

TURKEY

2016/17 WINTER ASSISTANCE EXTERNAL UPDATE

24 November 2016

<p>Around</p> <p>575,000</p> <p>Refugees (over 160,000 households) to be supported during winter</p>	<p>USD 33 M</p> <p>Total planned 2016-2017 winter assistance budget, including cash assistance and winter clothes</p>	<p>50</p> <p>Provinces to be covered</p>	<p>4 months</p> <p>Planned distribution period (starting November 2016)</p>
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UNHCR WINTER RESPONSE: PLANNING AND COORDINATION

- UNHCR winter assistance is paramount as dire weather conditions in Turkey create more challenges for refugees living in the country. According to Turkish authorities, as of 10 November 2016, the total number of Syrian refugees under Temporary Protection is over 2.75 million, of whom around 255,000 live in 23 camps set up and managed by the Disaster and Emergency Management Authority (AFAD). Refugees and asylum-seekers from other countries, registered by UNHCR, make up a total of about 285,000 individuals. UNHCR Turkey is providing targeted winter assistance to Syrian and non-Syrian refugees, with a prime focus on urban areas.
- Preparedness plans were made jointly with the Turkish authorities and other UN agencies, using feedback from refugees from previous winter support projects through post-distribution monitoring, including individual interviews.
- An inter-agency Winter Assistance Task Force was initially established in Gaziantep in August 2016 to coordinate the winter support provided by UN agencies and I/NGOs, and was later moved to the Basic Needs Working Group. To date, seven coordination meetings have taken place, through which partners did a mapping of the geographic coverage of projects, and agreed on principles for identifying vulnerable households, implementation modalities and assistance amounts.

2016/2017 UNHCR WINTER ASSISTANCE PROGRAMME

WINTER SUPPORT IN CAMPS

- **All camp residents (over 255,000 individuals) will receive UNHCR winter packages by early December** this year consisting of winter clothes, such as sweaters, trousers, long skirts and winter coats. AFAD is ensuring the blanket distribution across the 23 camps in southeast Turkey, and UNHCR is monitoring these distributions in collaboration with AFAD.
- UNHCR also has over 165,000 high thermal blankets and close to 10,000 oil-filled radiators in stock that can be distributed in the camps for emergency situations and/or winter if AFAD requests.

WINTER SUPPORT OUT OF THE CAMPS

- **UNHCR is assisting 108,000 urban refugee households**, including 96,000 Syrian refugee households and 12,000 refugee households of other nationalities.
- Taking into account refugee feedback from the previous winter assistance programme, **UNHCR is using one-off cash assistance via debit cards** issued by the Turkish postal service (PTT). Syrian refugee families are receiving a card carrying a one-time value of USD 200 (for families made up

of up to three individuals), USD 250 (for families made up of four to five individuals) and USD 300 (for families composed of six or more individuals). The cards for refugee families of other nationalities carry a value of USD 250 (for families composed of up to five individuals) and USD 300 for larger families (composed of six or more individuals). The debit cards can be used in any shop which is part of the MasterCard circuit, allowing refugees to buy a variety of goods or services in thousands of shops across the country.



- The programme is covering 50 out of Turkey’s 81 provinces hosting the largest number of refugees and which are more severely affected by winter conditions.
- In order to inform and communicate with refugees who will benefit from the winter support programme, UNHCR is running a fully automated SMS system, a dedicated website and call centres administered by UNHCR partners.
- UNHCR also produced a leaflet that is being handed out along with the PTT debit cards on how to use the cards. In addition, lost or stolen cards can be reported and cancelled at any PTT office during working hours or via the call centre, which operates 24/7.
- UNHCR will implement a post-distribution monitoring exercise starting in early 2017 coordinated through the Basic Needs Sector to harmonize the approach with other actors providing support. UNHCR will also conduct an impact assessment that will analyse the use of assistance by all recipient families.

IDENTIFICATION OF THE MOST VULNERABLE

- Identification and targeting of assistance is done in line with the household eligibility criteria defined in consultation with members of the Basic Needs Working Group. UNHCR partners are implementing outreach programmes which support identification and needs assessment.



Since the beginning of the Syria refugee situation, UNHCR has been supporting Turkish authorities to help refugees address their increased needs during winter. Photo: UNHCR/Emrah Gürel

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