

IN SUPPORT OF THE TURKISH RED CRESCENT



PEOPLE REACHED

Emergency
Operations



928,088

Disasters
and crises



2,564,038

Health and
wellbeing



716,832

Migration and
displacement



315,770

Values, power
and inclusion



469,258

FINANCIAL OVERVIEW

in Swiss francs (CHF)

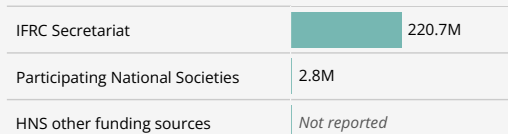
Country	Funding Requirement	27.2M
IFRC Secretariat	Emergency Operations Funding	144.9M
	Emergency Operations Expenditure	96.2M
	Longer-term Funding Requirement	24.3M
	Longer-term Funding	20.5M
	Longer-term Expenditure	18.9M
	ESSN disbursements	210M
Participating National Societies	Funding Requirement	2.9M
	Funding	9M
	Expenditure	8.9M

Turkish Red Crescent Society

Overview



Funding Sources



*Includes passthrough cash disbursements to ESSN beneficiaries which are separate from IFRC accounting systems

Appeal number **MAATR002**

In addition to: CHF 400M Funding requirement for newly launched emergency appeals*

ONGOING EMERGENCY INDICATORS

MDRTR004 / Earthquakes

People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	928,000
RESb. Number of people (and households) provided with household items that support the restoration and maintenance of health, dignity and safety and the undertaking of daily domestic activities in and around the home	827,000
People reached by National Societies with contextually appropriate water, sanitation and hygiene services	696,000
People reached by protection, gender and inclusion programming	469,000
People reached with shelter support	388,000
People reached with psychosocial and mental health services	189,000
People reached by National Societies with contextually appropriate health services	47,000
Targeted households reached with food	1.6M
Number of children of diverse gender, ages, and backgrounds participating in child-friendly consultations to help design, implement, and monitor the programme	60,000
Targeted households reached with essential services/information for employment opportunities, including self-employment	7,000
Number of branches that have the capacity to lead the operation at local level	175
Targeted population sites for which a food security and livelihoods needs assessment is produced	5
Number of WASH situation assessments conducted in total	4
Is Community Engagement and Accountability integrated and institutionalized in the National Society policies, operations, and procedures (with clear benchmarks)?	Yes
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
Volunteers involved in the response operation that have increased their skills in response and management of operations	26,000
RCRC staff and volunteers trained on Prevention and protection of sexual exploitation and abuse and child safeguarding	94

STRATEGIC PRIORITIES

Climate and environment	Developing and implementing strategies and plans that address rising climate and environmental risks?	Yes
	Implementing environmental or climate campaigns focused on behaviour change, plastic reduction or clean-ups?	Yes
Disasters and crises	Affected individuals (esp. adolescents and young adults) supported with functional literacy and numeracy classes or any other form of support to facilitate their transition to the job ..	3,000
	Number of children of diverse gender, ages, and backgrounds participating in child-friendly consultations to help design, implement, and monitor the programme	60,000
	People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	2.6M
	People reached with shelter support	388,000
	RCRC staff and volunteers trained on Prevention and protection of sexual exploitation and abuse and child safeguarding	94
	RESb. Number of people (and households) provided with household items that support the restoration and maintenance of health, dignity and safety and the undertaking of daily do..	827,000
	Targeted households reached with essential services/information for employment opportunities, including self-employment	7,000
	Targeted householdsreached with food	1.6M
	Targeted population sites for which a food security and livelihoods needs assessment is produced	5
Health and wellbeing	Number of WASH situation assessments conducted in total	4
	People reached by National Societies with contextually appropriate health services	53,000
	People reached by National Societies with contextually appropriate water, sanitation and hygiene services	717,000
	People reached with psychosocial and mental health services	208,000
Migration and displacement	Advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move?	Yes
	Data collection, research, analysis or other information management initiatives to better assist and protect people on the move?	Yes
	Migrants and displaced persons reached with services for assistance and protection	316,000
Values, power and inclusion	Is Community Engagement and Accountability integrated and institutionalized in the National Society policies, operations, and procedures (with clear benchmarks)?	Yes
	People reached by protection, gender and inclusion programming	469,000

Korean Red Cross			●	●		●		✓
Latvian Red Cross								✓
Liechtenstein Red Cross								✓
Maldivian Red Crescent								✓
Monaco Red Cross								✓
Netherlands Red Cross								✓
New Zealand Red Cross								✓
Norwegian Red Cross	1.4M			●				✓
Philippine Red Cross								✓
Red Crescent Society of Azerbaijan								✓
Red Cross of North Macedonia								✓
Red Cross Society of China								✓
Saudi Red Crescent Authority								✓
Singapore Red Cross Society								✓
Slovenian Red Cross								✓
Spanish Red Cross	12.8M							✓
Swedish Red Cross								✓
Swiss Red Cross	3.8M							✓
The Red Cross of Serbia								✓

Total Funding Reported **CHF 25.8M**

OVERALL PROGRESS

Context

At the beginning of 2023, [severe earthquakes in southern Türkiye](#) caused over 50,000 deaths and displaced more than three million people. As of 30 March, 894,000 housing and commercial units were assessed as needing urgent demolition or being heavily damaged. By June 2023, close to 3 million people remained displaced, with 2.4 million sheltering in tents. Despite ongoing challenges, the Turkish government led by the Disaster and Emergency Management Presidency also known as AFAD, along with the Turkish Red Crescent and other humanitarian organizations, coordinated relief efforts providing shelter, food and psychosocial support.

Türkiye continues to host around [3.3 million Syrians and other refugees](#), placing additional strain on the system. The affected regions, already economically vulnerable, faced severe damage to infrastructure and livelihoods. Türkiye's geographical and environmental conditions contribute to a high risk of disasters including earthquakes and wildfires, with climate change expected to exacerbate these challenges.

Türkiye has been experiencing an economic crisis for the past years, and it has worsened significantly since the COVID-19 pandemic and the conflict in Ukraine. Inflation had reached nearly 80 per cent in Türkiye by June 2022, compared with the previous year, while the overall poverty rate rose to 12.1 per cent over the summer. The pandemic aggravated those indicators, increasing vulnerabilities and barriers to access of basic needs during the shutdowns and caseload peaks. Higher domestic food prices, lower incomes and increasing unemployment rates have had a significant impact on overall food security and access to healthy food.

Due to the conflict ongoing in Ukraine, [more than five million people have fled](#) to neighbouring countries, including Poland, Romania, Slovakia, Moldova, Hungary and Belarus and Russia. Displaced individuals from Ukraine also cross into Türkiye through the borders with Bulgaria and Georgia.

Key achievements

Climate and environment

In 2023, with technical guidance from the [Climate Centre](#), an IFRC global reference centre, the Turkish Red Crescent made substantial progress in climate risk assessment and climate-smart screening at both organizational and country levels. The National Society also focused on measuring and [reducing their carbon footprint](#), aiming to promote responsible production and consumption, protect terrestrial and aquatic life, and combat climate change as part of its 'A More Livable Environment' vision for 2030. The Turkish Red Crescent was also awarded seed funding in the [IFRC and ICRC Green Logistics Challenge](#) to replace diesel generators in mobile child friendly spaces with solar-powered systems, showcasing sustainable humanitarian service provision. Additionally, the Turkish Red Crescent participated in high-level international forums and continued efforts to raise environmental awareness through initiatives like reducing plastic usage and promoting recycling within its Community-Based Migration programme.

Disasters and crises

In response to the recent series of devastating earthquakes which resulted in about 50,000 fatalities and affected nearly 16 million people, the Turkish Red Crescent demonstrated exceptional leadership and efficiency in disaster and crisis management. As a key player in the National Nutrition Service Group and a major component of the Türkiye Disaster Response Plan (TAMP), the Turkish Red Crescent swiftly mobilized vital relief supplies, setting up mobile kitchens to provide hot meals to survivors. Additionally, the Turkish Red Crescent prioritized mental health and psychosocial support ([MHPSS](#)), integrating professional support and counselling into its response strategy to help survivors cope with the emotional aftermath. The lessons learned from years of supporting refugees and migrants in Türkiye were also applied in the National Society's provision of multipurpose cash interventions to earthquake survivors through Emergency Social Safety Net (ESSN) programming.

Health and wellbeing

In 2023, the Turkish Red Crescent's Mother and Child Community-Based Health programming focused on reducing vulnerabilities and improving health through gender-responsive services in five communities. The National Society also significantly advanced the provision of critical psychological and psychiatric services across nine community centres. These interventions leveraged the community-based health and first aid (CBHFA) approach, empowering communities and enhancing coordination with state and civil society actors.

Migration and displacement

Various support provided by the Turkish Red Crescent to earthquake survivors was made possible through technical support and innovation in humanitarian assistance developed through years of supporting refugees and migrants. The support included the complementary interventions of Emergency Social Safety Net (ESSN) programming and services provided at community centres, including provision of monthly cash assistance to about 1.6 million refugees through the ESSN programme. Additionally, the Turkish Red Crescent engaged with local and central authorities to dismantle barriers that hinder dignified access to impartial assistance. The National Society's community centres have continued to promote socioeconomic empowerment and social cohesion among host and refugee communities. Vocational services including referrals to work opportunities were offered, along with disaster awareness training. Translation support was also provided.

Values, power and inclusion

In 2023, the Turkish Red Crescent achieved significant progress by mainstreaming protection, gender, and inclusion (PGI) across its programmes. Key accomplishments include comprehensive data collection and analysis for targeted interventions, effective post-earthquake community engagement and expanded social services promoting long-term resilience. Social cohesion continued to be facilitated through the provision of inclusive humanitarian aid and integration of both refugee and host communities into initiatives. The Turkish Red Crescent also continued with efforts aimed at increasing awareness and capacity to address human trafficking and gender-based violence through training and education, with a holistic approach to safeguarding vulnerable individuals.

Enabling local actors

The Turkish Red Crescent conducted relief efforts since the beginning of the earthquake disaster in the 11 affected provinces. By working closely with local communities and training volunteers, the Turkish Red Crescent ensured a coordinated and efficient response that resonated with the unique needs of each affected area. At the Turkish Red Crescent Disaster Coordination Centre which was previously located in Ankara and now moved to Gaziantep with a localization approach, teams have been constantly analysing real-time data reported from the field and systematically organizing assistance in the affected areas. The National Society leveraged its capacity through its local branches manned by trained volunteers, community centres and local disaster operation teams to facilitate sustainable relief operations. This approach allowed it to swiftly assess the needs of affected communities and tailor its response accordingly, while reaching more people in need.

In line with its strategic objectives, the Turkish Red Crescent is advocating for the needs of vulnerable populations both domestically and internationally. The Turkish Red Crescent actively fostered dialogues that emphasize the importance of neutral and impartial humanitarian action, particularly in the context of the ongoing challenges posed by the 2023 earthquakes and the large refugee population in the country.

In terms of accountability and agility, the Turkish Red Crescent focused on strengthening its transparency and safeguarding mechanisms. The National Society implemented rigorous financial management practices, ensuring that all projects are supported by comprehensive reporting and auditing procedures. The Turkish Red Crescent actively promoted policies and practices that prevent exploitation and abuse, ensuring that humanitarian aid is delivered with integrity and respect for the dignity of all individuals.

Changes and amendments

The seismic events that marked the early months of 2023 pushed the Turkish Red Crescent into an arena of unparalleled complexities, requiring rapid adaptations. The earthquake also had an impact on the supply chain for non-earthquake related procurements. In the beginning of the earthquake response, the IFRC Türkiye Delegation and the Turkish Red Crescent reoriented a large part of its human resources toward the response. Due to the earthquake, some of the planned activities for the year 2023 had to be either moved forward to 2024, amended in terms of targets or cancelled.

The ESSN programme was revised twice during the reporting period to incorporate support to the earthquake affected people using ESSN programme 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 was closing in December 2023.

IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

Emergency Appeal name	Ukraine And Impacted Countries Crisis Emergency Appeal
MGR-Code	MGR65002
Duration	46 months (28 February 2022 to 31 December 2025)
Funding allocation	CHF 800 million through the IFRC Emergency Appeal CHF 2.7 billion Federation-wide CHF 6.14 million (for Türkiye)
People targeted	22.65 million
Latest Operations Update	Operations Update #9 Ukraine and Impacted Countries Crisis

More than one year on from the escalation of international armed conflict in Ukraine, the devastation continues to affect every aspect of people's lives. Many of the millions who fled are unable to return home, and those who remain face dire conditions, with limited access to water, heat, health care and other essential services. The impacts on people's mental health, whether they are inside or outside of Ukraine, continue to grow.

Through this emergency appeal, the IFRC continues to support the Ukrainian Red Cross and other National Societies in the region who are standing side-by-side with communities, providing crucial and long-term humanitarian aid to meet a wide range of needs. People displaced from Ukraine can enter the country and stay in Türkiye up to 90 days without visa in line with a visa waiver programme. For longer stay, they need to apply for residence permit (short term or humanitarian residence permit) or international protection status as regulated under the Law on Foreigners and International Protection. Most of the displaced people from Ukraine consider Türkiye as a temporary location and tend to apply for short-term residence permit (short term or humanitarian residence permit). Due to legal obligations such as complying with signature duty, applications for international protection remain low among the target population.

The Turkish Red Crescent received funding through this emergency appeal to assist Ukrainian citizens arriving in Türkiye since the onset of the conflict in February 2022.

The [emergency appeal](#) from the period of November 2022 to December 2024 enables the Turkish Red Crescent to continue providing essential humanitarian aid in health and care, water, sanitation and hygiene ([WASH](#)), integrated assistance (including essential household items, multi-purpose cash and accommodation), [PGI](#) and community engagement and accountability ([CEA](#)) while receiving support from other existing programmes as appropriate. The Turkish Red Crescent is also planning to continue its efforts for the people affected by the Ukraine crisis through expanding its support from health to provision of rehabilitation of children with specific needs.

Name	Türkiye Earthquake Emergency Appeal
MDR-Code	MDRTR004
Duration	25 months (7 February 2023 to 28 February 2025)

Funding requirements	CHF 400 million through the IFRC Emergency Appeal CHF 750 million Federation-wide
Funding allocation	CHF 2 million
People Targeted	1,751,234
Latest Operational Update	Operations Update No. 6

A devastating 7.7 magnitude earthquake struck southeast Türkiye in the early hours of 6 February 2023, followed by 83 aftershocks at a maximum level of 6.7, and an additional separate earthquake of 7.6 the following day in the same region. On 20 February, almost two weeks after the initial earthquake, a separate 6.4 magnitude earthquake hit the Defne district, close to the Syrian border in Hatay province. This was followed by a 5.8 magnitude earthquake on the same evening in Samandag district, Hatay, causing further destruction to the already heavily damaged area. Since 6 February, over 24,000 tremors were recorded in the area (AFAD 05/04/2023).

Through the IFRC emergency appeal, the immediate and early recovery needs of 300,000 affected people are being met. The support through the IFRC appeal includes shelter, food and water, health services, cash assistance and protection for vulnerable groups. The Turkish Red Crescent has been distributing tents, blankets, sleeping bags, bed chairs and mattresses to meet the urgent shelter needs of the people whose houses were destroyed.

The [revised operational strategy](#) indicates that food security, multi-purpose cash, psychosocial support, protection and livelihoods remain the major priorities for international support. Whilst ongoing requirements to support basic needs of the affected population remain, the Turkish Red Crescent has largely transitioned to recovery focused activities. The mass food distribution concluded in most provinces by the end of August 2023 and has only continued in Hatay (Antakya) province where the largest impact of the earthquakes occurred.

The implementation of recovery activities is supported by six community centres across the most affected provinces of Hatay, Kahramanaras, Adiyaman, Osmaniye, Malatya and Gaziantep. Each community centre has staff and volunteers to support affected communities and the activities for cash, livelihoods, protection, WASH, and community health. It also includes social workers and psychologists to meet the psychosocial needs of the affected population. Disaster risk reduction is also factored in.

New activities in the revised operational strategy, in line with early recovery and recovery priorities, also include:

- Shelter, Housing and Settlements: fully furnished containers
- Food: cash assistance for food, transition from hot meals to food parcels
- Livelihoods: increased cash assistance for rural livelihoods, small-to-medium businesses grants
- Health and care: cash assistance for health (health equipment, medicine, medical treatment, people living with disabilities)
- WASH: increased WASH services in temporary settlements (through water tanks, shower units, laundry units)

For the period of February 2023 to February 2025 the emergency appeal will support the Turkish Red Crescent in assisting approximately 1.25 million people affected by earthquakes in the south-eastern region. The earthquake impacted 11 provinces in Türkiye affecting approximately 16 million people. The National Society is continuously supporting the targeted people with assistance.

STRATEGIC PRIORITIES



Climate and environment

The capacity of the Turkish Red Crescent staff and volunteers is enhanced in developing and implementing community-driven climate change adaptation and environmental protection projects. Furthermore, the Turkish Red Crescent identifies its mandate and organizational structure to tackle climate change challenges in Türkiye

Progress by the National Society against objectives

In 2023, the Turkish Red Crescent focused on measuring and reducing its carbon footprint to ensure more sustainable operations. The Turkish Red Crescent aimed to promote responsible production and consumption, enhance the sustainability of terrestrial and aquatic life and contribute to climate action through its vision of 'A More Liveable Environment,' as outlined in the Turkish Red Crescent Target 2030 document. However, many activities related to climate and environmental objectives were postponed due to the National Society's prioritization of earthquake response efforts, with staff and resources being redirected to meet urgent humanitarian needs. As a result, the Turkish Red Crescent plans to reassess its multi-year objectives to better align with the evolving context and ensure the continuation of its climate action initiatives.

Discussions are now ongoing to initiate the work on a National Climate Risk Assessment. Some of the milestones that the Turkish Red Crescent aims to achieve are to:

- Establish climate working groups and develop action plans
- Finalize the developed Turkish Red Crescent action plan for 2024
- Raise awareness, educate and share information on climate and environmental change as well as provide practical solutions
- Conduct Stakeholder Mapping Exercise at national and local level
- Conduct climate risk assessments (basic or in-depth) with key partners
- Engage in climate-related policy dialogues, planning and implementation processes across different levels (sub-national, national and international)
- Conduct climate-smart screening of Turkish Red Crescent's programmes and operations for climate smart entry points

Additionally, as part of Green Logistics Challenge, the 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 (MCFS) by a solar-powered system. The solar-powered 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 three existing MCFS trailers, one piloted the solar-powered system. The idea now is to make the same installation in the other two 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. The high-level meeting provided 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 realize the outcomes and goals of the Sendai Framework, the [2030 Agenda for Sustainable Development](#), the [Paris Agreement](#) and other agreements, frameworks and conventions.

IFRC network joint support

The IFRC and the [Red Cross Red Crescent Climate Centre](#) support the Turkish Red Crescent in identifying its mandate and organizational structure to tackle climate change challenges in Türkiye.

Since the beginning of 2023, the IFRC and the Turkish Red Crescent disaster management and climate change department have started to collaborate to define its climate action roadmap. With this joint effort, remarkable progress has been made on the climate risk assessment and the climate smart screening covering both the Turkish Red Crescent and country-level activities.

The IFRC also supported the Director-General of Disaster Management and Climate Change at the Turkish Red Crescent to attend the high-level mid-term review of the Sendai Framework for Disaster Risk Reduction in New York.

Staff and volunteers apply procedures in day-to-day work to conform to environmental protection requirements

Progress by the National Society against objectives

During the period under review, the IFRC and the 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 and taking courses on climate change on IFRC learning platform. Furthermore, Turkish Red Crescent's community-based migration programme ensured 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.

IFRC network joint support

The IFRC offices collaborated with the Turkish Red Crescent to continue activities aimed at raising awareness about reducing carbon footprints. They promoted environmentally friendly practices within and outside office settings, including conscious air conditioner usage and minimizing the use of plastic bottle for water. The IFRC facilitated access to climate change training through its learning platform, equipping staff with the knowledge to tackle environmental challenges. This partnership ensured that the Turkish Red Crescent's programmes and operations aligned with global sustainability goals, reinforcing their commitment to environmental responsibility.



Disasters and crises

For real-time information on emergencies, visit IFRC GO page [Türkiye](#).

The Turkish Red Crescent receives continued support in the case of a disaster requiring international cooperation through the Disaster Relief Emergency Fund (DREF) or an Emergency Appeal, depending on the nature of the disaster and the scale of needs



More than 4,000 staff and volunteers of the Turkish Red Crescent were deployed in earthquake affected provinces in February 2023 with stocks of food and basic aid items to support those injured. (Photo: Turkish Red Crescent)

Progress by the National Society against objectives

The Turkish Red Crescent has made significant strides in enhancing its disaster response capabilities, ensuring continued support through various international cooperation mechanisms such as the [Disaster Relief Emergency Fund \(DREF\)](#) or an Emergency Appeal, depending on the disaster's nature and scale. Throughout 2023, the Turkish Red Crescent demonstrated its robust preparedness and effective response to crises. This included swiftly mobilizing resources and providing critical aid to disaster-affected populations, underscoring its pivotal role in disaster management within Türkiye. The National Society's proactive approach and collaboration with international partners have been instrumental in addressing immediate needs and facilitating recovery efforts.

IFRC network joint support

In 2023, **the IFRC** provided substantial support to the Turkish Red Crescent, particularly in response to the devastating earthquakes in February. Initially, the IFRC allocated CHF two million from the DREF on 6 February to cover the immediate costs of the initial response. Following this, an Emergency Appeal was launched on 7 February – see the Ongoing Emergency Response section above for details. Additionally, the IFRC facilitated significant financial support for migrants in Türkiye through the [Ukraine and Impacted Countries Emergency Appeal](#), demonstrating the critical role of the IFRC network in supporting the Turkish Red Crescent with disaster response and recovery efforts – see the Ongoing Emergency Response section above for details.

The Turkish Red Crescent provides continued cash support to the most vulnerable refugees covering the gap of basic needs

Progress by the National Society against objectives

The Turkish Red Crescent, through the Emergency Social Safety Net (ESSN) programme, has continued to meet the basic needs of over 1.6 million refugees with monthly [cash assistance](#) and top-ups. The transfer value was increased multiple times to adjust for inflation, reaching Turkish Lira 300 by February 2023. To address worsening food security and increased vulnerabilities, an additional economic top-up of Turkish Lira 1,400 per household was provided in May 2023. Following the earthquakes, surplus ESSN budget resources were used to aid affected Turkish nationals and provide additional top-ups to existing recipients. Adjustments in eligibility criteria and intrahousehold targeting have ensured the support reaches the most vulnerable, with ongoing efforts to address inclusion errors.

IFRC network joint support

The IFRC supported the ESSN programme by facilitating budget adjustments and ensuring coordination among stakeholders. After the earthquakes, the Turkish Red Crescent, in collaboration with IFRC, repurposed surplus ESSN funds to aid affected populations. Collaborating with the Turkish Red Crescent on profiling studies, the IFRC aimed to improve targeting accuracy and address inclusion errors. With the shift of the ESSN programme from Directorate-General for European Civil Protection and Humanitarian Aid Operations (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), the Turkish Red Crescent, DG NEAR, DG ECHO and the 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 continued providing oversight to the transition process for the remaining period of the programme (until December 2023). The IFRC is part of the Transition Committee overseeing this process, ensuring a responsible handover and continued support for the most vulnerable populations. A transition calendar was also developed for the various handover activities to take place until the close of the ESSN III programme.

Engaging in the Preparedness for Emergency Response (PER) approach, the Turkish Red Crescent has strengthened overall disaster management capacities

Progress by the National Society against objectives

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.

IFRC network joint support

Based on the earthquake emergency appeal and operations strategy, **the IFRC** will work together with the Turkish Red Crescent to integrate lessons learnt from previous operations where applicable, as well as align the organizational priorities.

The earthquake operational review that was carried out in the second half of 2023 by the Turkish Red Crescent and the IFRC will also be used to inform future disaster preparedness programming in Türkiye, and in other similar contexts globally, particularly in [disaster management](#).

There is a robust legal framework around the auxiliary role of the Turkish Red Crescent in disaster management

Progress by National Society against objectives

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 National Society is known for its rapid response capabilities, which are crucial during the critical hours following a disaster. Serving as a key auxiliary to the public authorities and other international humanitarian actors, the Turkish Red Crescent mobilizes resources, deploys trained personnel and provides essential relief items to affected communities. The Turkish Red Crescent's integration of rigorous research and empirical evidence empowers it to provide targeted assistance that maximizes impact, ensuring that efforts are guided by real-world needs and outcomes. A fundamental pillar of the Turkish Red Crescent's humanitarian strategy lies in its adeptness at fulfilling the auxiliary role.

The Turkish Red Crescent has a primary role as the coordinator of the National Nutrition Service Group and a key part of eight auxiliary service groups, having a major role in the Türkiye Disaster Response Plan according to the Disaster and Emergency Management Presidency (AFAD). The auxiliary service groups include telecommunications, healthcare, transportation, shelter, psychosocial support, managing and distributing in-kind assistance, international aid coordination and national and international cash donations.

IFRC network joint support

The IFRC provided the National Society with technical and financial support for emergency preparedness and response with the aim of strengthening the National Society's capacity to perform its mandate in disaster management.



Health and wellbeing

The Turkish Red Crescent has a sustained health capacity and strengthened community-based approach (mental health/health interventions within community centres)

Progress by the National Society in mental health and psychosocial support

In response to the February 2023 earthquakes, the community-based migration programme's psychosocial support unit focused on providing child-friendly spaces and psychosocial support in disaster-affected areas. Leveraging existing expertise and practices, the programme deployed twenty mobile child-friendly tents, three mobile child-friendly spaces, five mobile child psychosocial support teams and six child-friendly spaces in temporary accommodation centres.

The mental health and psychosocial support (MHPSS) Project conducted in nine community centers offers clinical psychological services, child development support and psychiatric care, emphasizing curative and preventive activities. The Turkish Red Crescent also facilitated sectoral coordination to enhance volunteer recruitment, capacity building, and collaboration with other organizations. MHPSS teams comprising clinical psychologists, child development specialists and interpreters, operated in community centres in Mersin, Bursa, and Konya. They provided psychological assistance through individual sessions, support parents in tracking their children's development, and conduct psychoeducation seminars on critical issues such as coping with stress and preventing abuse. Referrals to specialized psychiatric and protection services were made as needed, addressing the continuous need for psychological support among refugees and host communities affected by trauma and displacement.

Additionally, the Mother and Child Community Based Health Project aims to reduce vulnerabilities and improve health status through equitable, gender-responsive community health services in five communities including Ankara, Hatay, Izmir, Mersin, and Şanlıurfa. This project strengthens community health interventions, focusing on hygiene awareness, case management, individual health counseling and women's health education. By leveraging the community-based health and first aid (CBHFA) approach of the IFRC, the Turkish Red Crescent empowered volunteers and communities to prioritize and address their health needs, ensuring strong cooperation with state and civil society actors.

IFRC network joint support

Throughout 2023, **the IFRC** provided joint support to the Turkish Red Crescent in enhancing its community-based health initiatives. The IFRC also supported the Turkish Red Crescent in providing MHPSS and hygiene kits to Afghan and Ukrainian refugees, as well as host communities in urban areas of Türkiye.

The **German Red Cross** supports in enhancing the health and wellbeing initiatives of the Turkish Red Crescent through the mental health and psychosocial support project (MHPSS).

The **Norwegian Red Cross** funds the Turkish Red Crescent's mother and child community-based health project.

The Turkish Red Crescent raises awareness at community level to ensure a coherent response for a sustainable post-COVID-19 recovery and reduce the spread of communicable diseases

Progress by National Society in community-based health initiatives

The Turkish Red Crescent made significant progress in raising community-level awareness through its enhanced community-based health and first aid (CBHFA) initiatives. In June 2023, a comprehensive training of trainers was held, involving 21 staff members from various units within the organization. This training aimed to expand activities related to health, safety, and first aid at a community level, ensuring a coherent response for sustainable post-COVID-19 recovery and reducing the spread of communicable diseases. Participants included psychologists, health specialists, disaster health and emergency staff, and managers from departments such as emergency medical assistance and psychosocial services. This diverse group of professionals worked together to enhance their competence and establish a structured approach to community health initiatives. The training emphasized sustainability and competence-building, preparing the Turkish Red Crescent to better engage with communities and provide vital health information and services.

IFRC network joint support

The IFRC supported the June 2023 training of trainers with two IFRC facilitators from the Middle East and North Africa (MENA) region conducting and organizing the training in collaboration with the **Norwegian Red Cross** under the Ukraine and Impacted Countries Emergency Appeal. This training served as a significant refresher for participants, updating their knowledge and skills with the latest information relevant to community health and first aid. Additionally, the IFRC support extended to the initial stages of the earthquake response, where it worked closely with the Turkish Red Crescent to engage communities and improve access to health information and services. Local community leaders were instrumental in disseminating information about the availability of medical teams, and announcements were made in villages to ensure community members were aware of the health services available to them. This collaboration has been essential in ensuring a coherent and effective response to health challenges at the community level.

The Turkish Red Crescent has an improved and institutionalized health emergency response unit to respond to crises and disasters

Progress by the National Society in health emergency response

During the emergency period of the earthquake response, the Turkish Red Crescent significantly improved and institutionalized its health emergency response capabilities. Through their Emergency Response Unit (ERU), they deployed 11 mobile health units (MHUs) across six cities, delivering crucial medical care to those affected by the earthquake, both in rural areas and camps. Each MHU team included a general medical doctor, a nurse, a public health specialist and a psychosocial support delegate, ensuring a comprehensive approach to health care. These units offered primary health care services, basic diagnostics such as blood glucose testing and X-rays, medications and referrals. Additionally, the deployment included a specialized dental unit and a fixed polyclinic. The ERU teams, composed of medical professional volunteers, operated on a regular 10-day rotational basis, treating approximately 50-100 patients daily. Public health specialists also played a vital role in monitoring and reporting on outbreak risks and factors such as poor hygiene and sanitation.

IFRC network joint support

The IFRC supported the Turkish Red Crescent in improving and institutionalizing their health emergency response units by collaborating in deploying the 11 MHUs to various earthquake-affected regions, ensuring the delivery of emergency medical care. The collaborative efforts between the IFRC and the Turkish Red Crescent also includes a 12-month plan to provide ongoing support with a minimum of six MHUs in affected regions.

The 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

Progress by the National Society in complementary WASH services

Starting in the second half of 2023, the Turkish Red Crescent implemented provision of complementary water, sanitation and hygiene (WASH) activities to protect the social well-being and dignity of Afghan and Ukrainian refugees as well as vulnerable host communities. Because of the emergency, the Turkish Red Crescent had to prioritize the supply of hygiene kits and their contents to the earthquake affected areas.

IFRC network joint support

The IFRC supported the Turkish Red Crescent in reactivating the procurement process for the hygiene kits to be distributed in the second of half 2023, since the kits were in high demand and hard to source in the market due to the earthquakes.



Migration and displacement

The Turkish Red Crescent has a strengthened protection and outreach capacity

Progress by National Society against objectives

The Turkish Red Crescent established a robust protection referral mechanism to swiftly respond to the needs of the affected population. Protection cases received through various channels (168 Kızılay Call Centre, social media, website, service centres, and field staff) were tracked and referred to the appropriate units. The referral and outreach team facilitated access to ESSN by contacting service providers and conducting advocacy activities. They also helped overcome language barriers by establishing communication between local authorities and individuals. Field staff regularly visited government authorities, NGOs and UN Agencies to strengthen cooperation and referral pathways. Teams coordinated and managed referrals using an external referral module in the case tracking system and handled referrals for protection, socio-economic empowerment and cash assistance provided by other humanitarian organizations. Field teams visited NGOs and INGOs to identify specific services for these referrals.

IFRC network joint support

The 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. In about 2,960 of these visits, they were accompanied by **the IFRC** field coordination teams, demonstrating strong collaboration. These teams referred a total of 6,944 individuals with access-related issues to relevant public institutions. During the reporting period, a total of 201 vulnerable households, not meeting the ESSN selection criteria, were referred to Social Assistance and Solidarity (SASF) for assistance under the SASF Discretionary Allowance (SDA). Additionally, 668 protection referrals were made between January 2023 and June 2023. The Turkish Red Crescent and the IFRC also participated in Regional Refugee and Resilience Plan (3RP) meetings to share ESSN updates and address sector issues.

The Turkish Red Crescent works towards the sustained economic inclusion of refugees and vulnerable host population through socio-economically empowered and resilient communities

Progress by National Society against objectives

The Turkish Red Crescent has been promoting sustained economic inclusion for refugees and vulnerable host populations through socio-economic empowerment and resilience-building initiatives. Under the ESSN programme, the Turkish Red Crescent worked to transition individuals from assistance to formal employment. A dedicated task team, including various stakeholders such as relevant ministries and donors explored ways to facilitate this shift. Focus group discussions were held with ESSN recipients who had transitioned to formal employment. The Turkish Red Crescent also collaborated with the World Bank and İŞKUR to refer ESSN recipients for job opportunities. Additionally, the referral and outreach teams engaged in advocacy to address registration and access barriers for ESSN applications, resulting in numerous livelihoods, language course and vocational course referrals.

The Turkish Red Crescent's community-based migration programme (CBMP) implemented activities to foster socio-economic empowerment and social cohesion among host and refugee communities. This included job and vocational consultancy, Turkish language courses, soft skills development training and work permit application assistance. The

programme aimed to support early recovery efforts in earthquake-affected provinces and provided translation services in various locations. The initiative also involved collaboration with public and private sectors to conduct labour market analysis, identifying skill gaps and employment opportunities.

IFRC network joint support

The IFRC supported the Turkish Red Crescent in backing the implementation of socio-economic empowerment activities and social integration training in community centres, focusing on earthquake-affected regions. Moreover, the IFRC collaborated with the Turkish Red Crescent in organizing training sessions, such as the introductory A1 level course in Zonguldak Community Centre, and in conducting labour market analysis to identify employment needs and opportunities.



Values, power and inclusion

Protection, gender and inclusion (PGI) is mainstreamed in all the Turkish Red Crescent programmes, operations and services

Progress by the National Society against objectives

As part of the ESSN Project, the Turkish Red Crescent collected and analyzed data disaggregated by sex, age, gender, and disability (SADDD) through the Protection Raw Data and Operational Activity Report, published monthly. According to the December 2022 ESSN satisfaction and feedback survey, 79 per cent of recipients reported that assistance delivery was accessible, safe, accountable and participatory.

In response to the Ukraine-Russia conflict, the Turkish Red Crescent conducted various protection, gender, and inclusion (PGI) activities for Ukrainian refugees in Türkiye. Mobile child-friendly spaces in Antalya offered educational and recreational activities for unaccompanied Ukrainian children. Structured psychosocial support programmes and restoring family links (RFL) activities were implemented in Elazığ and Antalya. Case management was provided for vulnerable individuals with specific protection needs, and protection-related information was disseminated to the community. The special needs fund (SNF) was activated for urgent needs such as short-term accommodation, medical equipment, and educational support. Vulnerable cases were referred to public services for additional social assistance.

The Turkish Red Crescent protection focal point, with support from the PGI delegate, conducted half-day PGI training sessions, including the prevention of sexual exploitation and abuse (PSEA), for new personnel supporting the earthquake response. This training will continue as more staff join. Additionally, a protection and cash workshop, including a section on PSEA, was delivered to members of other implementing and donor agencies by the PGI delegate and the Turkish Red Crescent protection focal point.

IFRC network joint support

In February 2023, **the IFRC**, the Turkish Red Crescent ESSN and CBMP teams provided protection training to 400 SASF interpreters and field staff during the SASF workshop. Protection issues identified through various channels, including the 168 Kızılay Call Centre and social media were referred to relevant units via the case management system. Community centres played a key role in integrating PGI awareness and provided information on vocational and health-related issues, children's rights, education, labour rights and employment opportunities.

The IFRC led the protection training for the Turkish Red Crescent and SASF staff, ensuring a comprehensive understanding and integration of PGI principles. The IFRC co-facilitated the PGI and PSEA workshops for new personnel and other agencies. Mobile child-friendly spaces were established and structured psychosocial support programmes for Ukrainian refugees strengthened the Turkish Red Crescent's ability to provide targeted and immediate assistance.

The IFRC coordinated with the UN Humanitarian Country Team's Protection Sector Coordinator and participated in provincial protection and sub-sector meetings, including those focused on child protection, gender-based violence and women's empowerment. Safeguarding controls were included in the earthquake operational risk register in coordination with the audit team. Technical support for PGI was also provided to the shelter and cash sectors, as well as to planning, monitoring, evaluation and reporting (PMER) teams.

The 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

Progress by the National Society against objectives

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 localization and strengthening local communities' capacities.

IFRC network joint support

The IFRC provided technical support to the National Society in fulfilling its auxiliary role more effectively, offering social services that foster long-term community resilience by engaging local expertise and leveraging existing community networks.

The Turkish Red Crescent works towards increased social cohesion among the refugee and host communities

Progress by the National Society against objectives

Through the community-based migration programme (CBMP), the Turkish Red Crescent ensured 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) were conducted through 19 community centres in 18 provinces. The programme provided 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.

IFRC network joint support

The IFRC provided technical support to the Turkish Red Crescent in information dissemination, awareness-raising sessions and capacity building activities.

ENABLING LOCAL ACTORS



Strategic and operational coordination

IFRC membership coordination

The Turkish Red Crescent promotes new partnerships with other National Societies.

IFRC membership coordination involves working with member National Societies to assess the humanitarian context, humanitarian situations and needs; agreeing on common priorities; jointly developing common strategies to address issues such as obtaining greater humanitarian access, acceptance and space; mobilizing funding and other resources; clarifying consistent public messaging; and monitoring progress. This also means ensuring that strategies and programmes in support of people in need, incorporate clarity of humanitarian action, links with development assistance, and efforts to reinforce National Societies in their respective countries, including through their auxiliary role.

The IFRC has provided staff on loan to enhance the Turkish Red Crescent's capacities in external partnership development, ensuring a comprehensive and unified response to the crisis.

In the aftermath of the February earthquakes, the Turkish Red Crescent strengthened its existing partnerships with the German Red Cross and the Japanese Red Cross and forged new alliances with other National Societies to address the urgent needs on the ground. The Korean Red Cross is currently working in Türkiye in collaboration with the Turkish Red Crescent and is integrated under the IFRC framework. Similarly, the German Red Cross deployed a bilateral delegate to Türkiye.

The IFRC ensures effective resource mobilization for emergencies and long-term programming in Türkiye

For the humanitarian crisis in Ukraine, the IFRC assisted the Turkish Red Crescent to finalize a country-level response plan to aid resource mobilization, providing psychosocial support, protection, essential household items, first aid, hygiene kits, educational kits and special needs fund support. Cash distributions and child-friendly spaces were maintained in Elazığ and Antalya.

Movement coordination

The Turkish Red Crescent ensures regular exchanges with **the IFRC**, the International Committee of the Red Cross (ICRC) and participating National Societies, for the alignment of support and action between Movement partners. In times of emergencies, closer coordination is organized. This is carried out in line with the Strengthening Movement Coordination and Cooperation ([SMCC](#)) principles, and the newly adopted [Seville Agreement 2.0](#).

The ICRC collaborated closely with the Turkish Red Crescent on [international humanitarian law \(IHL\)](#) and [restoring family links \(RFL\)](#). The RFL team assessed needs and coordinated with authorities to establish mechanisms for families inside and outside the affected areas to report missing or allegedly deceased loved ones. Tracing requests from outside Türkiye were directed to the RFL team through the ICRC and National Societies. Throughout the period, the Turkish Red Crescent coordinated closely with global and regional ICRC representatives.

External coordination

In 2023, **the IFRC** support to the Turkish Red Crescent focused on resource mobilization for emergency and long-term programming in Türkiye, particularly in response to the February earthquakes. Key efforts included:

- Engaging donors, external partners, the diplomatic community, private sector, and non-traditional donors
- Coordinating fundraising drives with membership support
- Hosting operational briefings, partnership calls, and diplomatic briefings in Ankara and Geneva to share response updates
- Integrating into the Humanitarian Country Team and contributing to UN briefings in Ankara
- Dialoguing with DG ECHO and Turkish authorities to repurpose ESSN funds for earthquake relief
- Maintaining regular dialogue with donors in Ankara and at headquarters

The IFRC supported the Turkish Red Crescent to prepare grant proposals for potential donors and submitted a concept note to DG NEAR. Additionally, the Migration Case for Support, a three-year programme for humanitarian assistance and protection, includes support for Türkiye.



National Society development

Progress by the National Society in National Society development

The Turkish Red Crescent has a strong commitment to innovation and continuous improvement by transforming cash-based modalities and information management. The National Society enhanced its volunteer management system by accelerating online certification and ID provision, ensuring volunteer safety and support during disasters. The cash institutionalization initiative progressed, becoming an organization-wide effort with significant input from various directorates. Despite the end of the Rotational Delegate Scheme in 2022, the ESSN programme culminated in a learning event in October 2023, providing valuable insights for future cash assistance programmes. Programme monitoring, evaluation and reporting (PMER) capacity building efforts have been paused due to the ongoing emergency.

IFRC network joint support

The IFRC supports the Turkish Red Crescent in terms of National Society development, focusing mainly on cash implementation and institutionalization, community centre institutionalization, socio-economic empowerment, protection, gender and inclusion (PGI), child protection, human trafficking and sexual and gender-based violence (SGBV) and PMER.

In 2023, the IFRC's learning and capacity building unit collaborated with the Turkish Red Crescent to strengthen skills in Kizilaykart, volunteer management and Kizilay Akademi. Key capacity support activities included practical emergency cash transfer training, humanitarian information analysis training, cash and voucher assistance (CVA) training, safeguarding and fraud/SEAH awareness training and support to Kizilay Akademi.

The Turkish Red Crescent develops further its volunteer centred approach

Progress by the National Society in National Society development

The Turkish Red Crescent conducted youth camps targeting young people aged between 18-30 aiming to raise awareness regarding healthy diet, healthy aging and sports under its Erasmus+ programme. The participants transferred their learning to students in a Turkish school as a closing activity of the programme. Another youth camp took place in Istanbul focusing on environment and climate change. Teams closed with a short film on climate change. Both projects hosted participants from small associations specialized in the Erasmus+ programme in addition to the participating National Societies.

IFRC network joint support

The IFRC supported the Turkish Red Crescent in conducting youth camps and activities on volunteer centred approach and facilitated coordination with the Lithuanian Red Cross and Portuguese Red Cross.

In September 2023, the **Lithuanian Red Cross** joined a youth camp conducted by the Turkish Red Crescent in Ankara. The Turkish Red Crescent also made a partnership with the **Portuguese Red Cross** for another youth camp that was held in Istanbul in October 2023.



Humanitarian diplomacy

The Turkish Red Crescent ensures engagement with partners through the effective utilization of humanitarian diplomacy

Progress by the National Society against objectives

In response to the February earthquakes, the Turkish Red Crescent engaged in regular communication with IFRC and the ESSN partners, MoFSS and DG ECHO. The National Society participated in visits and coordination meetings with government institutions, NGOs and UN agencies to improve case management and referral mechanisms. The Turkish Red Crescent co-chaired the transition taskforce with UNDP, facilitating knowledge sharing among sector representatives and providing a platform for disseminating project information.

IFRC network joint support

The IFRC maintained communication with the Turkish Red Crescent leadership and ESSN partners, coordinated visits with government institutions and organized briefings with NGOs and UN agencies. The IFRC led the shelter sector response, advising the humanitarian coordinator, liaising with national authorities and coordinating with partner organizations.

The Turkish Red Crescent has a common communications strategy in place to address critical migration issues

Progress by the National Society against objectives

After the devastating earthquakes in southeast Türkiye in February 2023, the Turkish Red Crescent paused communications related to the ESSN programme to focus on earthquake response. Social media activities and engagements were intensified, with regular updates and key messages shared. Media space and country context were monitored to tailor communications strategies to the earthquake operation's needs. Coordination with communication teams of National Societies ensured consistent updates on the earthquake response.

As of April 2023, ESSN communication activities resumed, meeting and exceeding visibility requirements (103 per cent-139 per cent). Key performance indicators showed over 31.5 million reached and 13.3 million video views. IFRC expanded to [TikTok](#) while maintaining Meta and [Twitter](#) advertisements. The Turkish Red Crescent's [Kizilaykart Platform](#) continued to acknowledge EU support, with various content published to highlight ESSN beneficiaries' stories. The [#PowertoBe](#) campaign was successfully transitioned to [#PowertoShare](#), targeting European audiences to change perceptions about refugees.

The Storytelling Project, a sub-project under the ESSN, concluded in June 2023. Trained refugee storytellers received additional training and certificates in a final workshop. A wrap-up video was presented at the Global Communications Forum. Advocacy efforts by the Turkish Red Crescent facilitated access to government services, with engagements with EU and Turkish authorities regarding the ESSN transition and building relationships with ambassadors and heads of mission.

IFRC network joint support

The IFRC supported the Turkish Red Crescent in coordination with external actors, government bodies, embassies and UN agencies. The IFRC participated in the Humanitarian Country Team and key working groups, taking leading roles alongside the Turkish Red Crescent. Two diplomatic briefings were organized in Ankara and Geneva, supported by an intensive communications campaign with regular updates, press releases, social media content, and video productions.

Discussions with DG ECHO and Turkish authorities focused on repurposing funds to support earthquake-affected populations. The IFRC also facilitated media visits, producing content for its own channels and providing training and support for the Storytelling Project. By maintaining a dedicated online presence and producing engaging campaigns such as #PowertoShare, the IFRC helped increase visibility and support for the Turkish Red Crescent's initiatives.



Accountability and agility (cross-cutting)

The Turkish Red Crescent ensures increased acceptance and trust by the population through continued community engagement and accountability (CEA) initiatives

Progress by the National Society against objectives

During the reporting period, the Turkish Red Crescent significantly increased community acceptance and trust through its community engagement and accountability (CEA) initiatives. Engagement methods included the 168-call centre, social media, service centres and team activities. Satisfaction surveys revealed over 90 per cent preference for these communication channels, with materials provided in multiple languages.

The 168-call centre, operational in five languages, handled over 1.5 million calls since the ESSN programme's inception. Post-earthquake, the call centre resumed emergency calls with regular data reception. Confidence in the feedback mechanism grew, despite replacing a planned rumour tracking system due to usability issues. Capacity support included training for community centre staff, SASF interpreters and call centre operators. The 168-call centre enhanced community engagement by addressing concerns and ensuring follow-ups. Earthquake operations enabled communities to access diverse services, with multilingual posters increasing call centre visibility.

At the Elazığ Temporary Accommodation Centre, information about the Ukraine response cash programme was provided. Outreach in Ankara focused on the Special Needs Fund (SNF) and awareness campaigns on child rights and protection. Collaboration with IFRC and WFP integrated the Collective Kindness cash assistance programme into feedback mechanisms. The call centre managed calls from Turkish citizens, offering responses or referrals. CEA teams participated in inter-agency working groups, coordinated with WHO on health messaging, and engaged with UN OCHA on earthquake messaging, contributing to the accountability to affected population Working Group led by UNHCR.

IFRC network joint support

During the review period, the HR package was finalized, implementing an income tax exemption for national staff. The delegation reached stable staffing levels after scaling up for the earthquake response. The post-ESSN organizational setup was defined in July and finalized in August 2023, followed by an internal recruitment process prioritizing existing profiles. **The IFRC** Delegation supported national staff by sharing their profiles with other IFRC offices and organizations. Employability-focused training were conducted from May to October 2023.

In the last quarter, the IFRC focused on the Staffing Transition Plan and Organizational Structure for 2024. HR needs were identified, an organization chart for the following year was published, and a transition plan with a timeline was communicated. In September 2023, the HR Insight Session explained the recruitment process for 2024 roles. Advertisements, interviews and assessments were conducted from September to November. Notice letters and exit packages were provided, exit clearances for staff were finalized and new contracts were prepared.

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

Progress by National Society against objectives

The Turkish Red Crescent implemented specific audit processes for the ESSN programme. The Office of Internal Audit and Investigations (OIAI) created an annual plan, including five audits per year, approved by the IFRC's Audit and Risk Commission (ARC) teams. Quarterly, an independent third-party service provider conducts a financial spot check on 40 selected transactions from the financial reports submitted by the Turkish Red Crescent, ensuring operational expenses comply with formal agreements. In the second year, no major issues were reported. To ensure eligible recipients receive the correct assistance, quarterly household verifications are conducted. In 2022, 426 households were tested, and 1,000 verifications were completed in the current year, finding no ineligible households. Issues such as applicants not fully understanding the complaints response mechanism and the quarterly top-up amounts were noted and communicated to the relevant programme teams for resolution.

IFRC network joint support

The IFRC supported the Turkish Red Crescent by ensuring robust audit processes for the ESSN programme. It facilitated the creation and approval of the annual audit plan by the OIAI, including five audits per year. The IFRC's Audit and Risk Commission (ARC) teams endorsed this plan. They also engaged an independent third-party service provider to conduct quarterly financial spot checks on 40 selected transactions from the financial reports, ensuring compliance with formal agreements. The IFRC supported quarterly household verifications to confirm eligible recipients received the correct assistance, addressing any noted issues with programme teams. Additionally, the IFRC audit team completed draft reports for the information technology and ECHO Compliance audits and prepared a sensitive complaint briefing note, set to be finalized and issued.

The IFRC ensures accountability to service users, donors, partners and other stakeholders through clear allocation and understanding of roles and responsibilities

Progress by National Society against objectives

The Turkish Red Crescent ensured timely reporting for all programmes and projects being implemented. Internal and external media information pieces were produced to update relevant audiences, as well as to prioritize accountability towards funding bodies and the public.

IFRC network joint support

The IFRC country delegation delivered financial and narrative reporting in a timely manner for all programmes and projects under implementation.

Ensure an audit, assurance and accountability framework is in place and regularly follow-up on findings

Progress by National Society against objectives

As part of risk management and quality assurance, an audit, assurance, and accountability framework is established to address findings from independent internal audits, quarterly financial spot checks, and quarterly household verifications. This framework supports risk management activities, fraud prevention, prevention of sexual exploitation and abuse (PSEA), and is underpinned by complaints and feedback mechanisms.

The Turkish Red Crescent worked with the Ministry of Family and Social Services (MoFSS) to register and assess eligibility, ensuring recipients' data is verified and reconciled with IFRC's records. Financial reconciliations against HalkBank statements and recipient wallets were regularly conducted. Additionally, a third-party service provider performed household verifications. To address the impact of inflation on purchasing power, the Turkish Red Crescent maintained regular communication with MoFSS and DG-ECHO. Monitoring of the political climate and refugee numbers was conducted to manage potential increases in asylum seekers. They also tackled risks of sexual exploitation, abuse, fraud, and corruption through training, oversight, and regular reporting of sensitive complaints.

IFRC network joint support

The IFRC team in Türkiye supported the Turkish Red Crescent in enhancing risk management for the ESSN programme by creating an extra risk register for ESSN and used an "audit universe" approach to identify various risks. The IFRC conducted quarterly household verifications and financial spot checks, ensuring compliance with formal agreements. They also offered IT capacity building training to the Turkish Red Crescent staff to improve audit competencies. An IT audit of the systems used for ESSN delivery was completed, and a draft report was issued for discussion. The IFRC's ESSN audit team also completed the ECHO Compliance draft audit report. Training sessions on risk management,

fraud, corruption, integrity and SEA were organized and delivered to staff across the IFRC country delegation, ensuring robust support and enhanced risk management for the programme.

The Turkish Red Crescent has capacity in place to collect and present data/information in an innovative way

Progress by National Society against objectives

The Turkish Red Crescent has significantly advanced its capacity to collect and present data in innovative ways. The National Society added an Information Management Officer and a Humanitarian Information Analyst to their team, supporting the earthquake response. The Data Entry and Exploration Platform (DEEP) project, well-documented and shared as a lesson learned, involved collaboration with Data Friendly Source (DFS) for an earthquake activation. Throughout the first half of 2023, the Turkish Red Crescent delivered various data analysis products, including Power BI/Tableau dashboards, static infographics, interactive maps, and ad-hoc analysis requests. These tools were used to enhance evidence-based decision-making and reporting. Additionally, the information management team provided strong data analysis and rich data visualization, including mobile data collection, mapping, Python programming, machine learning and business intelligence platforms. The National Society's work within the finance team utilizing Python scripts and IT systems, ensured that ESSN applicant eligibility and fund transfers were accurately verified, adding an extra layer of assurance. These efforts ensured that the right amount of cash was transferred to the right people. The Turkish Red Crescent's achievements in cash information management were shared throughout the Red Cross Red Crescent Movement and with external partners.

IFRC network joint support

During the earthquake response, **the IFRC** deployed an Information Management Officer and a Humanitarian Information Analyst to strengthen the existing team. It also contributed taggers and analysts from the DEEP project to support the earthquake activation by DFS company.

The IFRC delivered numerous data analysis products requested by programme workstreams and management, which included dashboards, infographics, maps and ad-hoc analysis. These products supported the Turkish Red Crescent to make evidence-based decisions and report effectively. The IFRC facilitated training and handover processes to empower the Turkish Red Crescent's workstreams to develop additional iterations independently.

The information management team continued to support operations with robust data analysis and visualization, working closely with the Turkish Red Crescent. The collaboration ensured the eligibility of ESSN applicants and the accurate transfer of funds. The IFRC's efforts in spreading key learning from the ESSN's cash information management further strengthened the overall capacity of the Red Cross Red Crescent Movement and external partners.



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

- **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 Türkiye 2023 Financial Report](#)
- [IFRC network country plans](#)
- [Subscribe for updates](#)
- [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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