacted countries crisis - Emergency Appeal
OPERATIONAL STRATEGY	Ukraine and Impacted Countries Emergency Appeal - Revised Operational Strategy
LATEST OPERATIONS UPDATE	Ukraine and Impacted Countries Emergency Appeal - Operations Update no 8

The Turkish Red Crescent Society received funding through this Emergency Appeal to provide assistance to Ukrainian citizens arriving in Turkey since the onset of the conflict in February 2022.

STRATEGIC PRIORITIES



Climate and environment

Objective *Capacity of Turkish Red Crescent staff and volunteers is enhanced related to developing and implementing community-driven climate change adaptation and environmental protection projects. Further, Turkish Red Crescent identifies its mandate and organizational structure to tackle climate change challenges in Türkiye with support from American Red Cross through the Global Disaster Preparedness Centre (GDPC) and in cooperation with the Red Cross Red Crescent Climate Centre and the IFRC.*

Achievements

Many of the activities under this Objective could not be implemented during the reporting period. The earthquake had implications on staff and operations, whereby most of the staff were mobilised for the Earthquake Operation. Moving forward, the National Society has decided to review some of the multi-year objectives to align them to the current context, and these revised objectives will be reflected in the 2024 Unified Plan.

Since the beginning of 2023, the IFRC and Turkish Red Crescent, Disaster Management and Climate Change Department have started to collaborate to define Turkish Red Crescent's climate action roadmap. The IFRC Regional Office held two online webinars and one on-site workshop in Athens to communicate the IFRC Network Climate Action Roadmap 2025. Climate change focal points from both the IFRC and the Turkish Red Crescent attended two online regional Climate Action Roadmap webinars in March and May 2023 and contributed to the thematic discussions.

As a result of these initial discussions, and in collaboration with the Red Cross Red Crescent Climate Centre, the IFRC Regional Office and the IFRC Türkiye Delegation, discussions are ongoing to initiate the work on a National Climate Risk Assessment. Some of the milestones that the Turkish Red Crescent and IFRC envision are:

- Establish climate working groups and develop action plans
- Raise awareness, educate, share information on climate and environmental change as well as practical solutions
- Mobilize and allocate seed funds for climate and environmental campaigns and pilot initiatives
- Empower Climate Champions at all levels
- Conduct climate risk assessments (basic or in-depth) with key partners
- Enhance or establish new partnerships for climate action at national and local levels
- Engage in climate-related policy dialogues, planning and implementation processes across different levels (sub-national, national and international)
- Facilitate and participate in peer-to-peer exchanges and the community of practice to showcase and share good practices

Additionally, as part of "Green Logistics Challenge" launched by IFRC with the National Societies, Turkish Red Crescent was awarded with a seed funding to implement a project which involves replacing the diesel generator system in two trailers (used as Mobile Child Friendly Spaces) by a solar-powered system. The Solar-powered Mobile Child Friendly Space (MCFS), is an example, of how to provide a solution for humanitarian service provision in rural areas which minimizes carbon emissions. The system has been tested and used for more than three years, meeting its own energy through solar panels. Out of the 3 existing MCFS trailers, 1 piloted the solar-powered system. The idea now is to make the same installation in the other 2 trailers, with improved solar panel capacity and battery type (lithium instead of gel-based). This approach is believed not only to be good for the environment but also to create an awareness both in

people supported, and more importantly in other institutions, NGOs and policy makers about the use of renewable energies in humanitarian work.

The Director-General for Disaster Management and Climate Change at the Turkish Red Crescent attended the high-level mid-term Review of the Sendai Framework for Disaster Risk Reduction in New York between 17 and 19 May 2023 with support from IFRC. The high-level meeting provides a platform for stakeholders to reflect on the findings and recommendations of the midterm Review, to examine context shifts, and identify course corrections and new initiatives to more effectively address the systemic nature of risk and realise the outcomes and goals of the Sendai Framework, the 2030 Agenda for Sustainable Development, the Paris Agreement and other agreements, frameworks and conventions.

Objective *Turkish Red Crescent and IFRC staff and volunteers apply procedures in day-to-day work to conform to environmental protection requirements.*

Achievements

During the period under review, IFRC and Turkish Red Crescent offices ensured continuation of activities to raise awareness about reducing carbon footprint by adopting environmentally friendly measures in and outside the office such as the conscious usage of air conditioners, reducing plastic usage of plastic bottle for water, taking the training “Red Alert: What is Climate Change and What Can we Do About It” on IFRC Learning Platform. Furthermore, Turkish Red Crescent’s Community based Migration Programme (CBMP) ensures programme design minimises adverse impacts on environmental sustainability. Community Centres comply with the institutional policies such as “Kağıtsız Kızılay” that regulate the reduction of the paper use and promote recycling.



Disasters and crises

Multi-year objective *Turkish Red Crescent provides continued cash support to the most vulnerable refugees covering the gap of basic needs by provision of monthly cash transfers with support from IFRC.*

Achievements

Emergency Social Safety Net (ESSN) programme: The ESSN programme has continued to meet the basic needs of over 1.6 million refugees through monthly cash assistance and top-ups. In March 2021, a transfer value increase of TRY 155 was approved by Directorate-General (DG) ECHO. Subsequently, based on results from the programme’s ongoing monitoring, evaluation and accountability reports, as well as third-party conducted studies and internal analyses, the transfer value was further adjusted to TRY 230 in June 2022. In February 2023, the transfer value was further increased to TRY 300 due to the inflation rate. With the deteriorating food security conditions and increased vulnerabilities, the ESSN monthly assistance was complemented through an economic top-up of TRY 1.400 per household in May 2022. Provision of this economic top-up was coordinated with Ministry of Family and Social Services (MoFSS) and aligned with actions taken by other organizations to assist the refugees to cope with economic hardships that mostly stemmed from the winter conditions.

Due to the large scale of the earthquake disaster and the abrupt loss of entitlements for both Turkish citizens and refugees in Türkiye, it was quickly recognized by all ESSN stakeholders that the surplus resources of the ESSN budget could be utilized to aid the population affected by the earthquakes. At the time of the earthquakes, the ESSN budget had a forecasted savings balance of approximately EUR 30 million, mostly from Forex gains resulting from the devaluation of the Turkish Lira, as well as savings in operational costs. The ESSN stakeholders agreed to use the budget surplus to support the Turkish nationals affected by the Earthquake and provide top-ups to the existing earthquake-affected ESSN/C-ESSN recipients in the months of April and July 2023.

Further analysis of financial forecasts conducted after payments made in May 2023 revealed Forex gains and savings also from the cash load budget line amounting to EUR 27.8 million. Several discussions were held among ESSN partners, and it was agreed and approved by the DG ECHO to use the savings towards the provision of additional top-ups to ESSN and C-ESSN recipients during the month of July 2023. This was paid to all ESSN and C-ESSN households, with 164,570 households in the earthquake affected areas receiving TRY 2,300 and 197,177 households outside of the

earthquake affected areas receiving TRY 1,300.

Additional analysis of financial forecasts conducted after payments made in June 2023 revealed budget surplus of EUR 9.6 million mainly due to sweepback processes and the devaluation of the Turkish Lira against Euro. With the approval of the DG ECHO, this amount will be distributed as a final top-up to 360,869 ESSN and C-ESSN recipient households during the month of July 2023. This top up of TRY 910 will be paid to ESSN and C-ESSN households, to offset the impacts of the inflation in the country.

The eligibility criteria for accessing the cash changed with the removal of the criteria of households having at least four children and households with single women. The criteria change resulted in a larger horizontal expansion than anticipated. Profiling studies for the implementation of intrahousehold targeting were completed in September 2022 with collaboration between Turkish Red Crescent and IFRC. The purpose of the studies was to inform decision makers to responsibly address inclusion errors in ESSN via intrahousehold targeting and to target the most vulnerable individuals within households. The intrahousehold targeting resulting from the study was implemented in February 2023. With Phase 1 implementation of intrahousehold targeting, all working age male individuals but one per household have been removed from the payment. They are still kept in the eligibility criteria according to the Directorate General of Social Assistance (DGSA). Additionally, men between the ages of 30 and 33 have been removed from payment in this phase according to the proposal from IFRC. Following this targeting adaptation, a follow-up change will be added for July 2023 payment cycle which proposed the removal of men between the ages 34 and 36.

With the shift of the ESSN programme from DG ECHO to Directorate General for Neighbourhood and Enlargement Negotiations (DG NEAR) in 2023, a Transition Committee was established with representatives from Directorate General of Social Assistance (DGSA), Turkish Red Crescent, DG NEAR, ECHO and IFRC. Through this group, stakeholders have been able to focus on issues that are relevant in the current ESSN transition, paving the way for a responsible handover. This committee will continue providing oversight to the transition process for the remaining period of the programme (until December 2023). A transition calendar has been developed for the various handover activities to take place until the close of the ESSN III programme.

Multi-year objective *Engaging in the IFRC Preparedness for Effective Response (PER) approach, Turkish Red Crescent has strengthened overall disaster management capacities with support from IFRC.*

Achievements

Due to the earthquakes that hit Türkiye in February 2023, the planned actions towards preparedness for effective response (PER) could not be conducted as the focus shifted completely to responding to the needs of the people who were affected. Based on the Earthquakes Emergency Appeal and Operations Strategy, IFRC will work together with Turkish Red Crescent to integrate lessons learned from previous operations where applicable, as well as align the organizational priorities mentioned in the 2023 Türkiye Unified Plan.

The Earthquake Operational Review (OR) that will be carried out in the second half of 2023 by Turkish Red Crescent and IFRC will also be used to inform future disaster preparedness programming in Türkiye, and in other similar contexts globally, particularly in disaster management.

Multi-year objective *There is a robust legal framework around the auxiliary role of Turkish Red Crescent in disaster management with support from IFRC.*

Achievements

The Turkish Red Crescent plays a pivotal auxiliary role in disaster management, standing as a cornerstone of resilience and support in the face of crises. With a long history of expertise and commitment, the organization is known for its rapid response capabilities, which are crucial during the critical hours following a disaster. Serving as a key auxiliary to government authorities and international humanitarian actors, the Turkish Red Crescent mobilizes resources, deploys trained personnel, and provides essential relief items to affected communities.

Multi-year objective *Turkish Red Crescent receives continued support in the case of a disaster requiring international cooperation through the Disaster Response Emergency Fund (DREF) or a full-blown Emergency Appeal, depending on the*

nature of the disaster and the scale of needs with support from IFRC.

Achievements

IFRC Global Route Based Migration Program, a three-year programme by IFRC, includes support for Türkiye and is subject to funding.

In response to the earthquakes that hit Türkiye in February 2023, the IFRC allocated two million Swiss francs from the Disaster Response Emergency Fund (DREF) on 6 February to cover the immediate costs of the initial response. Immediately after, an Emergency Appeal was launched on 7 February for CHF 120M, targeting 300,000 people. In May 2023, the Emergency Appeal was revised to CHF 400 million (to be fundraised through the IFRC) to respond to the immediate needs of 1,250,000 people as well as integrate early recovery and recovery actions. Appeal coverage to date (1 August 2023) stands at 26% which translates to CHF 104,825,483 received through the IFRC. Furthermore, IFRC has enabled Turkish Red Crescent to receive substantial financial support for the people who have migrated to Türkiye through the Ukraine and Impacted Countries Emergency Appeal, <https://www.ifrc.org/media/52065>.



Health and wellbeing

Multi-year objective *Turkish Red Crescent has a sustained health capacity and strengthened community-based approach (mental health/health interventions within community centres) with support from German Red Cross, Norwegian Red Cross and IFRC.*

Achievements

Turkish Red Crescent Community Based Migration Programmes (CBMP) Health and Psychosocial Support Programme is responsible for raising awareness and knowledge among the community about health and mental health related issues. This programme has continued its activities to serve disadvantaged and vulnerable migrant groups and host community. Currently, three projects are conducted under this programme:

Mental Health and Psychosocial Support Project (MHPSS) funded by German Red Cross

The overall goal of the MHPSS project is to provide humanitarian assistance to people affected by crisis and disaster through ensuring access to mental health and psychosocial services and assistance. The project is structured around three specific objectives as follows:

- Curative Health: Improve access to Mental Health and Psycho-Social Services (MHPSS)
- Community Health: Strengthened community engagement in the process of designing and implementing community health activities (especially PSS)
- Readiness: Enable Turkish Red Crescent to manage its roles and responsibilities within the humanitarian system in an integrated and coordinated manner.

Within the scope of these objectives, the project activities have been conducted in nine community centres (Adana, Ankara, Gaziantep, İstanbul Anatolian Side, İstanbul European Side, İzmir, Kayseri, Kahramanmaraş, Şanlıurfa) with limited activities in three community centres (child psychiatrist service procurement in Mersin, Bursa, and Konya). Clinical psychologists and child development specialists have been active in seven community centres, while only clinical psychologists have conducted the project activities in Kahramanmaraş and Şanlıurfa. Additionally, free of charge psychiatric examination and treatment services have been provided by adult and child psychiatrists. Individual psychological counselling, child developmental interviews and family counselling, psychoeducation and group work, awareness raising seminars, and household visits have been the main curative and preventive based activities conducted during the reporting period.

The referral mechanisms through Memorandums of Understanding with relevant associations, schools, universities, private clinics, and NGOs have been established by sectoral coordination meetings to enable volunteer recruitment, internship and partnership opportunities. As part of the institutional preparedness to take over PSS activities, Turkish Red Crescent volunteers, staff, as well as mental health specialists in other NGOs have benefited from several capacity building trainings in both local and headquarters levels to actively involve and increase the volunteer basis for future

PSS activities. During the second half of 2023, Turkish Red Crescent will establish and activate a sectoral MHPSS coordination initiative, since finding participatory solutions to psychosocial problems in society necessitates sectoral coordination mechanisms to prevent duplication, share experiences, and to establish mutual referrals. Free of charge psychotherapy and psychiatric treatment referrals is another potential collaboration target.

Mother and Child Community Based Health Project funded by Norwegian Red Cross

The overall goal of this project is to reduce vulnerabilities and improve the health status of the target population through better resourced community-health services with two main outcomes:

- Increased access for Syrian refugees and vulnerable host communities to equitable, gender-responsive and quality community health services, in five communities (Ankara, Hatay, İzmir, Mersin, Şanlıurfa) and
- Turkish Red Crescent strengthen its capacity to provide a community-based health intervention to the most vulnerable population.

Community health should always be connected to facility-based health management with defined referral and clinical supervision pathways. This has been ensured through the cooperation with relevant ministries and based on the auxiliary role of Turkish Red Crescent. Similarly, cooperation with other state and civil society actors has also strengthened the efforts. These efforts have also been supported by strong internal referral mechanism that Turkish Red Crescent has been maintaining among its different programmes/services, as well as by its already established close cooperation with other humanitarian and international actors. Partner Workshop and Community Health Advisory Committees have had a crucial role in disseminating information about field experiences with stakeholders to find solutions to health-related challenges.

Community-based health interventions have also been strengthened through activities on hygiene awareness, case management, individual health counselling with a protection component including protection mainstreaming and special needs fund (SNF) support. Through women's health education program and safe motherhood trainings, women's health knowledge and awareness and basic knowledge about pregnancy have increased. In terms of capacity building, the community-based health and first aid (CBHFA) approach of IFRC has empowered volunteers and communities to take charge of their own health. By using simple tools, adapted to respective local contexts, communities have been mobilized to address and prioritize their health needs. With regards to this initiative, a Community Based Health and First Aid (CBHFA) Training was conducted in Ankara in June 2023 with 15 participants.

MHPSS and hygiene kits support to Afghan and Ukrainian refugees living in urban areas of Türkiye as well as to the Host Communities Project funded by IFRC with the back donor the Government of Japan

The overall objective of this project is to improve the mental health and well-being of Afghan and Ukrainian refugees as well as host communities in Türkiye through access to appropriate and quality psychosocial services. Within this scope, MHPSS teams consisting of clinical psychologists, child development specialists, and interpreters have provided services to host and refugee communities in three Turkish Red Crescent Community Centres located in Mersin, Bursa and Konya. Clinical psychologists have given psychological assistance with individual sessions, while child development specialists have been responsible for supporting parents in following their children's developmental level. Psychoeducation and support group sessions have been available through seminars on critical topics including coping with challenging situations, and protection from abuse and neglect. Referrals to specialized psychiatric or other protection related services have also been conducted as needed. It has been observed that psychological assistance is a constant need especially for those who suffer from post-traumatic stress reactions after war, displacement, forced migration etc.

Earthquake response

Turkish Red Crescent Community-based Migration Program's PSS unit has continued to carry out activities related to child friendly spaces, utilizing the existing expertise and good practices in the organization, including supporting child protection referrals, child-friendly PSS, and leveraging the expertise and experience of Turkish Red Crescent community centres. This includes twenty mobile child-friendly tents in the disaster area, three mobile child-friendly spaces, five mobile child PSS teams, six child-friendly spaces in temporary accommodation centres. Turkish Red Crescent has also continued to do case management and make referrals to government services and other specialized agencies for child protection, gender-based violence (GBV), and other MHPSS needs through their child protection

centres, community centres and mobile PSS units.

Multi-year objective *Turkish Red Crescent through its Directorate of Public Health and Psychosocial Support raises awareness at community level through enhanced community-based health and first aid (CBHFA) capacity to ensure a coherent response for a sustainable post-COVID-19 recovery and to reduce the spread of communicable diseases, with support from IFRC.*

Achievements

A Community-Based Health and First Aid (CBHFA) Training of Trainers (ToT) took place between 12-16 June 2023 with the participation of 21 staff members from different Turkish Red Crescent units and positions. The aim of this ToT was twofold:

- to train participants in the field and expand activities related to health, safety, and first aid at a community-based level
- to promote sustainability, enhance competence, and establish a structured approach to these initiatives.

The training involved professionals from various backgrounds, including psychologists, health specialists, from community centres, as well as disaster health and emergency staff and relevant unit managers from departments such as Emergency Medical Assistance and Psychosocial Services. Additionally, project officers, project managers, content developers, and psychologists from the PSS Program, Integrated Programs, and Content Unit of the Community-Based Migration Program Headquarters. The course was conducted by two IFRC facilitators from the Middle East and North Africa (MENA) region and was organized collaboratively by IFRC, through Ukraine and Impacted Countries Emergency Appeal and the Norwegian Red Cross. Its primary purpose was not only to refresh existing knowledge and skills but also to serve as a significant refresher, updating participants with the latest information and skills relevant to the subject.

Turkish Red Crescent has Community-Based Health teams trained on the IFRC's Community-Based and First Aid approach and at the initial stage of the earthquake response, the Turkish Red Crescent focused on engaging with communities to improve access to health information and services. They worked with local community leaders to ensure that the community is knowledgeable about the availability of medical teams on the ground. In some villages, announcements were made from the local mosques to the community.

Objective *Turkish Red Crescent has an improved and institutionalized health emergency response unit to respond to crises and disasters with support from IFRC.*

Achievements

During the emergency period of the Earthquake Response, the Turkish Red Crescent has been actively engaged in providing localized emergency health response through their Emergency Response Unit (ERU), employing Mobile Health Units (MHUs) to reach affected communities. Overall, 11 MHUs have been deployed across 6 different cities, delivering emergency medical care to earthquake affected people both in rural areas and camps. Each MHU team was typically composed of a general Medical Doctor (MD), a nurse, a public health specialist, and a PSS delegate. In addition to the mobile clinic units, there was a specialized dental unit and a fixed polyclinic. These MHUs offered primary health care services, basic diagnostics (such as blood glucose and plain X-ray), medications, and referrals.

A team of Turkish Red Crescent medical professional volunteers (ERUs roster) was sent to the field on a regular 10-day rotational basis and were providing care to around 50-100 patients daily. Additionally, a public health specialist team was actively involved in developing reports based on field observations and assessments, particularly focusing on outbreak risks and factors like poor hygiene and sanitation. Close coordination has been maintained between Turkish Red Crescent and the Ministry of Health (MoH), and the teams provided their support in strengthening service delivery and responding to any needs expressed by the Ministry. A comprehensive reporting system is being developed to communicate back to the Ministry and to integrate the data into the Health Information System (HIS). Turkish Red Crescent and the MoH are collaboratively working on a 12-month plan, with the Turkish Red Crescent committing to provide a minimum of six MHUs to support the affected regions. Additionally, Turkish Red Crescent has been enhancing its clinical ERU capacity through mentorship with an Emergency Medical Team (EMT) in Kahramanmaraş,

where the charity, UKMED has provided management mentorship to three members of Turkish Red Crescent.

Objective: *Turkish Red Crescent provides complementary water, sanitation and hygiene (WASH) activities to protect social well-being and dignity of Afghan and Ukrainian refugees as well as vulnerable host communities with support from IFRC.*

Achievements

Implementation to provide complementary water, sanitation and hygiene (WASH) activities to protect social well-being and dignity of Afghan and Ukrainian refugees as well as vulnerable host communities will start in the second half of 2023. Due to the earthquakes, hygiene kits and their content were in high demand, and they were hard to source in the market. Also, because of the emergency, Turkish Red Crescent had to prioritize the supply of these materials to the earthquake affected areas. After the acute phase has passed, Turkish Red Crescent reactivated the procurement process for the hygiene kits to be distributed in the second of half 2023.



Migration and displacement

Objective *Turkish Red Crescent has a strengthened protection and outreach capacity with support from IFRC.*

Achievements

The Turkish Red Crescent protection referral mechanism has been well established to quickly respond and adapt to the needs of the affected population. Protection cases received through complaint and feedback channels (168 Kızılay Call Centre, social media, web site, Turkish Red Crescent Service Centres and Field Staff) are referred to the related units through a Case Tracking System. The Referral and Outreach (R&O) team of Turkish Red Crescent has provided support to facilitate access to ESSN which may include assistance such as, but not limited to, contacting the service provider and carrying out advocacy activities. The teams have also contributed to overcoming language barriers encountered in the field by establishing communication between local authorities and individuals within the scope of advocacy activities. Efforts have continued to strengthen the cooperation among various organizations and institutions. Both Turkish Red Crescent and IFRC have participated in Regional Refugee and Resilience Plan (3RP) working group meetings to share relevant ESSN updates as well as to be informed of the immediate and pressing issues within the sector. The field staff have continued visiting government authorities, NGOs and UN Agencies to enhance cooperation and strengthen the referral pathways. An external referral module had been established earlier in the Case Tracking System for external referrals for protection, socio-economic empowerment (SEE) and cash assistance provided by other humanitarian organizations that fall outside the working areas of CBMP and ESSN. In order to identify these areas, field teams have visited NGOs/INGOs that are providing specific services.

In terms of reach, Turkish Red Crescent field teams conducted visits to 388 local institutions in June 2023 and more than 9,700 visits to local institutions in 81 provinces since April 2021, and in about 2,960 of these visits, they were accompanied by IFRC field coordination teams. These teams referred a total of 6,944 individuals who were identified as having access-related issues to relevant public institutions. During the reporting period, a total of 201 households with vulnerabilities, that do not meet the ESSN selection criteria, were referred to Social Assistance and Solidarity (SASF) to receive the assistance under SASF Discretionary Allowance (SDA). Lastly, 668 protection referrals were made during the reporting period between January 2023 and June 2023.

Multi-year objective *Turkish Red Crescent works towards the sustained economic inclusion of refugees and vulnerable host population through socio-economically empowered and resilient communities with support from IFRC.*

Achievements

Emergency Social Safety Net (ESSN) livelihood referrals

ESSN Programme has been exploring a system to ease people into formal employment by initially keeping or compensating ESSN assistance and moving towards its gradual removal. The task team has already been set up to include various stakeholders such as the relevant Ministries and the donors to explore the options for making the transition to formal and sustainable employment. Focus Group discussions have been conducted with the ESSN recipients who have started working formally and were therefore removed from the ESSN Programme. The Turkish

Red Crescent started working with the World Bank in close coordination with İŞKUR which refers the ESSN recipients to the Turkish Red Crescent.

The Referral and Outreach teams have continued carrying out advocacy and sensitization activities regarding barriers to registration and access issues to apply for ESSN in the field with the local authorities. As part of these advocacy activities, revisions in the ESSN system regarding livelihoods referrals has already been provided with the aim of disseminating the most accurate and updated information on referrals to the relevant public authorities including Social Assistance and Solidarity Foundations (SASFs), Presidency of Migration Management (PMM), Municipalities, and I/NGOs. The top three referrals since April 2021 have been livelihood referrals (501 individuals), language courses (515 individuals) vocational courses (142 individuals). The CBMP team provided sensitization sessions to the ESSN staff on the livelihood related cases.

Community Based Migration Programme activities

Turkish Red Crescent Community Centres and Socioeconomic Empowerment Programme (SEE) with support from IFRC under the 2023 Unified Plan has been implementing activities to ensure socio-economic empowerment and social cohesion among host and refugee communities in the earthquake affected provinces. Specific objectives include:

- to assist people living in Malatya, Adiyaman, and Zonguldak to recover in the long term through socio-economic empowerment activities and social integration trainings through community centres for both the most vulnerable immigrants and local people. For SEE these activities include job and vocational consultancy for both employers and employees, Turkish language courses, soft skills development training, and work permit application processes, and consultation services
- to support volunteering efforts of Turkish Red Crescent in Adiyaman, Malatya and Zonguldak provinces
- to support early recovery efforts through providing work and life opportunities in Adiyaman and Malatya
- to support migrants with translation support in Adana, Bursa, Konya and Malatya
- to support the sustainability of the farm in Hatay

A lot of the referrals for work opportunities were carried out in June. Many candidates had sufficient educational backgrounds to explore different lines of work, the referred employees were of age between 18 and 59 and the gender ratio was well-balanced, with 55 male and 42 female candidates. The business sectors that the potential candidates were referred to include textile, refreshment and catering, industry, machinery, electricity and services. In line with the Memorandum of Understanding signed between Turkish Red Crescent and the Ministry of National Education, an introductory A1 level course was offered in May for 21 female participants of three different nationalities (11 from Afghanistan, 8 from Iraq, 1 from Iran and 1 from Syria) at Zonguldak Community Centre. The participants will be granted a certificate of completion upon eligibility and may continue to an upper level. Nine people (7 females in Adiyaman and 2 males in Zonguldak) were also referred to the Turkish Language Courses provided in the Public Education Centres of the provinces. Turkish language courses and employment counselling provided within the project reveal that the participants would prefer to be less dependent on others and would comply willingly with social cohesion initiatives, which can ease integration and lead to positive co-existence. Meetings were conducted with the public and private sectors for the purpose of Labour Market Analysis. Upon completion of province-based discussions, comprehensive information on the professional sectors which have skill gaps and labour shortages will be examined in detail during the second half of the year. The Labour Market Analysis is being conducted in all three provinces and the analysis should lead to a clearer picture of labour needs, gaps and opportunities.

In collaboration with the Disaster and Emergency Management Presidency (AFAD), Zonguldak Community Centre offered a training titled "Disaster Awareness" conducted by AFAD staff with the participation of 47 female participants in February. The training aimed to provide individuals with guidance on steps to take before, during and after disasters especially earthquakes. According to the feedback received from the participants, the training helped them become more confident.

Community Centres' participants have also been provided with translation support during the reporting period. 336 people mostly of Syrian origin have been provided with translation for issues such as legal assistance, accompaniment to an institution, internal referral or psychosocial support.

Following the earthquakes in February 2023, Malatya Community Centre was classified as severely damaged based on the damage assessment by the Ministry of Environment, Urbanisation and Climate Change. Activities such a Turkish

language courses could not be held in the centre as a result for a long time. There has also been a slow down in economic activity and the availability of employment opportunities as a result of the earthquake. Efforts will be made in the second half of 2023, to highlight employers and their requirements and stimulate economic activity.



Values, power and inclusion

Objective *Protection, Gender and Inclusion (PGI) is mainstreamed in all Turkish Red Crescent programmes, operations, and services with support from IFRC.*

Achievements

As part of the ESSN Project, through the Protection Raw Data and Operational Activity Report, which is analysed and published monthly, data disaggregated by sex, gender, age and disability (SADDD) has been collected and evaluated. According to the ESSN Satisfaction and Feedback Survey Results Report, conducted in December 2022, suggest that 79 per cent of ESSN recipients report that the assistance delivery was accessible and done in a safe, accountable, and participatory manner. The next data collection for the satisfaction and feedback survey will begin in August and is planned to be completed in September 2023.

Protection trainings were provided under the leadership of the IFRC team in cooperation with the Turkish Red Crescent ESSN and CBMP team members to 400 SASF interpreters and field staff in the SASF Workshop held in February 2023. If any protection related issue is detected through 168 Kızılay Call Centre, Facebook, website, web site or Turkish Red Crescent Service Centres, it is referred to the related unit through the Case Management System.

The community centres are used as a way of integrating protection, gender and inclusion (PGI) awareness and providing information on vocational and health-related issues, children's rights, the right to education, labour rights, and employment opportunities. All of these approaches are integrated into projects for cash and livelihoods, health and psychosocial support (PSS),

In response to the ongoing crisis as a result of the conflict between Ukraine and Russia, Turkish Red Crescent has carried out a number of PGI activities for the affected population coming to Türkiye from Ukraine. Mobile Child Friendly Spaces in Antalya province have offered educational and recreational activities to unaccompanied children from Ukraine. Other activities have been carried out within the scope of a structured PSS program and Restoring Family Links (RFL) in Elazığ and Antalya. Case management has been conducted for the vulnerable individuals with specific protection needs. Turkish Red Crescent has provided protection related information to the target community while activating the special needs fund (SNF) in situations where an individual urgently requires urgent short-term accommodation, transportation, medical equipment due to a disability or a medical condition, or support for educational costs etc. Turkish Red Crescent has also referred vulnerable cases to public services to assist them access additional social assistance.

The Turkish Red Crescent protection focal point (with support from PGI delegate) gave a half-day training on PGI, including on the prevention of sexual exploitation and abuse (PSEA), to new Turkish Red Crescent personnel supporting the earthquake response and this will continue as further new staff join. The PGI Delegate and the Turkish Red Crescent Protection focal point delivered a protection and cash workshop to members of other implementing and donor agencies, which included a section on PSEA.

The IFRC PGI focal point in-country continued to coordinate with the UN Humanitarian Country Team's Protection Sector Coordinator and participated in provincial protection meetings and sub sector meetings, including for child protection, GBV, and women's empowerment. Safeguarding controls are being included in the Earthquake Operational Risk Register in coordination with the Audit team. Technical support for PGI is also provided to the Shelter and Cash sectors, as well as planning, monitoring, reporting and evaluation teams.

Objective *Turkish Red Crescent has an improved targeting system to address different aspects of the needs/vulnerabilities on the ground, focusing on localization and including host communities alongside migrants as the focus.*

Achievements

The Turkish Red Crescent has traditionally been involved in rapid and effective disaster response. However, the seismic response following a recent earthquake has underlined the importance of localisation and strengthening local communities' capacities.

Turkish Red Crescent's auxiliary function is enabling the National Society to offer social services aimed at nurturing the long-term resilience of communities, engaging local expertise and leveraging community networks.

Objective *Turkish Red Crescent works towards increased social cohesion among the refugee and host communities with support from IFRC.*

Achievements

Through the Community-Based Migration Programme (CBMP), Turkish Red Crescents ensures that no segment of the population is left behind and that both migrant and host communities are provided with support in such a way that builds social cohesion and stronger more resilient communities. Four main programmes (protection, health and psychosocial support, livelihoods, and social cohesion) are conducted through 19 community centres in 18 provinces. The programme provides legal counselling with specialist lawyers; in-kind assistance to eliminate or reduce protection risks; information dissemination and awareness-raising sessions; capacity building activities for those with responsibilities in national protection mechanisms such as mukhtars, teachers, imams, school administrations and staff of non-governmental organizations.

ENABLING LOCAL ACTORS



Strategic and operational coordination

Objective *Turkish Red Crescent ensures engagement with partners through the effective utilization of humanitarian diplomacy with support from IFRC.*

Achievements

Since the commencement of the earthquake emergency initiative, the Turkish Red Crescent has received messages from over 120 constituent members, expressing solidarity, extending condolences, providing financial contributions, and offering resources as well as specialized teams. The National Societies have demonstrated their commitment by deploying teams, convoys, and individual representatives/observers to assist the response efforts. These deployments have been coordinated with the Turkish authorities and the Turkish Red Crescent.

Regular communication has been maintained between IFRC and Turkish Red Crescent's leadership and the two main partners in ESSN: Ministry of Family and Social Services (MoFSS) and Directorate General ECHO. IFRC Field coordination teams have participated in visits with government institutions, Governorates, Municipalities and Mukhtars with the facilitation of Turkish Red Crescent. Several coordination meetings have been held including meetings with NGOs and UN Agencies to ensure better coordination in terms of case management and referral mechanisms, During Task Force meetings, National Basic Needs Working Group meetings, IFRC Field coordination teams have facilitated presentations, figures and findings related to the ESSN programme and replied to questions raised by other stakeholders. The field coordination teams also joined workshops conducted by UNFPA and including other NGOs and municipalities. IFRC actively participates in the Regional Refugee and Resilience Plan (3RP) coordination structures including the Syria Task Force and working groups related to basic needs, cash coordination and protection. IFRC has been supporting Turkish Red Crescent in the co-chairing of the transition taskforce (TT): a forum set up by IFRC and UNDP to bring together actors working in transition together. This platform gives the opportunity to the sector representatives to share their experiences with the TT participants. The TT has conducted thirteen thematic meetings since its establishment in October 2021. It has also become a platform where sector representatives disseminate information on their projects to a wider audience.

As part of the Earthquake Response, IFRC and Turkish Red Crescent programme staff have continued conducting joint field visits. This operation is brokering new ways of working and bring the membership services together through both multilateral as well as bilateral engagement.

- Continued coordination and information exchange between Turkish Red Crescent and IFRC on all membership-related activities, including funding, membership presence, visits and information needs
- Turkish Red Crescent maintains active communication with National Society teams that are deployed through or with governments and ensures the overall coordination of the response operations through calls, bilateral briefings in person and online, as well as information briefs and response to specific queries
- Support in-country coordination with the implementation of a Federation-wide monitoring and reporting framework to ensure accountability and transparency
- Working closely with Turkish Red Crescent to support the organization of the visits for Participating National Societies, key donors and IFRC Governance and Management
- Working to support longer-term approaches to membership coordination to ensure continuation and sustainability beyond the surge support
- Actively working to ensure lessons learned inform strengthened systems and readiness for membership coordination going forward based on the Principles and Rules for Red Cross and Red Crescent in Disaster Relief
- Continuing to strengthen coordination with relevant external actors, including the Government and UN agencies, including IFRC participation in the Humanitarian Country Team (HCT) as well as in key working groups where either IFRC or Turkish Red Crescent are taking leading roles.

Following the setting up of the sector-based coordination mechanism by the Humanitarian Country Team (HCT) and the activation of the scale up protocols by the IASC on 16 February 2023, IFRC took the leadership of coordinating the shelter sector response to the earthquakes and mobilized a dedicated and senior team for this purpose ensuring presence, strategic and operational guidance capacity by:

- advising the Humanitarian Coordinator and Humanitarian Country Team in Ankara
- providing insight and input at inter sector coordination level (OCHA/UNDAC in Ankara and Gaziantep)
- liaising with national authorities and providing coordination to partner organizations and relevant stakeholders.

Coordination with global and regional ICRC representatives was also maintained. ICRC worked closely with Turkish Red Crescent in the areas of International Humanitarian Law (IHL) and Restoring family Links (RFL). The RFL team worked with the authorities inside and outside of the affected areas to report cases of missing or deceased victims. Tracing requests from outside of Türkiye were directed to RFL team through the ICRC and the National Societies. Turkish Red Crescent received 20 tracing requests including of 4 minors following the week of earthquake. Work took place in Hatay province in spite of collapse of the telecommunication infrastructure.

ICRC supported the RFL team in delivering updates to other National Societies and ICRC regional offices around the world. The first update was the summary of the general situation and the national response, the second update was a general update of the various figures, the number of people rescued, and the rubble and the last update talked about the mechanisms and techniques for requesting a search. The Syrian Arab Red Crescent (SARC) and the Turkish Red Crescent carried out joint activities in family reunification of unaccompanied Syrian children following the earthquake in Türkiye. Three cases are being followed actively by the Turkish Red Crescent. Two cases were closed with a positive outcome and one request was closed because family members in Syria wanted to terminate the process.

The RFL team followed up a family reunification case of a Syrian national to Austria affected by the earthquake whose legs were amputated in the earthquake. The RFL team managed the process in close cooperation with Austrian Red Cross and both countries' government institutions. All RFL activities during the earthquake on the ground were carried out in cooperation with Ministry of Family and Social Services, Ministry of Health and Presidency of Migration Management.

An Afghan national and a migrant living in Afghanistan filed a missing search request to Turkish Red Crescent to find his family members, who were last known to be in Türkiye and with whom communication has been lost. The name and surname information obtained from the enquirer was entered into the AI-integrated ABYET database, without any information other than that the family was last in Kütahya and that the missing persons were the beneficiaries of

KızılayKart. An inquiry was also made at the Directorate of Migration Management. Based on the information received, it was found that the family had been resettled in a third country through UNHCR.

In the first half of the year, as part of the Tracing process, the RFL team received 225 cases involving 695 people, and made searches for 214 people. Under family reunification, the RFL team received 20 cases involving 76 people and intervened in the cases of 39 people. The RFL team also received 56 messages for 112 people, 52 of whom then obtained their messages through the RFL team. The RFL team achieved these results, thanks to the cooperation with public institutions, which provided a positive environment for the RFL team to carry out its activities.

IFRC coordinated with ICRC on support to Turkish Red Crescent in the Earthquake Operation, including readiness to facilitate deployments of experts, where requested by Turkish Red Crescent.

Multi-year objective *Turkish Red Crescent promotes new partnerships with other National Societies with support from IFRC.*

Achievements

In the aftermath of the February earthquakes, Turkish Red Crescent strengthened its existing partnerships with German Red Cross and Norwegian Red Cross and developed new partnerships with other National Societies to respond jointly to the needs on the ground. Korean Red Cross is currently present in Türkiye, working bilaterally with Turkish Red Crescent, but integrated under IFRC. German Red Cross deployed a bilateral delegate in Türkiye who is integrated under IFRC. From day one of the Earthquake response, IFRC has been supporting Turkish Red Crescent to carry out membership coordination, maintain dialogue and information sharing and promote new partnerships. IFRC has provided a staff on loan to support Turkish Red Crescent capacities in the areas of External Partnership Development.

Multi-year objective *IFRC ensures effective resource mobilization for emergencies and long-term programming in Türkiye.*

Achievements

The focus of IFRC work in this area during the first half of 2023 has been on the response to the February earthquakes, ensuring proactive engagement in representation towards donors, external partners and the diplomatic community, as well as with other key external stakeholders, including the private sector and non-traditional donors as follows:

- Proactively engaging with the membership on resource mobilization efforts, providing support towards well-coordinated and broad fundraising drives
- Operational briefings and partnership calls for IFRC members
- Two diplomatic briefings in Ankara (February 2023) and Geneva (April 2023) to share information about the situation and Turkish Red Crescent/IFRC response
- IFRC integration into the Humanitarian Country Team (HCT) and contribution to the UN diplomatic briefing in Ankara
- Engaging in a dialogue with DG ECHO and Turkish authorities to repurpose ESSN funds to support people affected by the earthquakes
- Regular dialogue with donors in Ankara and headquarters

IFRC has received many requests from National Societies, embassies, national and international celebrities who want to donate or carry out fundraising, and IFRC's communications team has ensured appropriate media/social media coverage and visits in coordination with Turkish Red Crescent.

Regarding the humanitarian crisis in Ukraine and impacted countries, the country level response plan has been finalized and published for resource mobilization efforts. Psychosocial support, protection, essential household item distribution, first aid, hygiene and education kits distribution, special needs fund support, local stakeholder capacity building have been provided to people in need. Cash distribution in the temporary accommodation centre (TAC) in Elazig and psychosocial support and educational activities in Child Friendly Spaces in Antalya and Elazig have also continued.

Regarding the longer-term programming support, the IFRC Migration Project has continued to support refugee and host communities through livelihoods and CEA activities. Through the Government of Japan funded project, mental health and psychosocial support (MHPSS) services have been provided to vulnerable target populations through community centres in Konya, Adana (later changed to Mersin) and Bursa.

Thanks to savings from the previous closed Migration Appeal (MDRTR003), IFRC has supported Turkish Red Crescent to conduct livelihoods and social cohesion activities in Adana, Bursa, Konya, Hatay, Malatya, Adiyaman, and Zonguldak (Please see Strategic Priority 4: Migration and Displacement for further details). The SEE team has been preparing grant proposals for potential donors, including the European Directorate General Neighbourhood Policy and Enlargement Negotiations (DG NEAR). IFRC and Turkish Red Crescent have also prepared a generic grant proposal that can be adapted for new funding opportunities. A concept note was submitted to the DG NEAR and if successful, activities will take place in the first quarter of 2024. Also pending, is the IFRC Global Route Based Migration Program, a three-year programme by IFRC, which includes support for Türkiye.



National Society Development

Multi-year objective *Turkish Red Crescent is supported in terms of National Society Development, focusing mainly on cash implementation, cash institutionalization, community centre institutionalization, socio-economic empowerment, PGI, child protection, human trafficking and sexual and gender-based violence (SGBV), and PMER*

Achievements

Turkish Red Crescent demonstrated its commitment to continuous improvement and innovation by undertaking significant transformations in two key areas: cash-based modalities and information management. The organization recognized the importance of enhancing its capacity in these areas to better meet the changing demands of humanitarian response.

The process of online certification and ID provision for Turkish Red Crescent volunteers has been accelerated and proved to be useful in managing volunteers during disasters. Safety of volunteers is coordinated by the specialists and leaders from the Volunteer Management Directorate in headquarters. During the earthquake response, monitoring of the volunteers including the provision of accommodation and food has been ensured in liaison with Disaster Management Directorate.

In 2023, the IFRC learning and capacity building unit has continued to work with Turkish Red Crescent counterparts in Kizlaykart, volunteer management and Kizilay Akademi to strengthen the organizations skills and experience. Capacity support activities in this plan are geared towards ensuring that Turkish Red Crescent and DGSA have all the available knowledge and skills to continue with the next phase of the ESSN programme. The key capacity support activities conducted during the reporting period include:

- PECT - Practical Emergency Cash Transfer Training: This training aimed at building the confidence of participants to deploy as a member or leader of a cash team in an emergency response
- Humanitarian Information Analysis Training Course (HIAC) Training: The training aimed to introduce and equip IFRC and NS staff and volunteers with the basic skills, attitude and knowledge required to answer strategic and relevant questions and make sense of available information in humanitarian emergencies, through exposure to most relevant processes, tools, and techniques
- Cash and Voucher Level 2 -III Training: aimed to build the capacity of Turkish Red Crescent and partners in implementing CVA
- Safeguarding trainings: this training was conducted to all staff to enhance understanding on how to take complaints, donor safeguarding conditions and how to prevent sexual exploitation, abuse and harassment (SEAH)
- Fraud/SEAH awareness trainings: As part of mitigating corruption, SEAH and fraud risks, two trainings were conducted by the office of internal investigations (OIAI) team one which focused on the rules and operational risks of integrity issues, why they are important in emergency response and the impact on the organization if do they occur

- Support to Kizilay Akademi: Input to strategy discussions aimed at creating the Akademi brand and creating ways of sharing with the Movement
- Peer to Peer Exchange on volunteer management: Peer to peer exchange between Turkish Red Crescent volunteer management team and Red Crescent Society of the Kyrgyz Republic took place in 2022 and the plans continued during the reporting period
- The layout of the cash in Türkiye page on cash hub has been updated with learning resources produced from the CVA programmes in Türkiye including market assessment reports, satisfaction survey findings, global payment solutions study, targeting and shock responsiveness study.

The cash institutionalization initiative has progressed with Turkish Red Crescent establishing an inter-departmental task force to work on cash nationalization. The main stakeholders are the Directorate of Migration and the Directorate of Social Services. Cash Institutionalization has grown to now become an organization-wide initiative and moved from the ESSN III programme to the IFRC Country operation plan.

The Rotational Delegate Scheme ended in 2022 due to ESSN III programme handover tasks that require all teams to be on-board. Seven delegates had successfully completed deployment to Türkiye.

The ESSN programme will end with a learning event in October 2023. The learning generated will feed into other current/future cash. The ESSN being the largest humanitarian cash assistance in the world, the learning will provide valuable insights on the implementation of large-scale humanitarian cash assistance programmes.

With regards to the PMER capacity building, developing and/or adapting tools and processes has been put on hold due to the ongoing emergency in the country during the first half of 2023.

Multi-year objective *Turkish Red Crescent develops further its volunteer centred approach.*

Achievements

Within the Erasmus+ programme, the Lithuanian Red Cross team will join a youth camp in Ankara, in September 2023. The camp targets young people aged between 18-30 and aims to raise awareness regarding healthy diet, healthy aging, and sports. The participants will transfer their learning to students in a Turkish school as a closing activity of the programme. Similar to the agreement made with Lithuanian Red Cross, another youth camp in Istanbul will take place focusing on environment and climate change. Turkish Red Crescent has made a partnership with Portuguese Red Cross for this project which will be held in October 2023. Teams plan to make the closing with a short film on climate change. Both projects will host participants from small associations specialized in the Erasmus+ programme in addition to the participating National Societies.



Humanitarian diplomacy

Multi-year objective *Turkish Red Crescent has a common communications strategy in place to address critical migration issues with support from IFRC.*

Achievements

After the devastating earthquakes that hit southeast Türkiye on 6 February 2023, all communications related to the ESSN Programme were temporarily put on hold. IFRC and Turkish Red Crescent intensified their social media activities and engagements with the IFRC communications team keeping all its key messages, updates, and reactive lines up to date. Media space and country context have been regularly monitored, and communications strategies have been tailored to the needs of the earthquake operation. IFRC have regularly coordinated with communication teams of all National Societies, including a communications update on the earthquake response. IFRC has supported visit requests from National Societies, embassies, national and international celebrities who are donating and/or would like to spread awareness to their communities for fundraising purposes.

As of April 2023, the ESSN communication activities resumed alongside the continued support to earthquake communication related activities. Between April 2020 to June 2023, all visibility requirements were met and exceeded (between 103%-139%). Key performance indicators (KPIs), were met with more than 31,535,117 reached, and more

than 13,317,332 video views. IFRC has moved to TikTok but also maintained Meta and Twitter advertisements, given that ECHO is not on TikTok. IFRC has continued to maintain a dedicated page which is regularly updated. Turkish Red Crescent also acknowledges the EU's support on their Kizilaykart Platform <https://platform.kizilaykart.org/tr/>. Blog posts, photo stories and other written pieces have been published on the website. The IFRC has also relied on their YouTube channel to continue posting content and inspiring stories about ESSN beneficiaries and ensured that all content produced with ECHO's support was published.

IFRC and Turkish Red Crescent have implemented the successful #PowertoBe campaign for the past three years <https://powertobe.ifrc.org/>. However, after the earthquakes on February 2023, IFRC worked with a creative agency to deliver the #PowertoShare campaign in a different way which has mainly targeted the European audience given the situation in Türkiye. The campaign continues to promote the EU's financial support to the ESSN but emphasized more changes in perception among EU audiences about refugees. This campaign has now successfully finalized.

The Storytelling Project that was a sub-project under the ESSN, was also wrapped up in June 2023. During the final workshop, the eight trained refugee storytellers received training from an influencer to produce new content, and they received a certificate of completion in the presence of ECHO, IFRC and Turkish Red Crescent senior staff. A wrap-up video was produced and taken to the Global Communications Forum, which was attended by communicators from across the Movement.

The IFRC with the support of ECHO, organized media visits with journalists who covered stories of ESSN beneficiaries who were affected by the earthquakes, and the IFRC has also produced some content for their own media channels. IFRC has continued to share communications through digital skillshare sessions and at the Global Communications Forum.

Turkish Red Crescent and IFRC field staff continued their advocacy efforts to facilitate people's access to government services. In terms of policy, there have been engagements with the following institutions:

- Discussions with the EU and Turkish authorities about the ESSN transition
- Building relationships with ambassadors and heads of mission

The Turkish Red Crescent held various Humanitarian Diplomacy events in the first half of 2023 with the support of IFRC, especially in the aftermath of the 6 February earthquakes. These included:

- Coordination with relevant external actors, including the Government, Embassies and UN agencies
- IFRC's participation in the Humanitarian Country Team (HCT) as well as in key working groups where either IFRC or Turkish Red Crescent are taking leading roles
- Organisation of two diplomatic briefings (in Ankara and Geneva)
- An intensive communications campaign including regular updates, press releases, updates in social media, production of videos and other materials, etc.
- Discussions with DG ECHO and Turkish authorities to repurpose funds to support earthquake affected people.



Accountability and agility (cross-cutting)

Achievements

During the period under review, the income tax exemption for the national staff was agreed. Following the scale up to meet the needs related to the earthquake response, the Delegation has reached a more stable staffing. The staffing for the post-ESSN period started in July 2023 and is planned to be finalized in August 2023. An internal recruitment process will give priority to existing staff profiles. Some potential employers expressed their potential interest in hiring staff with profiles from the IFRC but there is no firm commitment so far. Trainings focused on employability skills started in May 2023 and will be finalized in October 2023.

Multi-year objective *Turkish Red Crescent and IFRC ensure sound financial management that contributes to effective and efficient use of financial resources and accountability for prudent stewardship of funds and the safeguarding of assets.*

Achievements

Specific audit processes have been in place for the ESSN programme. The Office of Internal Audit and Investigations (OIAI) created a yearly plan for the ESSN which includes five audits per year and this plan was approved by the IFRC's Audit and Risk Commission (ARC) teams. Every quarter, an independent third-party service provider, conducts a financial spot check on 40 selected transactions from the financial reports submitted by Turkish Red Crescent. The purpose of this test is to ensure that operational expenses comply with formal agreements and in year two, no major issues were reported.

To ensure that ESSN support is given to eligible recipients and that they receive the correct amount of assistance, quarterly household verifications are conducted. In 2022, a total of 426 households were tested and final reports were issued. A total of 1,000 household verifications for the current year three have been completed and no ineligible households were found to be receiving assistance. However, some issues were noted, including applicants not fully understanding the complaints response mechanism (CRM) and the quarterly top-up amounts. These issues were communicated to the relevant programme teams for resolution. The audit team has completed the draft reports for the information technology and ECHO Compliance audits, and this will be finalised and issued. A sensitive Complaints briefing note has also been drafted and will be issued once completed.

Multi-year objective *IFRC ensures accountability to service users, donors, partners and other stakeholders through clear allocation and understanding of roles and responsibilities.*

Achievements

IFRC country delegation delivered financial and narrative reporting in a timely manner for all programmes and projects under implementation. Internal and external media information pieces were produced to update relevant audiences, as well as to prioritize accountability towards funding bodies and the public.

Multi-year objective *As part of risk management and quality assurance, an audit, assurance, and accountability framework is in place and to follow-up on findings of independent internal audit, quarterly financial spot checks, quarterly household verifications, risk management activities and fraud and protection against sexual exploitation and abuse (PSEA), which are underpinned by complaints and feedback mechanisms.*

Achievements

The IFRC team from Türkiye has maintained their approach to effective strategic and operational risk management and discussed the possibility of creating an extra risk register for the ESSN. With assistance from the Head of Audit for the ESSN, the senior management of IFRC in Türkiye followed an "audit universe" method to identify operational, strategic, financial, and process-related risks associated with ESSN, and made necessary changes during the reporting period. The main risks and ways to reduce them are outlined below:

- To avoid potential risks related to eligibility for support, Ministry of Family and Social Services (MoFSS) registers and assesses the eligibility of recipients for the ESSN programme. The data is then shared with Turkish Red Crescent, which in turn shares it with IFRC to allow for verification and reconciliation work. Each recipient is assigned a unique identifier by Turkish Red Crescent for the programme which IFRC can use to identify individual recipients. Before each cash run, Turkish Red Crescent verifies recipient lists and discrepancy reports and cross-references them against IFRC's verification of beneficiary lists and discrepancy reports. Turkish Red Crescent conducts a financial reconciliation against HalkBank statement, recipients' wallets, and the other reports produced by Halkbank reporting platform. Similarly, IFRC conducts a financial reconciliation against HalkBank statement, beneficiary wallets, and the other reports produced by Halkbank reporting platform and cross-references these with Turkish Red Crescent's report. Additionally, a third-party service provider conducts regular household verifications on a sample basis.
- Due to inflation problems in Türkiye, the purchasing power of the transfer value of the ESSN programme has been significantly reduced. This presents a risk to the programme's effectiveness in terms of fulfilling basic needs and preventing negative coping mechanisms. IFRC country delegation in Türkiye regularly communicates with the MoFSS and the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO) to keep them updated on the situation and agree on the next steps in line with the C-ESSN and other programmes.
- The potential rise in global insecurity may lead to an increase in the number of refugees seeking asylum in Türkiye. The ongoing crisis in Afghanistan, the conflict in Ukraine, and stricter regulations for cross-border humanitarian

efforts in northern Syria are some of the situations that could impact Türkiye. This presents a risk to the country's ability to respond effectively and meet the emerging needs of refugees. The political climate and refugee numbers is being monitored through participation in coordination forums and strategic dialogues.

- As in any emergency operation and programme, there is a risk of sexual exploitation and abuse (SEA) as well as corruption or fraud. To manage these risks, the IFRC country delegation in Türkiye has implemented a detailed fraud and SEA risk assessment, provided staff training, established field-level oversight and monitoring, conducts monthly verification and reconciliation, and independent spot-check activities. In line with these activities, Turkish Red Crescent has reported sensitive complaints on a quarterly basis, as per the request of IFRC country delegation in Türkiye.

During the reporting period, IFRC country delegation's ESSN audit team conducted quarterly household verifications and financial spot checks. Also, Turkish Red Crescent staff under ESSN, information technology (IT) and audit teams were provided with IT capacity building trainings. The objective of the IT training was to develop the audit competencies of Turkish Red Crescent's IT and audit team and to ensure professional cooperation with the relevant IT units of the Turkish Red Crescent for the ESSN IT Audit.

An IT audit of the various systems being used by Turkish Red Crescent to deliver the ESSN programme was completed and the draft report was issued to the Turkish Red Crescent for discussion. The ESSN Audit team has completed the ECHO Compliance draft audit report. Training sessions were organized on risk management, fraud, corruption and integrity and SEA and delivered across the IFRC country delegation.

Multi-year objective *Turkish Red Crescent has capacity in place to collect and present data/information in an innovative way with support from IFRC.*

Achievements

During the first half of 2023, to support the earthquake response, an Information Management Officer and Humanitarian Information Analyst were added to the IFRC Information Management and Data Analysis team as surge deployment. The IFRC country delegation also contributed its taggers and analysts from its existing DEEP project deployment to an Earthquake activation by the Data Friendly Source (DFS) company. The DEEP project has been well documented by the IM team and shared with the SIMS as a lesson learned process for SIM, especially for similar future crisis responses where such practices can be potentially emulated.

As part of regular work, various data analysis products were delivered as requested by programme workstreams and management to enhance evidence-based decision making and reporting. The products delivered included: Power BI / Tableau, dashboards, static infographics, interactive maps, and ad-hoc analysis requests as well as a significant analysis piece finalizing targeting criteria adjustment, projecting implications on caseload and creating a targeting implementation timeline. Many of these products were handed over to the requesting workstreams in a process of devolvement and training, enabling them to develop additional iterations of the products themselves.

During the reporting period, Information Management (IM) team continued its support to operations through contributions such as strong data analysis and rich data visualization. Data analysis support included mobile data collection, mapping and visualization, Python programming language, machine learning, and business intelligence platforms. The IM team continued to work with Turkish Red Crescent and play its integral role within the finance team (using Python scripts and other relevant IT systems) to ensure that eligibility of ESSN applicants and funds transferred are verified. The team aims at providing an extra layer of assurance so that ESSN programme can ensure the right amount of cash is being transferred to the right people. The key learnings from ESSN's cash information management were spread throughout the Movement via presentations and sensitization with internal (Red Cross Red Crescent Movement) and external (Data Week, SIMS, Cash IM working group, Mobile Data Collection Working Group, etc) partners.

Multi-year objective *Turkish Red Crescent ensures increased acceptance and trust by the population through continued community engagement and accountability (CEA) initiatives conducted through the health, ESSN, socio-economic empowerment (SEE) programming with support from IFRC.*

Achievements

During the reporting period, IFRC continued to support Turkish Red Crescent by facilitating two-way communication, sharing information, and engaging with communities through various channels such as the Turkish Red Crescent 168 call

centre, social media, communication at service centres, and activities of the R&O and monitoring and evaluation (M&E) teams. According to the satisfaction surveys, more than 90 per cent of communities preferred these communication channels. Although written materials were not the preferred communication method, community engagement and accountability (CEA) teams still created pamphlets, posters and Facebook information provision posts regarding important updates and issues as well as web site FAQs and pop-ups, to provide additional options for accessing information in the most common spoken languages by the target communities (Turkish, Arabic, English, Farsi).

Satisfaction Surveys showed that 91 per cent of applicants were satisfied with the application process, with 94 per cent of Emergency Social Safety Net (ESSN) recipients and 89 per cent of non-recipients indicating satisfaction. The satisfaction rates of ESSN recipients with the application process and the information they received remained consistently high or slightly decreased, but still at very high levels. The latest satisfaction survey indicates increased confidence in the feedback mechanism.

Initially, a rumour tracking system was developed to document and analyse rumours, but it was not used as frequently due to concerns about its user-friendliness and time efficiency. Instead, rumours are tracked from the information/complaint and feedback mechanism <https://communityengagementhub.org/resources/cea-activities/rumour-tracking/>

Capacity support for the Turkish Red Crescent's CEA unit related to the Emergency Social Safety Net (ESSN) programme was provided through various trainings. Adobe trainings were provided, and an in-depth CEA training was conducted with the collaboration of CBMP CEA for community centre staff. CEA trainings were also provided by CEA team members to 400 SASF interpreters and Turkish Red Crescent field staff in the social and financial assistance (SASF) Workshop held in February 2023. Basic feedback trainings were also provided to recently hired CBMP call centre operators. A training for the handover team with Turkish Red Crescent and DGSA will be conducted after July 2023.

The Turkish Red Crescent 168 call centre, which provides services in five languages and has received over 1.5 million calls since the start of the ESSN programme, remained a crucial hub for managing feedback, response, and complaints. In addition to the call centre, other communication methods were also used to disseminate information, including household visits, interactions with Turkish Red Crescent service centres and community centres, and interviews with key informants. The call centre's infrastructure was strengthened to extract detailed statistics and activity reports. After the earthquake, the 168 Kızılay Call Centre was made re-operational to receive the emergency related calls. Due to the earthquake, there was an initial period of delay in receiving the relevant call centre data, however this has been rectified and call centre data is being received at regular periods. Online feedback from social media and traditional media were also tracked and verified. To collect feedback on the ESSN programme more systematically, five rounds of satisfaction and feedback surveys were conducted, and a sixth round will be in July 2023.

As part of Turkish Red Crescent's CBMP programmes, the 168 call centre service provided by Turkish Red Crescent has been utilized as effectively as possible during the reporting period. Concerns and questions were answered in detail and if necessary, the callers were contacted by the community centre staff to follow up if needed, which consequently enhances community engagement and strengthened accountability. 91 calls were received by 168 call centre between January and June 2023. Information requests mostly included courses, work permits, trainings, seminars as well as the usual operations of the community centres.

During the earthquake operation, both the host community as well as refugees had the opportunity to get in touch with Turkish Red Crescent staff in person, to find out more about the other services provided by the community centres aside from food, accommodation and in-kind support. This helped more people to benefit from services such as translation, profiling and trainings. Posters in three different languages (Turkish, Arabic and Persian) are being displayed at community centres to enhance the visibility of 168 call centre. This will result in an increased flow of feedback to the call centres.

Within the scope of Turkish Red Crescent has a desk at the Elazığ Temporary Accommodation Centre (TAC) where the affected population coming from Ukraine can speak with the Turkish Red Crescent staff about the cash programme within Ukraine response. Information regarding the programme is disseminated to the TAC residents through Turkish Red Crescent staff in TAC in coordination with TAC management as well as posters and brochures. Additionally, Turkish Red Crescent conducted outreach activities to disseminate information to the target population in Ankara about the project activities, with a focus on the Special Needs Fund (SNF). They also carried out information campaigns and awareness-raising initiatives on child rights and protection.

As part of the earthquake response, the CEA teams of Turkish Red Crescent, IFRC and WFP have actively worked together to integrate the Collective Kindness cash assistance programme (in response to earthquake operation) into

the existing feedback and complaints mechanism through newly drafted SMSs, a new website and FAQ for staff to answer any incoming queries. Collaboration has been formed with the headquarter 168 Call Centre to manage incoming calls from Turkish citizens, providing responses or appropriate referrals as needed. In terms of coordination, CEA actively participates in inter-agency protection and basic needs working groups and is engaged in dialogue with WHO for cooperation regarding health messaging. UN OCHA has also stated interest in cooperation regarding earthquake messaging and requested to utilize certain training materials on community engagement and accountability created by IFRC, especially the CEA in CVA e-learning modules. IFRC CEA is also actively involved with the newly formed accountability to affected population (AAP) Working Group led by the UNHCR, along with Turkish Red Crescent.



The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest humanitarian network, with 191 National Red Cross and Red Crescent Societies and around 15 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

DATA SCOPE AND LIMITATIONS

- **Timeframe and alignment:** The reporting timeframe for this overview is covering the period from 1 January to 30 June 2023. However, due to the diversity of the IFRC and differences in fiscal years, this coverage may not fully align for some National Societies. Mid-year reporting data may have been based on estimations, with plans to submit more robust numbers at the annual reporting stage.
- **Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all.
- **Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) and which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC tries to triangulate the data provided by the National Societies with previous data and other data in the public domain.

ADDITIONAL INFORMATION

- [IFRC Global Plan and Country Plans](#)
- [Subscribe for updates](#)
- [Donor response](#) on IFRC website
- [Live Disaster Response Emergency Fund \(DREF\) data](#)
- Operational information: [IFRC GO platform](#)
- National Society data: [IFRC Federation-wide Databank and Reporting System](#)
- [Evaluations database](#)

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