

In-Camp Electronic Voucher Programme in Turkey Market Price Monitoring (PMM) and On-Site Monitoring (OSM) Report Quarter 1: January - March 2021

HIGHLIGHTS

- The food basket cost increased from 179 TRY in December 2020 to 189 TRY in March 2021. The basket cost peaked in February 2021 at 192 TRY.
- The assistance amount has been raised from 100 TRY to 120 TRY per person as of January 2021. It covers 64 percent of the food basket cost as of March 2021.
- Camp managements continue implementing Covid-19 measures across all camps. Vaccinations for the prioritized groups have started.
- The winter conditions reduced purchasing power of the beneficiaries as the majority of them rely on agricultural work for additional income.
- A total of 121,477 SMSs were sent to the camp beneficiaries. Additionally, 12,500 leaflets were delivered regarding the programme updates.
- There were 2 referrals made in Q1 2021, both were about medical equipment needs or related to health services.

Q1 2021 CONTEXT

- The pandemic is still affecting people's lives. Camps continue to follow the national regulations, implementing curfew on the weekends and restrictions after 9 PM on the weekdays. They disinfect the common areas and measure body temperature during entry and exits.
- Most of the contracted markets are in acceptable conditions and have enough food available. Contracts with three markets in Yayladagi, however, had to be terminated in February for not meeting the programme requirements.
- The food inflation rate in January is 21 percent. While it went down to 17 percent in March 2021, it is still high. Furthermore, the annual inflation rate is on the rise.

OUTPUTS

Outputs – Q1 2021	January	February	March
Beneficiaries	52,348	51,940	52,552
Total Value of Assistance* (TRY)	6,281,760.00	6,232,800.00	10,575,200.00

Q1 2021 MONITORING ACTIVITIES

Due to COVID 19 measures, monitoring activities have been conducted remotely since the outbreak in March 2020. In Q1 2021, thanks to the WFP field teams' close coordination with the M&E unit, Turkish Red Crescent (TK), contracted shop managers, camp management, and PDMM staff, the implementation of the in-camp programme continues successfully.

During the reporting period, the WFP team conducted five different activity types shown in the table below to ensure smooth implementation and to understand the needs of beneficiaries and respond accordingly. After a long time, a contracted market assessment was conducted physically to the markets outside of Yayladağı camp by Hatay team jointly with TRC.

Monitoring Activities – Q1 2021			
Month	January	February	March
Price-Market Monitoring (PMM)	13	12	12
Post-Distribution Monitoring (PDM)	40	170	170
Remote Camp Monitoring (On-Site Monitoring)	18	21	21
Contracted Market Assessment	0	9	5
Total	78	212	208

REFUGEE CAMPS IN TURKEY – Q1 2021



1. OBJECTIVES

Objective: This report presents the main findings of in-camp monitoring activities from January to March 2021. Market monitoring aims to:

- 1) Assess the performance of partially restricted¹ e-voucher programme;
- 2) Report on key issues identified and resolved in shops during the reporting period;
- 3) Analyse price trends in WFP contracted and non-contracted shops comparing to previous periods.

It also provides information on protection referrals, complaint and feedback mechanism, and outreach activities conducted in the reporting period.

Market Price Monitoring: Every month, WFP/TK (Turk Kizilay – Turkish Red Crescent) jointly collect item prices from shops that have been contracted for the e-voucher programme, and from a similar number of non-contracted shops for comparison purposes. This allows WFP and TK to monitor the programme closely, ensuring that shops are honouring their contractual requirements, and that product prices in camps are aligned with local price trends.

¹ Since December 2019, 80 percent of the assistance provided is restricted for food and 20 % is non-restricted for non-food items.

On-Site Monitoring: On-site monitoring activities are conducted every month during camp visits to inform the programme about issues that are relevant to refugees and that might have a potential impact on the programme.

Protection referrals: Protection referrals system has been active since 2017 and aims to further address protection needs of refugees. The cases that require special attention are identified either by WFP field teams during camp visits, or by TK staff based in the camp and Camp Managements. The cases are referred by WFP to the relevant organizations or actors to resolve.

Complaint and feedback mechanism: Türk Kızılay's 168 Call Centre has 3 operators dedicated to the in-camp programme. Since August 2019 the Call Centre has been receiving complaints and feedbacks from the in-camp residents and addressing them to ensure smooth and effective implementation.

2. METHODOLOGY

WFP field teams visit the camps every month without notice. Visits often happen during the week of payment. WFP staff consider the followings in-shop visits: - overall shop condition;

- availability of food items;
- quality of food items;
- prices of food items;
- issuance of itemized receipts to beneficiaries;
- shop staff practices/behavior towards beneficiaries;
- visibility of programme information material/posters;
- compliance with programme rules;
- programme awareness of shop employees;
- beneficiary feedback.

Number of Shops Monitored – Q1 2021			
Month	Contracted shop	Non-contracted shop	Total
January 2021	13	11	24
February 2021	13	10	23
March 2021	10	10	20
Total	36	31	67

In Q1 2021, a total of 67 price market monitoring activities were conducted. Due to the COVID-19 outbreak, WFP suspended all field activities starting from March 2020 and adapted its modalities to the pandemic conditions. Close collaboration with Turk Kizilay (TK) enabled market price data collection from the contracted markets. WFP staff reached out to the non-contracted markets through phone calls or benefited from websites of the non-contracted markets that continued to operate online. For the on-site monitoring, the data was collected through phone calls.

The table below shows the number of contracted and non-contracted shops monitored during the reporting period.

3. PRICE MONITORING

Monthly Food Basket		
Item	Quantity	Unit
Bread	7.5	kg
Rice	3	kg
Bulgur	1.5	kg
Beans	1.5	kg
Eggs	30	piece
Yogurt	1.5	kg
White Cheese	1.5	kg
Tomatoes	0.9	kg
Cucumber	0.9	kg
Sunflower Oil	0.75	kg
Sugar	1.5	kg
Salt	0.15	kg
Tea	0.15	kg

Price monitoring activities help calculate the average food basket cost in camps. The standard food basket is comprised of specific commodities determined based on the food consumption habits of refugees. The food basket provides 2,100 kcal per person/day, in line with Sphere standards (please visit 'In-Camp PMM and OSM Report Q1 2018' for more information on the methodology).

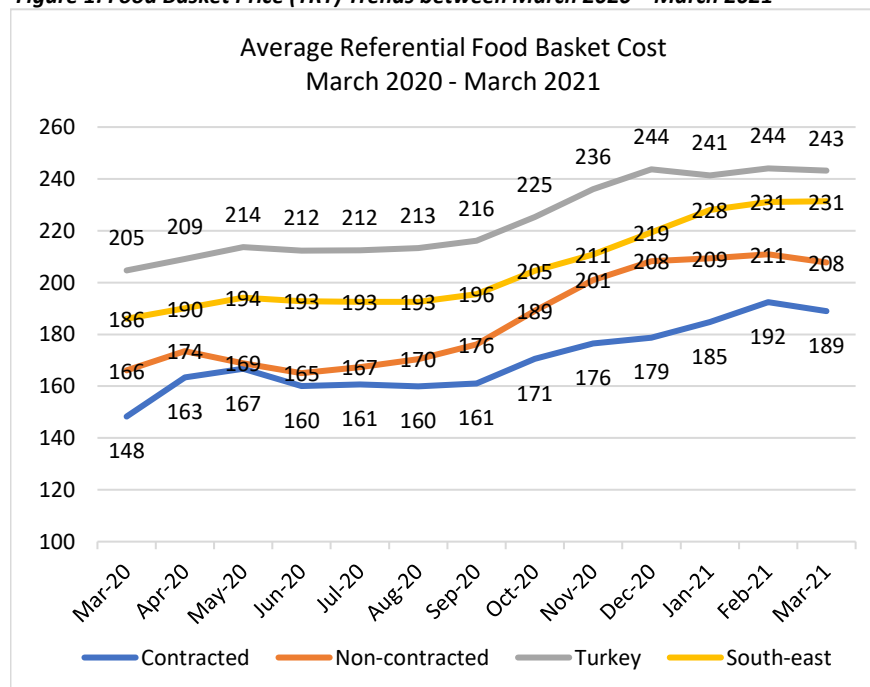
The food basket cost is monitored at four levels: The first is Turkish

Statistical Institute (TurkStat) data at the national level (grey line in Figure 1); the second is TurkStat data for only the South-east region of Turkey (yellow line); the third relies on data collected by WFP and TK field monitors in the contracted shops (blue line) where refugees redeem their e-vouchers; and the fourth is calculated

with data collected by WFP staff from non-contracted shops (orange line) both in camps and in nearby places, which serves as the point of reference for comparison with the in-camp contracted shops.²

The food inflation rates that had peaked in December 2020 (21%) started to slow down. Yet, it is still high at 17 percent in March 2021, affecting the food basket cost in Q1 2021. The food basket cost was relatively stable at the national level between Q4 2020 and Q1 2021 and was calculated as 243 TRY in March 2021. However, it increased in the South-east region from 219 TRY to 231 TRY between December 2020 and March 2021 (**Figure 1**). The noncontracted markets experienced a steeper food basket cost increase in Q4 2020, yet, the prices were stabilized through Q1 2021. The food basket cost in March 2021 was 208 in the noncontracted markets.

Figure 1: Food Basket Price (TRY) Trends between March 2020 – March 2021



² TurkStat data is collected for higher quality products/brands, reflecting Turkish preferences: http://www.turkstat.gov.tr/PreTablo.do?alt_id=1014#.

WFP price data is collected for the commodities selected by refugees - usually the cheapest brands available.

The food basket cost in contracted markets somewhat fluctuated during Q1 2021: after increasing sharply from 179 TRY in December 2020 to 185 TRY in January and further to 192 TRY in February, the food basket cost reduced to 189 TRY in March 2021, indicating a significant reduction occurred for the first time since June 2020. However, it should be noted that the annual increase in the food basket cost between March 2020 and March 2021 in the contracted markets is as high as 28 percent.

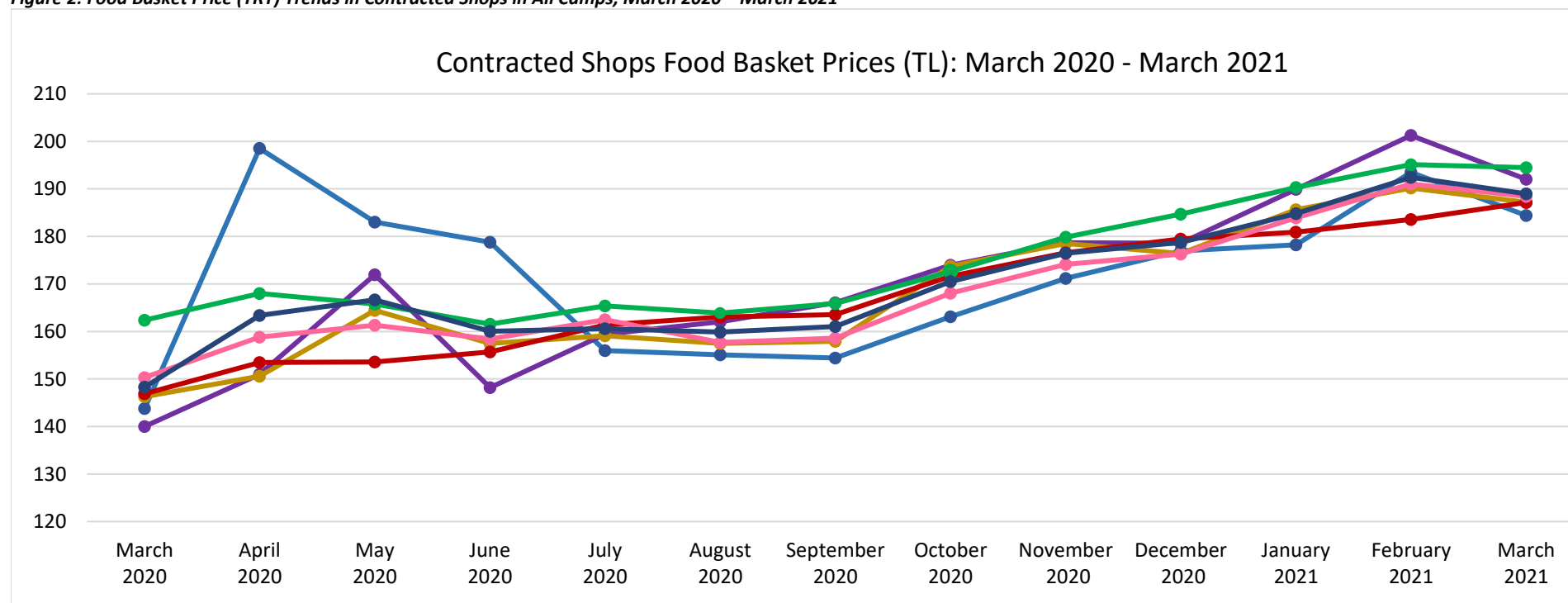
Thanks to the donors, the increase in transfer value from 100 TRY to 120 TRY per person is timely to alleviate the stress over the continuous deterioration of beneficiaries' purchasing power. In Q1 2021, the assistance provided was able to cover 64 percent of the food basket cost.

Figure 2 depicts the food basket costs in the contracted markets in the camps between March 2020 and March 2021. Across camps, except for Yayladağı camp,

the food basket costs vary by only 2 TRY in March 2021. Due to its physical structure, Yayladağı camp had 8 different contracted markets (reduced to 5 as of March) unlike the other camps where all the contracted markets are BIM market branches. Even though the food basket cost in Yayladağı has been on the upper bound consistently, it is just around 5 TRY more than the average and still cheaper than the noncontracted markets. While the average food basket cost in noncontracted markets is 208 TRY, the cost in Yayladağı noncontracted markets is as high as 236 TRY.

In all camps, except for Altınözü, the prices indicated an increase in February 2021, before going down in March 2021. Cheese, dry bean, oil, and egg prices were the driving force for the increase. The increase in the food basket cost in Altınözü was gradual between January and March 2021.

Figure 2: Food Basket Price (TRY) Trends in Contracted Shops in All Camps, March 2020 – March 2021



4. ON-SITE MONITORING

Administrative/ management issues

Between January and March 2021, 1094 individuals left camps voluntarily. While most of them settled in the city centers, 2 families moved to another country. The population in Sarıcam and Osmaniye camps decreased by 3 percent as the highest rate. Neriman Deniz, Kahramanmaraş camp manager, was replaced by Ahmet Dursun, previous warehouse manager of the camp.

Covid-19 Measures

The Covid-19 measures are implemented in all camps in line with the nationwide regulations announced by the Government; the lockdown starts at 9 PM on weekdays and all-day curfews are imposed on the weekends. The common areas in the camps are disinfected regularly and fewer checks are conducted at the camp entrance. The camps have designated areas where there are containers reserved for the residents who have to stay in quarantine. The camp staff assist the quarantined households with their shopping needs. The schools in the camps follow the regulations announced by the Ministry of Education. By taking the necessary precautions, public areas in the Kahramanmaraş and Kilis camp such as child-friendly spaces actively serve the camp residents. In Kilis, two TK staff runs the space and offer courses such as Turkish lessons and has Covid-19 and hygiene awareness activities.

In Kahramanmaraş, the quota for water usage was lifted to enable beneficiaries to use water as much as they need. Furthermore, the beneficiaries used to complain about insufficient electricity in winter seasons. The issue was addressed by the camp management and there was not additional complaint reported in Q1 2021. Given the winter conditions, TK distributed 22,000 pairs of socks to the camp residents. They also delivered 5040 packs of wafers as snacks.

The vaccination process started in February for the prioritized groups (65 years old or above). The camp residents are vaccinated on a voluntary basis. The second dose of vaccination started in March.

E-card Related Issues

The assistance amount has been increased from 100 TRY to 120 TRY per person as of January 2021. TK informs the beneficiaries about the new transfer value and delivers leaflets for sensitization. In Kilis the delivery of leaflets had a slight delay and started in late January.

Some beneficiaries in Kahramanmaraş camp reached out for not receiving the uploads. When TK and camp management investigated the issue, they were notified by DGMM that these beneficiaries have social security registration, therefore became ineligible for the assistance.

Shop regulations, conditions, and maintenance

In Q1 2021, the camp markets continue to implement Covid-19 measures. They operate between 10 AM to 8.30 PM on the weekdays and close at 5 PM on the weekends during the curfew. There is a limited number of customers in the markets at a time and there has not been a crowding issue. Beneficiaries respect the precautionary rules and wear masks all the time. In Kahramanmaraş camp, there are 7 active cashiers to avoid lines at checkout, and markets have the capacity to serve with 10 cashiers when needed.

In general, the markets were in good maintenance across all camps except for three contracted markets in Yayladağı. These markets have been detected not complying with the requirements of the e-card programme such as storing food items in improper conditions i.e. placing them next to the cleaning products, keeping them at wrong temperatures, or using the drink fridges for other purposes. There has been expired food, bulk products without any information on expiry dates, with items missing labels. These markets were warned by TK with an official letter in February. Following the official letter, TK and WFP personnel jointly conducted visits, and terminated their contracts with the programme for not having taken necessary actions.

The two butchers in Yayladağı camp mentioned that the newly opened BIM in the city center also sells meat and chicken items, which affected their sales negatively.

Availability of food items

The contracted markets had a variety and sufficient amount of food items available across Q1 2021, except for the three markets whose contracts were terminated in Yayladağı. Only in March, in Kahramanmaraş, the camp management and TK have noticed an insufficient amount of vegetables and fruits, and a shortage of milk for two days. The camp management and TK gave a warning letter to the market and the issue was resolved immediately.

Purchasing power

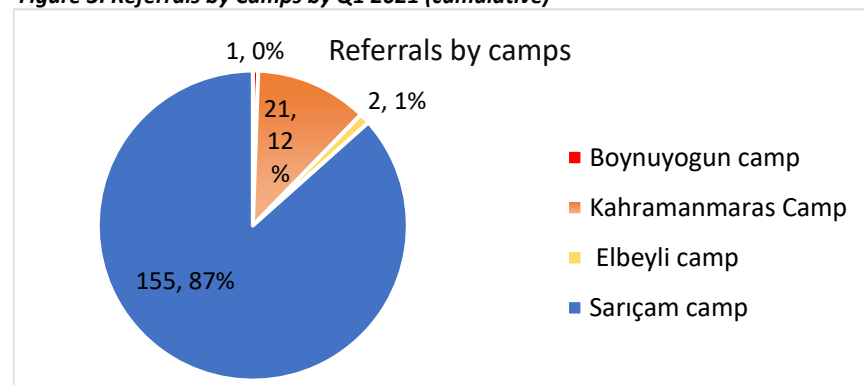
Along with the Covid restrictions, the winter season negatively affected job opportunities available for beneficiaries to generate additional income. Most of the beneficiaries who worked in agricultural work during the summer season became unemployed. In Kahramanmaraş camp, 1500 people who work at factories leave the camp on a daily basis, which was reduced from 2500 before winter. The beneficiaries were able to use the 1000 TRY top-up payment delivered in two installments in November and December until February 18th, 2021. However, an overwhelming majority of the beneficiaries reported that they already spent more than half of the assistance when uploaded.

5. PROTECTION AND REFERRALS

In Q1 2021, monitoring visits to camps could not be conducted as frequent as before due to the Covid-19 restrictions. Therefore, the WFP team continued to record cases through remote monitoring.

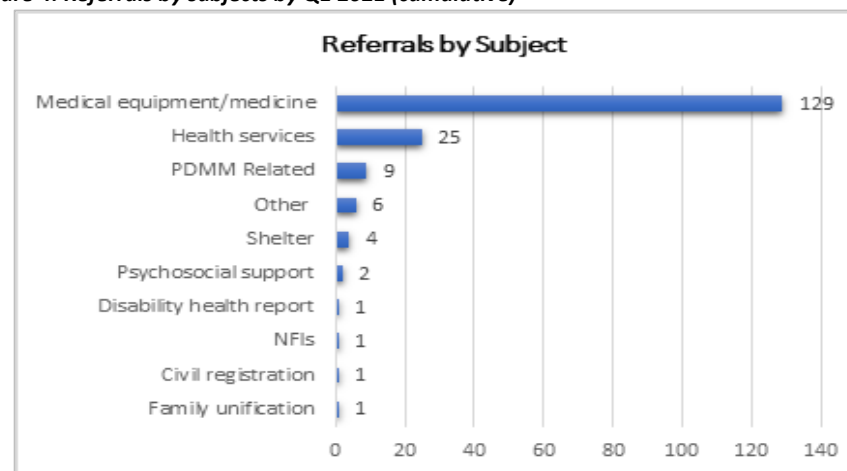
From September 2017 when the first referral case was reported until March 2021, a total of 179 protection cases were identified in the camps and referred to relevant actors. The cases have been identified either by WFP monitoring teams during camp visits or referred by TK staff based in the camp and Camp Managements to WFP. The majority (87%) of the cases have been reported in Sariçam camp, as it is the largest camp in Turkey. In Q1 2021, the camp management referred 2 cases to WFP personnel, and both cases were related to medical equipment/medicine and health service.

Figure 3: Referrals by Camps by Q1 2021 (cumulative)



As Figure 4 shows, cases in need of medical equipment/medicine and health services are the first and the second main referral reasons (72% and 14%, respectively). This is because the Government resources do not cover refugees for some high-cost medicines and surgeries as well as equipment such as wheelchairs, hearing devices, and eyeglasses. The cases that are costly and ineligible for social insurance such as cochlear implant surgeries for hearing problems have been resolved thanks to the collaboration with multiple protection actors conducting case management procedures. WFP has coordinated with these actors to raise funds, followed the medical process, and resolved the cases successfully through referrals.

Figure 4: Referrals by subjects by Q1 2021 (cumulative)



6. ACCOUNTABILITY TO AFFECTED POPULATION (AAP)

Received calls by the 168 Call Center

During the reporting period, 485 calls were received by the 168 Call Centre. The highest number of calls were received from residents living in Adana (267), followed by Kahramanmaraş (92) and Kilis (66). Among all, 64 percent of the calls were made by men whereas 36 percent were made by women.

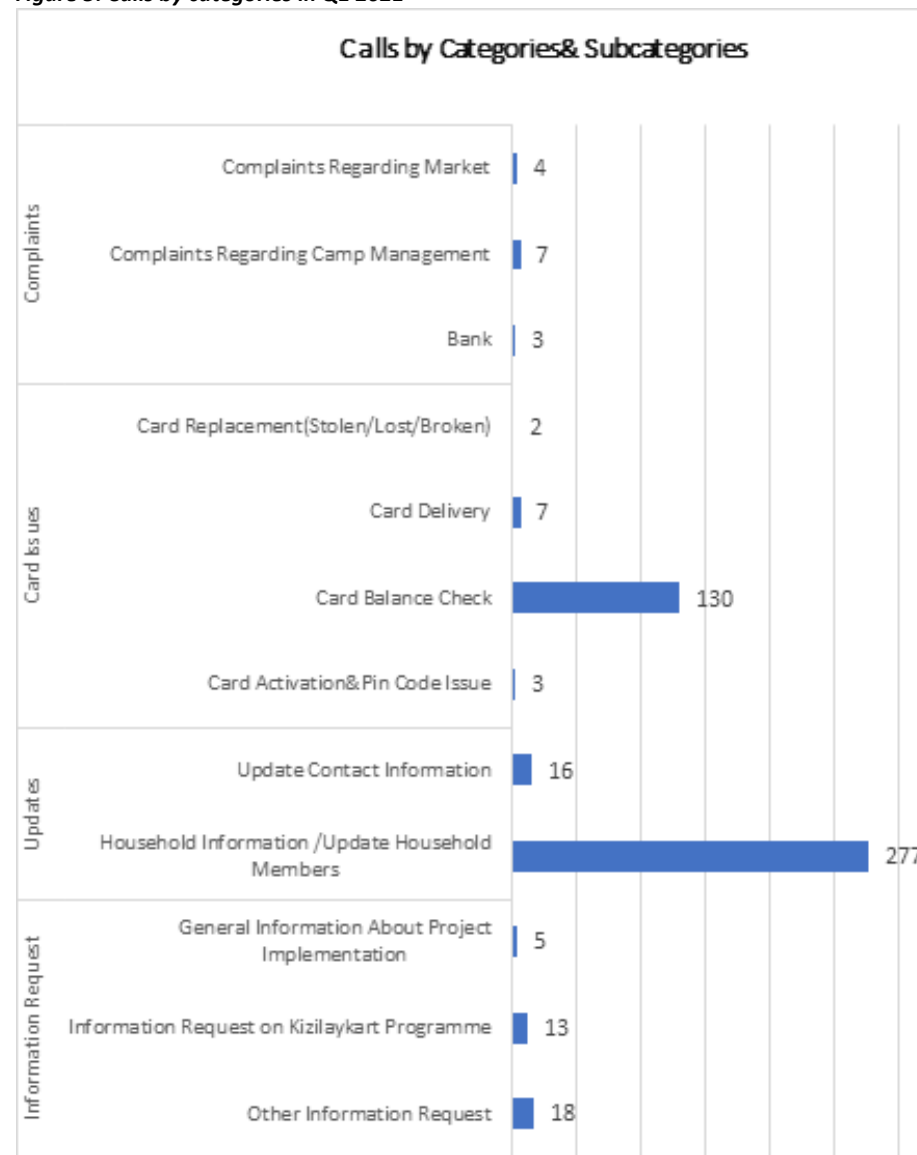
60 percent of the calls were about contact and household information updates and an additional 29 percent were related to card issues. The rest was about either to request information or to make complaints.

As for the subcategories, the top reason to call for the beneficiaries was to update their household information and to check if the number of members in the system is correct. It was followed by the calls to learn the remaining balance in the accounts.

Regarding the complaints, there were a total of 14 calls received in the reporting period. Half of them (7 calls) were from Sarıçam camp and apart from one, all were related to issues to be solved by the camp management. The complaints were about power cuts, not being able to update household number, or not being able to access the Kizilaykart program as their residencies in the camps are deactivated due to violating restrictions during exit and entry. These beneficiaries, who often leave the camps for work and exceed the permitted time outside of the camp, are required to reactivate their residency in the camps and then automatically added back to the Kizilaykart programme. One complaint was about the difficulty a beneficiary faced during re-acceptance to the camp as they were out of the camp due to hospitalization.

Complaints regarding the bank were mainly due to the bank's not providing the card without ID and being late for issuing the cards. No fraudulent cases have been observed.

Figure 5: Calls by categories in Q1 2021

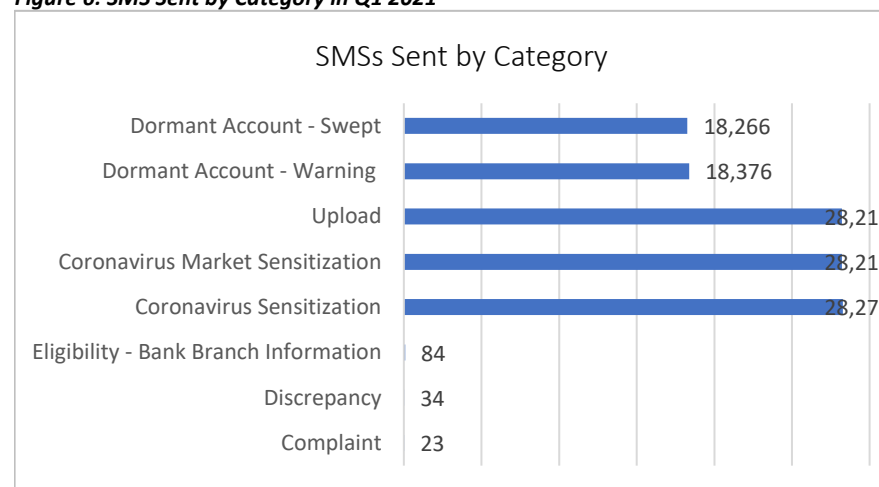


Outreach Activities

Aligned with the new transfer value, new SMS contents have been designed and shared with the camp beneficiaries. During the reporting period, a total of 121,477 SMSs were sent to the camp residents. Among all, 18,376 SMSs were sent to notify beneficiaries about their dormant accounts and another 18,266 sent messages were about the swept-back process.

All beneficiaries received two Covid-19 sensitization SMSs, while one of them was a generic reminder, the other one was specifically about wearing masks and keeping the distance in the camp markets. 34 people received SMSs due to not meeting the camp residential eligibility conditions such as being granted Turkish citizenship. Lastly, 12,500 leaflets were delivered to the beneficiaries regarding the e-card updates.

Figure 6: SMS Sent by Category in Q1 2021



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