

NEEDS ASSESMENT REPORT of
SYRIAN NON-CAMP REFUGEES in
SANLIURFA/TURKEY
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Submitted by
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CONCERN
worldwide


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ABBREVIATIONS

Concern Worldwide (Concern Ww)
Disaster and Emergency Management Agency of Government of Turkey (AFAD)
Mavi Kalem Social Assistance & Charity Association (Mavi Kalem)
Sanliurfa Syrian Guests Coordination Center (SGCC)
Sexual & Gender Based Violence (SGBV)
Syrian Guest Identity Card (SGID or ID)
Temporary Protection (TP)
The Multi-Cluster/Sector Initial Rapid Assessment (MIRA)
Turkish Government (GoT)
Unaccompanied minors (UAMs)



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EXECUTIVE SUMMARY

Since the onset of the war in Syria the Turkish authorities emergency response system has mobilised substantial internal resources to provide assistance to Syrian people seeking refuge from the fighting.

By January 2014, more than 570,000 Syrian people seeking refuge from the war had been registered in Turkey. Of this number just over 213,000 were living in a total of 21 camps established by the Turkish authorities in border provinces. A further 358,180 Syrian people had also been registered living outside of camps and residing in Turkish communities mostly in the provinces of Gaziantep, Sanliurfa and Hatay .

This study was commissioned by Concern Worldwide (CWW) and conducted by Mavi Kalem Social Assistance & Charity Association in late 2013 in order to gain a better understanding of the situation facing non-camp Syrian population in Sanliurfa Province which is where CWW are currently based. This report presents the main findings of the report and suggests some recommendations in relation to the humanitarian needs of the non-camp population.

Key findings

- Syrian Guest Identity Card holders in the Province have access to services such as medical and medication assistance, primary school education (where available) and protection services as well as some basic distribution items such as coal-stoves, clothing, dry food and some hygiene items. However, some gaps in service provision are apparent which may well become more pronounced as numbers increase.
- Non-camp based Syrians in the Province live in mostly poor quality or unfinished half constructed shelters which in most cases are rented.
- The average household size is 11.
- Most households have either a pregnant or nursing mother in the family, or both (depending on the composition of the household).
- The distribution of professions indicates a high percentage of unskilled workers who are involved in non-formal economic activities (mostly in the agriculture sector) and paid on a daily basis.
- According to interviewees in the host communities, the local job and real estate markets have been adversely affected by the influx of people over the past two to three years. This indicates some level of strain on host communities.
- The lack of livelihood opportunities or income is a key concern for the entire non-camp population.
- There is also a lack of knowledge among the Syrian population on how and where to access the services that are available to them.

Most affected groups

The most affected groups include people living in shared shelters, high-density or poor quality shelters such as animal barns or half constructed residential buildings and female and child headed families.

Most vulnerable locations

The most vulnerable groups were found in the following geographical locations:

- Refugee population density > 3000: Merkez /city center district (Yenice, Hayati Harrani, Eyup Nebi, Eyupkent, Sırrın); Akcakale district (Suleymansah, Turgut Ozal, Feuzi Çakmak, Yeni Mahalle); Viransehir district (Sırnak, Ataturk Mahallesi); Ceylanpinar district (Meulana, Yenisehir, Inkilap); Birecik district (Karsiyaka, Meydan, Kurtulus), Suruc (Dikili, Cumhuriyet).
- Refugee population density < 3000: Bozova, Hilvan, Siverek and Harran districts.

Priority Needs

Most of those interviewed do not have any regular income and have very limited resources.

The key priorities include:

- Heating for winter and cooking facilities
- Income generation to access food and pay the rent
- Information on their legal rights in Turkey
- Psycho-social support; social interaction with host communities
- Education continuity for children

In general, the Syrian population are dependent on support from the host communities, public organisations, Community Based Organisations (CBOs), Non Governmental Organisations (NGOs) and International Aid Agencies to meet their daily basic needs.

Key recommendations

- Profiling and Mapping work: so that the vulnerable groups, the current gaps and capacities can be evaluated, and considered during the preparation of support programs (with cooperation and collaboration with government institutions).
- Provision of Information such as legal status, protection, access to public services, health, education, etc.
- Humanitarian aid package distribution (complemented by the provision of information)
- Income support (cash transfer or vouching) programmes to meet their basic needs
- Education continuity programmes
- Psychosocial support programmes
- Social interaction activities between non-camp Syrian populations and the host community



Handwritten text on a sign, possibly a name or address, in a non-Latin script.

A. INTRODUCTION

This study was conducted for Concern Worldwide (CWW) in order to gain a better understanding of the conditions facing Syrian communities living outside of the camps in Sanliurfa Province and to identify their urgent needs. This report presents the main findings of the study and provides some recommendations for the way forward.

Since the start of the unrest in Syria, the Turkish Government (GoT) has maintained an open door policy for Syrians seeking refuge from the war starting in late 2011 with the provision of ‘temporary protection’ which ensures respect for the principle of ‘non-refoulement,’ one of the main pillars of international refugee law and an indispensable aspect of protection. Since “Non-refoulement” requires the registration of refugees, a process for this was initially put into place in the refugee camps established by the GoT. The registration process for those living outside camps (regardless of how they entered the country) is still in process. Since mid-September 2013 and following a circular from the Ministry of Interior the local police have been tasked with the registration of both the non-camp and camp caseloads². Figure 1 below shows the main concentrations of both camp and non-camp registered refugees in Turkey in January 2014

In addition to providing refuge, the Government of Turkey has also committed itself to providing the best possible living conditions and humanitarian assistance. Together with the Turkish Red Crescent, the Turkish Disaster Emergency Management Presidency (AFAD) has been actively involved in setting up and running the camps. AFAD also oversees the provision of education and health services and supervises day-to-day management of the camps. AFAD is currently working on a project to provide these same services to those outside camps. However, facilitating these services is placing an ever-growing financial burden on resources.

As can be seen in Figure 2 below, the total number of Syrians seeking refuge from the war registered in Turkey in January 2014 amounted to 571,513⁴. Out of that figure 358,280 are non-camp populations the number of which has been steadily increasing over the past year (with a 20 fold increase recorded since January 2012 when the total of those not living in camps stood at 9,500).

Non- camp Syrians are residing in Turkish communities, mostly in the provinces of Gaziantep, Sanliurfa and Hatay. Figure 3 below depicts the main areas of concentration.

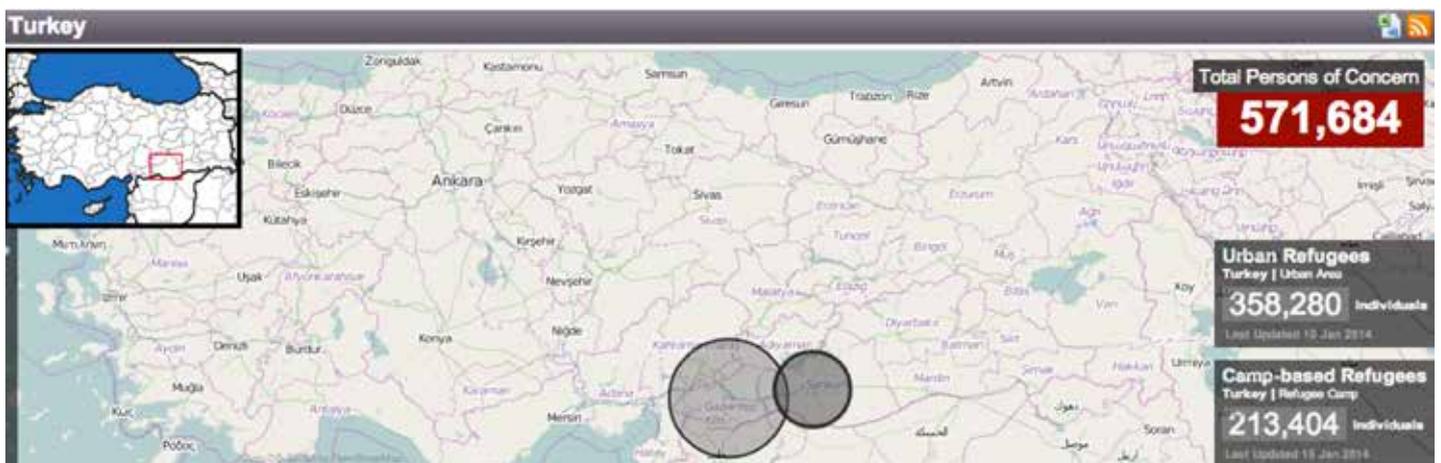


Figure 1: Main locations and numbers of registered refugees

Ref: AFAD, Turkish Ministry of Foreign Affairs

19/Jan/2014_ <http://data.unhcr.org/syrianrefugees/country.php?id=224>

² Ref:24/10/2013_ <http://data.unhcr.org/syrianrefugees/highlights.php?Country=224&Region=&Settlement>

⁴ A slight difference is noted between the total figures depicted in Figures 1 and 2

Total Number of Refugees Registered and with Registration Appointments	571,513
Total Number of Refugees in Camps	213,233
Total Number of Refugees Registered outside the Camps *	358,280
Estimated Total Number of Syrians in Turkey	700,000

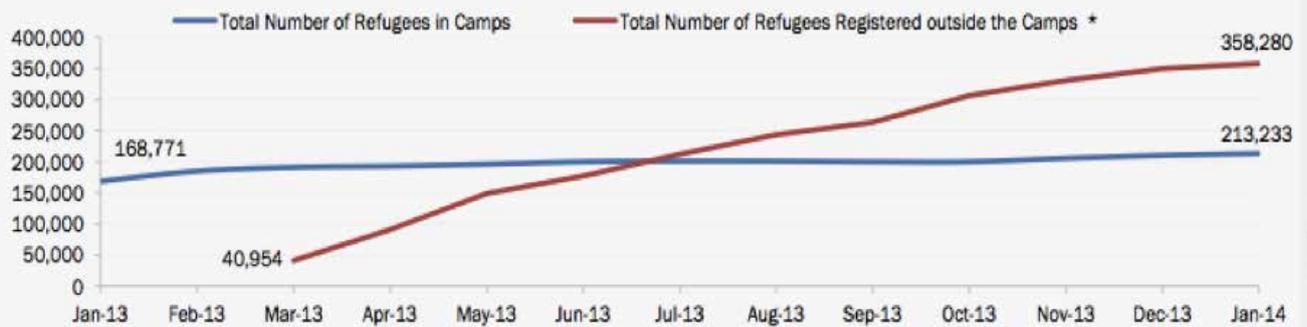


Figure 2: Trend Analysis for camp and non-camp refugees
 Ref: AFAD, Turkish Ministry of Foreign Affairs
 19/Jan/2014_ <http://data.unhcr.org/syrianrefugees/country.php?id=224>

While official figures include all those who have been registered other estimates suggest the actual numbers are somewhat higher. The United Nations High Commission For Refugees (UNHCR) estimates that by the end of 2013, approximately 1 million Syrians had arrived in Turkey (with approximately 300,000 in camps and 700,000 outside camps)⁷.

Since the onset of the war in Syria the Turkish authorities' emergency response system has mobilised substantial internal resources to provide assistance to Syrian people. Camp populations have been provided with food, shelter, medical assistance, education and protection. However, assistance to non-camp populations remains a challenge.

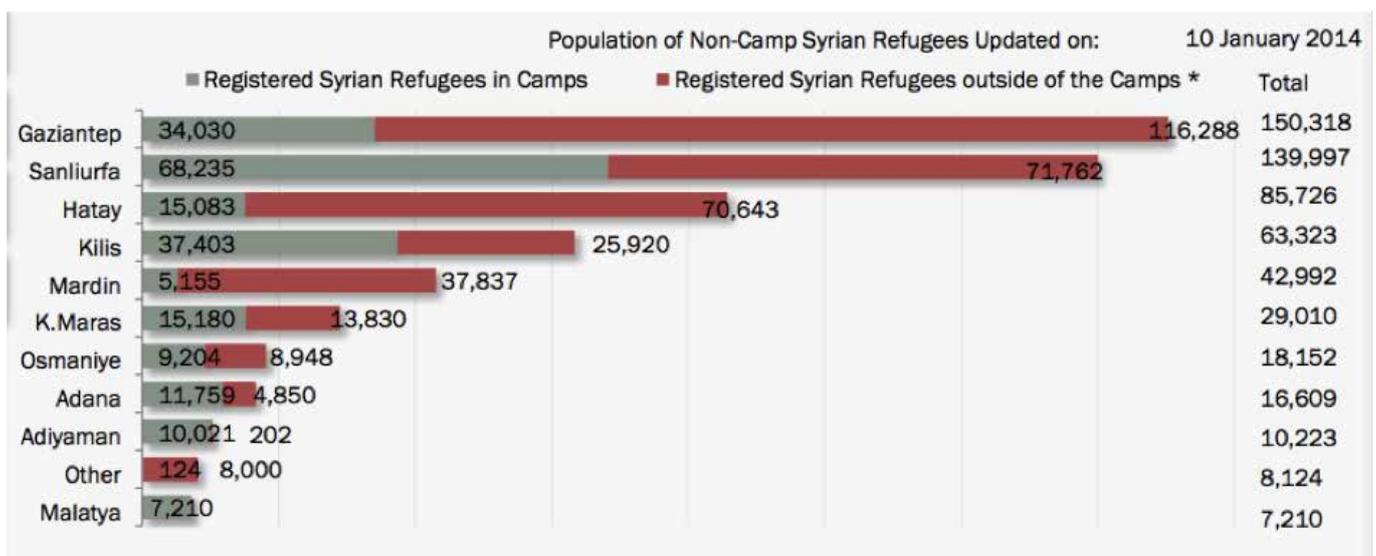


Figure 3: Main locations of camp and non-camp refugees
 Ref: AFAD, Turkish Ministry of Foreign Affairs
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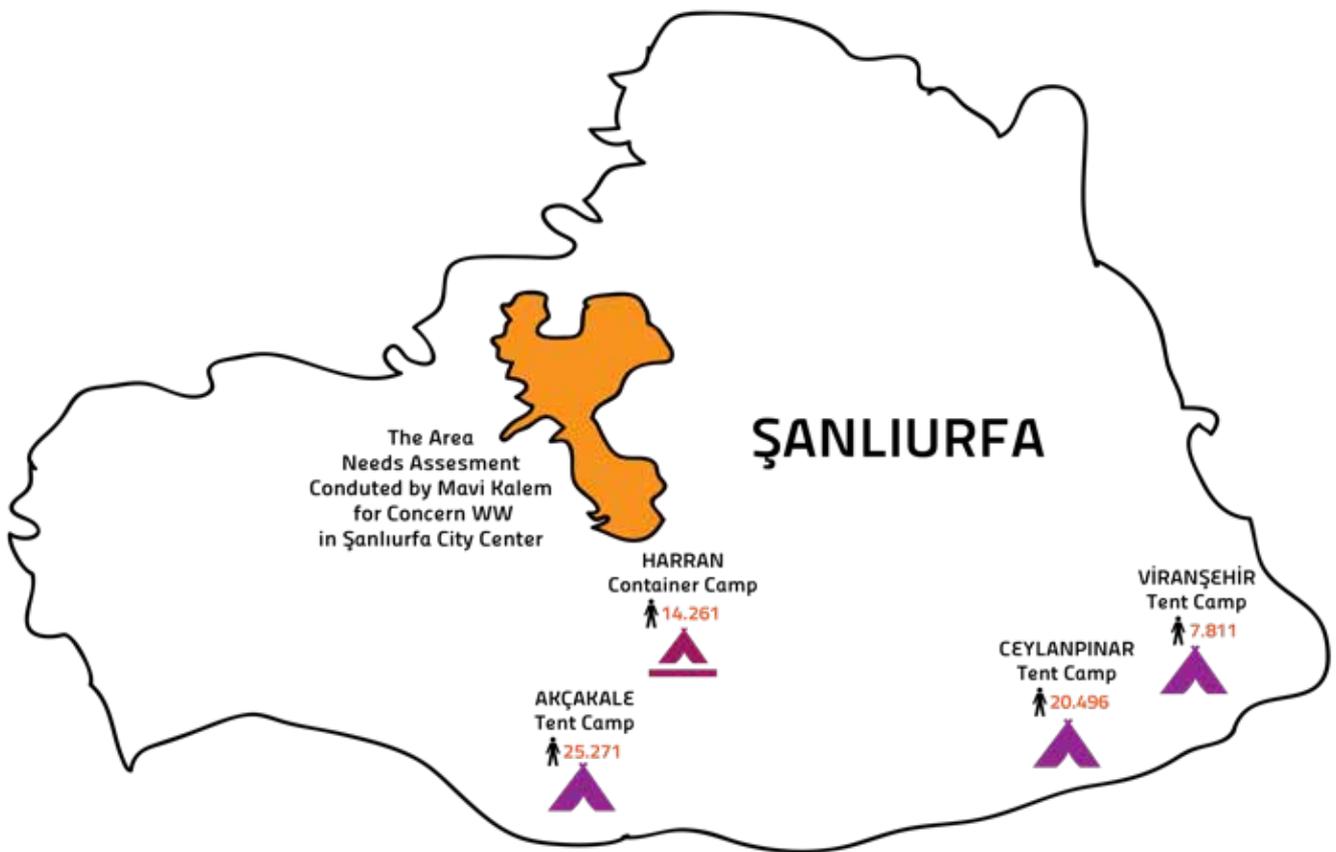
⁷ 19/01/2014_ <http://www.unhcr.org/pages/49e48e0fa7f.html>

Figure 4 below shows the location of the camps in Sanliurfa Province.

The Sanliurfa population is composed mostly of Arab, Kurdish and Turkish people who share equally diverse religious and ethnic backgrounds to the Syrian communities in the Province.

In comparison to Hatay and Gaziantep, there are limited humanitarian activities in Sanliurfa which has been witnessing a steady increase in the number of

incoming people seeking refuge of late. The research team looked at the feasibility of delivering humanitarian assistance to those Syrian households in need in southern Turkey and specifically Sanliurfa province. The methodology of the study and the main findings and recommendations are presented below.



*Numbers represent the situation as of 30.12.2013.
Numbers data source: AFAD <https://www.afad.gov.tr/TR/IcerikDetay1.aspx?ID=16&IcerikID=755>

Figure 4: The locations and populations of Syrian refugee camps in Sanliurfa.



B. METHODOLOGY

Mavi Kalem Social Assistance & Charity Association conducted this descriptive study for Concern Worldwide. The objectives of the study included:

- To determine the conditions of Syrians living outside of the camps in Sanliurfa.
- To identify the urgent needs to facilitate prioritisation.
- Recommend actions to address the situation.

Method and Study Site

- This descriptive study was conducted using a cross sectional method; interviews with Syrian households and various stakeholders were conducted, and observations were also made.
- The data collection was carried out between 10 and 14 December 2013. 161 face-to-face household interviews were carried out in 14 neighbourhoods.
- The Mavi Kalem research team leader developed the survey questionnaires with input from CWW.
- Both primary and secondary data was collected in the study:
 - Primary data was collected from non – camp Syrian households with interviews in the field via a structured questionnaire (see Annex 1)
 - Secondary data was collected from various stakeholders within-depth interviews via a semi-structured questionnaire. The stakeholders included provincial and local authorities, local NGOs, CBOs, and the representatives of Syrian private health and education institutions, UN Organisations and provincial office representatives (see Annex 2).
- The SPHERE MS Needs Assessment Checklists and the Multi-Cluster/Sector Initial Rapid Assessment (MIRA) were used as a reference to develop the survey tools.





- The survey variables were defined by demographic and socio-economic characteristics, shelter and non-food items, Water, Sanitation and Hygiene (WASH), food and nutrition, health, education, protection and wellbeing, and general questions regarding people's experience in Turkey.
- The survey was carried out in 14 neighbourhoods of Urfa Merkez district and a total of 161 interviews were administered.

Study area selection

- The research team conducted interviews among the poorest and most vulnerable groups. In this approach, the study zones were defined based on the reflections of the line provincial and local authorities, and local NGOs staff and volunteers, CBOs members and Syrian people themselves.

The geographical locations include areas that have households with highly concentrated non-camp based Syrians as follows:

- Refugee population density > 3000: Merkez /city center district (Yenice, Hayati Harrani, Eyup Nebi, Eyupkent, Sırrın); Akcakale district (SuleymanSah, Turgut Ozal, Feuzi Çakmak, Yeni Mahalle); Viransehir district (Sırnak, Ataturk Mahallesi); Ceylanpinar district (Meulana, Yenisehir, Inkilap); Birecik district (Karsiyaka, Meydan, Kurtulus), Suruc (Dikili, Cumhuriyet).
- Refugee population density < 3000: Bozouva, Hilvan, Siverek and Harran districts.

Figure 5 above shows the distribution of non-camp Syrian households among the 11 districts in Sanlurfa province.

- The number of registered non-camp Syrians was reported as 61,510 in 11 districts of which 25,385 were in Merkez (Center) district in December 2013. (AFAD official Info Note- provided by AFAD Manager).

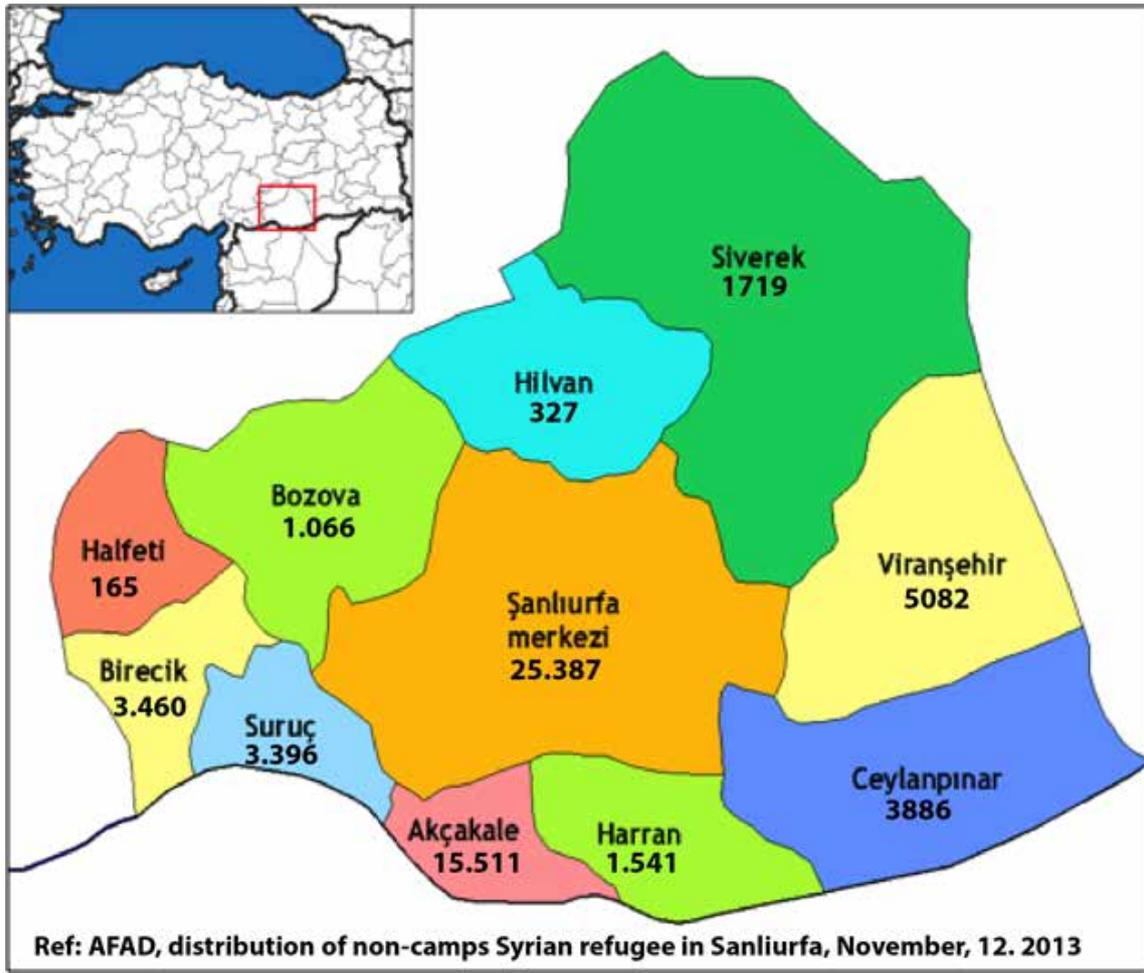
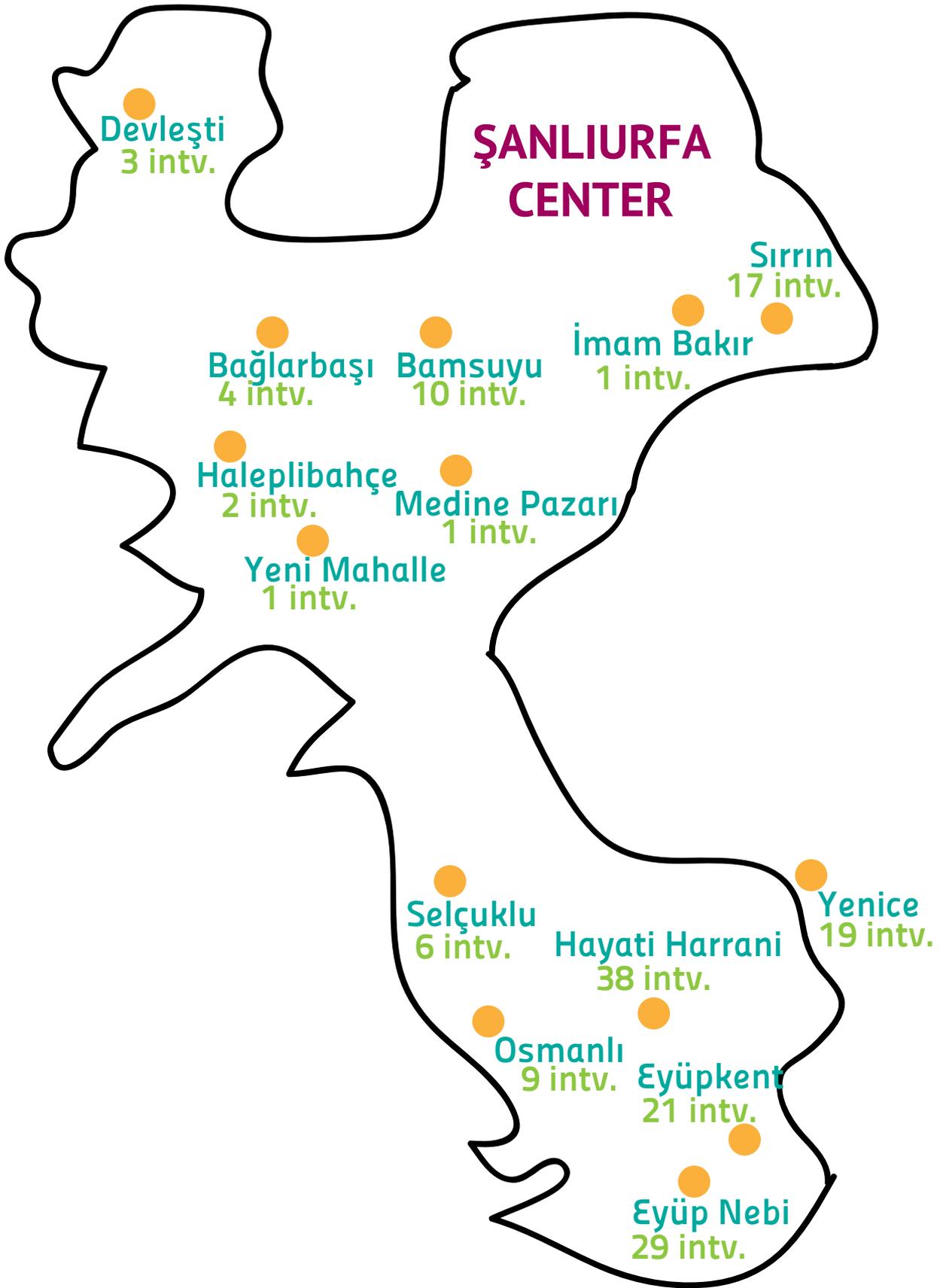


Figure 5: Map of Sanliurfa Province; 11 sub districts & the number of registered non-camp Syrian refugees

- The following areas were selected for the study: Hayati Harrani, Eyup Nebi, Eyüp Kent, Yenice, Sırrın, Bamyı Suyu, Osmanlı. The snowball technique was used for reaching the most vulnerable households in the zones; sometimes, an interviewed Syrian household led the team to another vulnerable household in the same or nearby area. Hence, the research team conducted 11 extra interviews in Devlesti, Haleplibahce, Yeni Mahalle, Imam Bakir, Medine Pazari meaning 161 field interviews conducted instead of 150 planned.

Figure 6 show the location of the interviews conducted during the survey.



**MAP of ŞANLIURFA NEIGHBOURHOODS WHERE
the INTERVIEWS were CONDUCTED**

Figure 6: Map of Sanliurfa Merkez- Interviews neighbourhood.

C. FINDINGS

This section includes the findings of 1) the field survey and 2) the in-depth interviews with stakeholders in Sanliurfa.

C1: FIELD SURVEY MAIN RESULTS

This section gives an overview of the main household demographic and socio-economic characteristics of those interviewed and the main needs identified by respondents in terms of Shelter, Non-Food items, Water Sanitation and Hygiene (WASH), Food and Nutrition, Health and Well Being, Education and Protection.

Demographic and socio-economic characteristics:

Seventy-nine percent (79% or 125) of the households surveyed were male headed while 21% were female and/or child headed.

by more than one family with the average number of people per household at 11 (from a minimum of 1 person to a maximum of 36 per household) (Photo 1).

A total of 22% of households had elderly members (over 65 years). In 15% there was one elderly person per household, while in 7% there were two elderly people per household. There were new born babies (0-28 days) in 11% of the households while in almost half of the households (48%) there were breastfeed babies.



Photo 1: Two families with 23 members live in one house, in Sanliurfa (Courtesy by, Idil Turkmen Dec. 2013)

A total of 68% households had children in the age group 1-4 years old. Thirty five percent (35%) of these households had babies under one year old and 27% had one baby under one year while 7% had two babies and 1% had three babies at this age.

20% of the households had pregnant women, 17% of these households had one pregnant woman and 3% had two pregnant women.

There were people with disabilities in 19% of the households with the majority having physical disability.

Socio-economic characteristics of households

Of the respondents 19% had previously been un-qualified workers in Syria, including masonry workers, temporary drivers, un-qualified repairmen, etc. A total of 18% were qualified workers including farmers, shepherds, tailors, repairmen, mechanics etc. A further 17% of those interviewed had been employed in the private sector working for small-scale businesses while 14% were housewives, 12% had been self-employed, 8% were public employees and 12% had been unemployed.

A total of 44% of the respondents stated that they had an income in Turkey. However the vast majority of households - 98% - had an income less than the minimum wage (846 YTL or 346.12 USD per month). During the interviews, respondents mentioned that for the most part, people were working in the agriculture sector on a daily basis.

Of the respondents 53% (n=85) left their country between 7 and 12 months ago, 23% (left between 4 and 6 months ago, and 14% between 1 and 3 months ago, 4% less than 2 weeks ago. Six percent (n=10) of the respondents left home up to 2 years ago.

People in 16% of the households interviewed had a chance to go back and forth between Syria and Turkey, while 84% had no chance to go back. Visiting family members, controlling property, observing the conflict and commercial activity were explained as the reasons for the travel between Turkey and Syria.

Receipt of Aid and main needs

A total of 29% (n=46) of the households surveyed stated that they had received aid. National NGOs were the most commonly stated organizations distributing aid, followed by international organization and public organisations. However, all those who had been in receipt of aid mentioned that this

had been irregular or ad-hoc and had been received one or two times during the year. The type of aid received was mostly food, including dry food, baby food and non-food items, such as mattresses, kitchen utilities, hygiene supplies, winterisation items, such as blankets, winter coats for children and so on. Almost all respondents highlighted that distribution of aid packages are a very important support for the survival of the household. (n=15), Günüzü (n=5), Öncüler Derneği

Housing/ Shelter

While 55% (n=89) of respondents stated that they were living in houses, this incorporated a wide variety of shelters most of which were usually quite primitive (with no heating, no running water or indoor toilet and no direct electricity connection). A total of 25% of the respondents were living in apartments while 14% were living in shops or barns normally used for animals or goods (Photo 2).



Photo 2: Non-camp refugees live in poor housing conditions (Courtesy by, Gul San & Zeynep Sanduovac Sanliurfa, Dec.2013)

In 21% of the shelters, an average of 5 people were living per room while 34% had 6 or more people living per room (Photo3).

For those living in shared shelters, in high density overcrowded, unsanitary conditions the main priority is for a better living space and conditions appropriate to the household size.

Non- food items; needs:

While almost all of the respondents mentioned that they need “everything”, respondents were asked to prioritise their needs in terms of non-food items which include:



Photo 3: Shelters with 5 and more people in room (Courtesy by, Idil Turkmen Sanliurfa. Dec. 2013)



Photo 4 (a): Beneficiaries surrounding the charcoal stove as a source of heat (Courtesy by, Idil Turkmen Sanliurfa. Dec. 2013)

i. Heaters & stove have the first place among the mentioned needs.

. 57% of respondents (figure 7) cited the need for a heater and stove as either a very important or important priority (Photo 4 (a)).

Most respondents mentioned that if a household stove was provided, it could be used as a heater as well.



Photo 4 (b): Photo showing children in front of heater (Courtesy by, Idil Turkmen Sanliurfa. Dec. 2013)

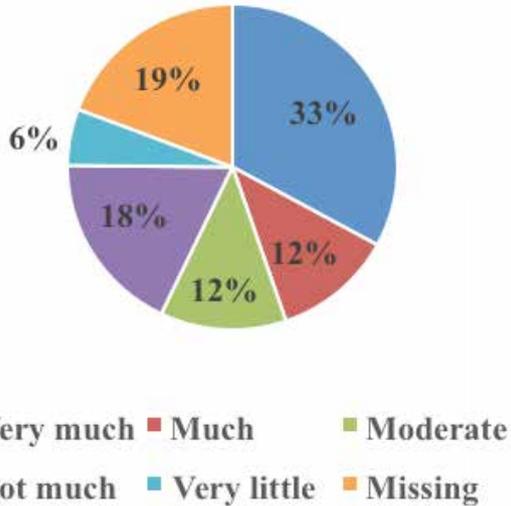


Figure 7: How much is the need for heater and household stove (cooker)

ii. **Clothing:**

As shown in Figure 8 below, the majority of respondents or 66% (n=107) stated that the need for clothing is very important. Most of the respondents noted that they did not have two full sets of clothing (including underclothing) in the correct sizes that are

appropriate to the culture, season and climate. Hence, the clothes are not aired and washed regularly.

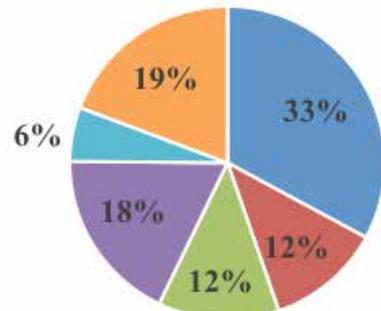


Figure 8: How much is the need for clothing?

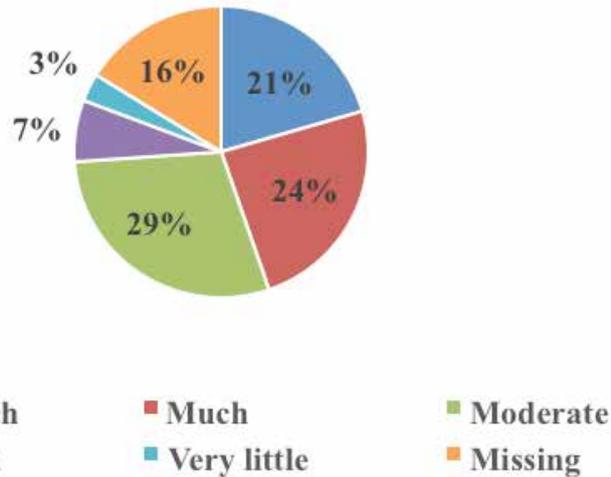


Figure 9: How much is the need for mattress?

iii. Mattress:

As shown in Figure 9 above, 45 % of respondents (n=72) considered mattresses as a very important need. Most households need the mattresses for sitting and / or sleeping purposes.

Many people were sitting on the ground without a mattress or standing because they didn't have any mattresses (Photo 5).



Photo 5: Needs for sitting & sleeping mattress (Courtesy by, Çul San Sanliurfa. Dec. 2013)

Most households surveyed did not have enough mattresses in the correct sizes that are appropriate to the season and climate. Moreover, the mattresses were not being aired or washed regularly (Photo 6).

Most households cited the need for winterisation materials including heaters and/ or household stoves, and fuel for heating and cooking, winter clothing and underwear and mattresses, as the highest priority.



Photo 6: Needed mattresses for sitting on and sleeping (Courtesy by, Idil Turkmen, Sanliurfa. Dec. 2013)

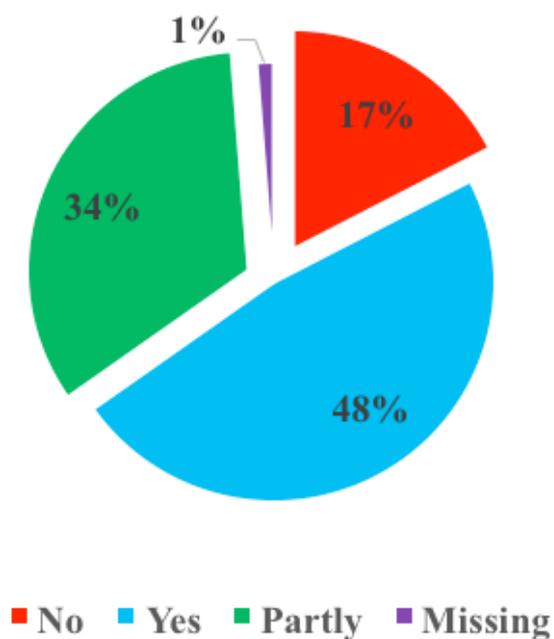


Figure 10: Is soap available in the household?

WASH:

The most commonly cited vector in or around the house included mosquitos at 31%, houseflies at 30% and rodents at 14%. There is a need among those interviewed for mosquito nets and/ or bed-nets (including medication against mosquito bites) during the summer season.

51% (n= 82) of households, mentioned the need for soap. As can be seen in Figure 10, in 17% of households there was no soap available for hand-washing indicating a need for hygiene materials as well as information programs and/or leaflets about sanitation and hygiene (especially for babies and women).

Cooking, food, and nutrition:

Of the respondents 77% (n=123) expressed a need for cooking facilities and 68% expressed a need for energy (fuel). In addition, 68% cited the need for food preparation materials (food ingredients) with 95% citing the need

for dry food, 89% salt, 99% sugar, 98% flour (Figure 11).

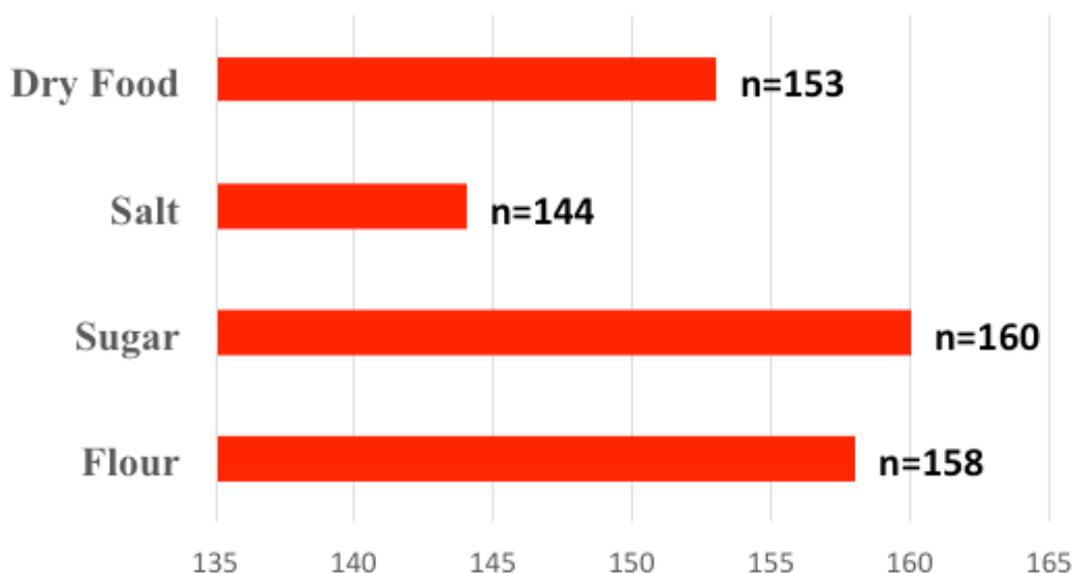


Figure 11: Kinds of food preparation materials needed?

In addition to the above, the most frequently mentioned items were tea and oil while the least mentioned were meat and milk. While milk, yoghurt and fruits were mentioned as very important especially for children, the first priority was for food that keeps children satiated. Thus, dry food and bread were identified as the most crucial food items required.

Most respondents mentioned that they missed Syrian bread; if shared 'tandir' ovens, (traditional ovens) for making bread were provided, this would help would address this problem.

46% of the households interviewed had no food storage facilities and were using improvised containers / methods to store food (Photo 7).



Photo 7: No food storage facilities (Courtesy by, Idil Turkmen, Sanliurfa. Dec. 2013)

A total of 70% (n=113) said they eat 1 – 2 times a day. In 4% of the households, some family members, such as children are given priority to eat more than other members. The main meals mentioned contained wheat 89%, dry food 74%, vegetable 41%, milk/yoghurt 13%, fruit 7%, and meat 5% respectively. That fruit, milk, yoghurt and

meat were mentioned in limited numbers could imply the risk of potential nutrition deficiencies among children and pregnant and breastfeeding women. Food distribution and provision of the nutrition information programmes to mothers (women) may address the problem.



Photo 8: Kinds of food preparation materials needed (Courtesy by, Gul San Sanliurfa. Dec. 2013)

In terms of food security and nutrition facilities, most respondents mentioned the need for food preparation ingredients (especially for babies and pregnant women) and cooking utensils (Photo 8).

Health:

73% (n= 117), of the households interviewed reported having access to healthcare while 20% (n=32) did not have access. Initially only those with camp registration cards were entitled to access medical treatment and pharmaceuticals free of charge. But this changed in September 2013 when all Syrians residing in Turkey were given access to free health care with a 20% contribution required for pharmaceuticals . Non-registered Syrians can apply at a health unit from where they are referred to the Syrian Guests Coordination

Centre for getting a Syrian Guest ID.

68% of respondents reported to receive medical care from public hospitals, 17% from mother and child centres and 12% from mobile public clinics or NGOs.

48% of the pregnant women said that they had received health care from public hospitals, while 45% did not receive care.

It was noted that many respondents didn't know how and where they could access health care. An Information centre with out-reach stations (points) could perhaps address this situation.

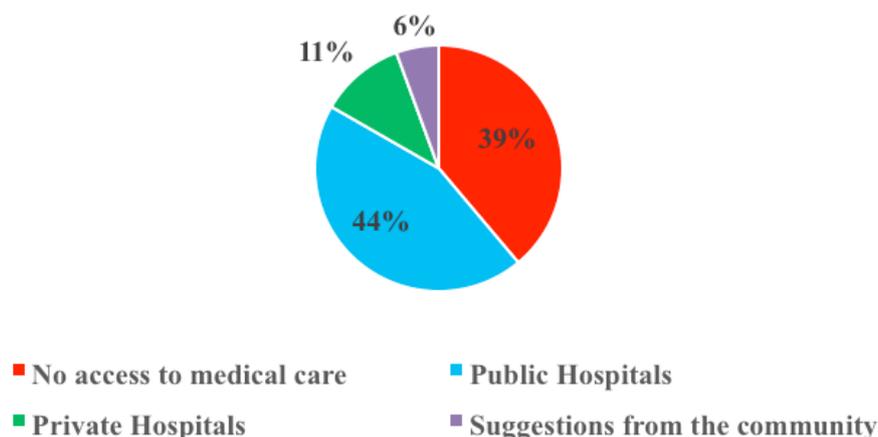


Figure 12: Access to health care for the household members, who have psychological problems

Well-being:

When asked about well-being, 14% of households were unhappy, worried, and expressed feelings of isolation from others. When asked which household members felt this way and when, the most common response was ‘all of us’ and ‘throughout the day’. Respondents were also asked about they and other Syrian people cope with the current situation, leaving home and being in Turkey. The most commonly mentioned strategies include seeking refuge in God, feeling themselves lucky by being able to flee and thus be grateful and solidarity with relatives and neighbours.

As shown in Figure 12, 39% of households which were found to have psychological problems had not received any care. Social interaction, psychological and psychosocial support, and respect from the host community were mentioned as priorities by the respondents.

Education:

As can be seen in Figure 13, 34% (n=54) of school age children in respondent households did not attend school due to unavailability of schools and/or inability to afford transportation. Although, 24% (n=39) of school age children were reported to be attending school, they were only attending on some days of the week due to perhaps lack of funds for transport. Support for transport and continuity of education were mentioned as priorities by the respondents.

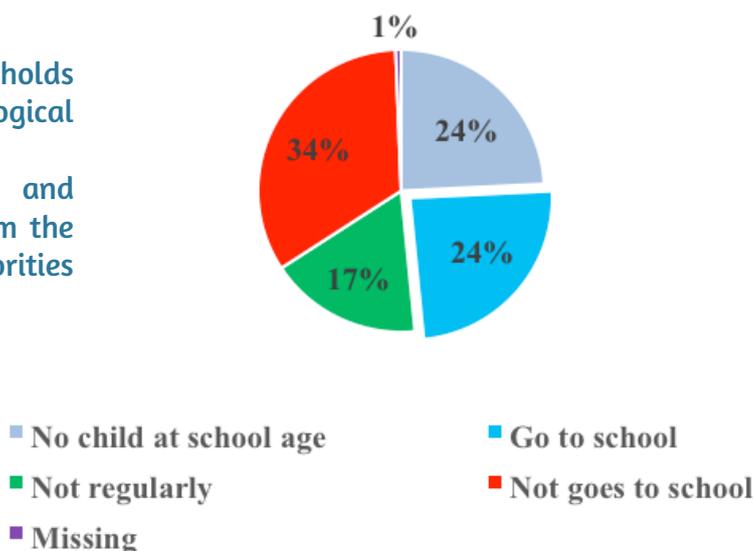


Figure 13: School attendance



Protection:

A total of 76% (n= 122) of respondents were registered by the authorities (Figure 14). The remaining 23% (n= 37) were not registered, and having no knowledge on the whereabouts of the registration centres was mentioned as the main reason for this.

74% (n=119) of the respondents had a Syrian Guest Identity Card, while 24% (n=39) did not have a card. The respondents mentioned that they use the ID cards to access public services such as medical care, food/coal, and education.

93% (n=150) of the respondents reported to have good relations with local authorities with no problems experienced. In addition, 90% (n=145) of respondents had good relations with the host community with no problems reported.

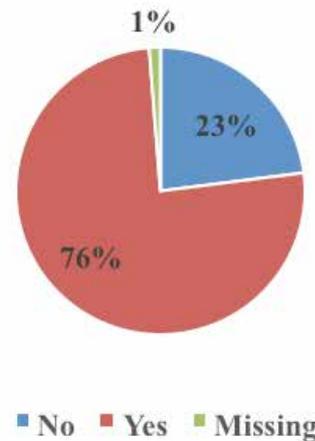


Figure 14: Registered Syrians

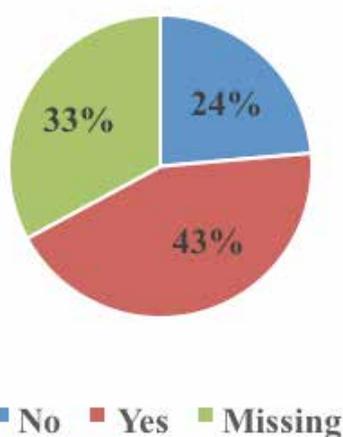


Figure 15: Hope about returning to home?

o General Points:

As can be seen in Figure 24 the majority of respondents or 43% (n=70) stated a hope about returning home after the conflict comes to an end, while 24 % had no hope to return home (Figure 15).

The reasons given for not staying in the camps include; bad conditions (30%), no free entry and exit (30%), sexual abuse (9%), violence to women (6%), security (5%), others such as being with relatives, crowded camps, employment, privacy – lack of free spaces in camps (63%),.

In general, Syrian non-camp households requested more aid in the form of non-food items (specifically heating and winterisation), hygiene kits and food; shelter / house; job opportunities were also mentioned by the respondents as a main basic need.

C2: IN-DEPTH- INTERVIEWS WITH STAKEHOLDERS IN SANLIURFA.

Secondary data was collected from various stakeholders including the line provincial authorities, such as the Sanliurfa Deputy Governor, Sanliurfa Provincial Disaster & Emergency Management Director, Sanliurfa Provincial Health Deputy Director, Sanliurfa Provincial Education Deputy Director, Sanliurfa Provincial Police Deputy Director and officers, Sanliurfa Syrians Guests Coordination Centre (SGCC) Deputy Manager, Mukhtars, Sanliurfa Greater Municipality Councillor; UN Organisations representatives of UNICEF TR and UNHCR. Local NGOs and CBOs, including Arabder President, Elbirligi Association President and team members, Sanliurfa NGO Platform President, International Middle East Peace Researches –IMPR- Manager, Kuwait Help to Patient Association President were also consulted. The Information and Education Center for Syrian Refugees (the primary school) Principal (see attachment 2 the list of Interviewed Stakeholders).

A semi- structured questionnaire was used during the interviews. The interview questions were about sectorial needs and priorities, availability of services, best practice and identified needs.

The key points from the meetings include:

* General:

- The number of non-camp Syrians in Sanliurfa is increasing progressively – and was 61,540 in December 2013.
- According to the records, 40% of those who are registered live in Sanliurfa city center, 29% live in Akcakale town while the remaining live in nine towns around the Province. Interviewees noted that a high proportion of Syrians live in the deprived areas of Sanliurfa city and sub districts, such as Bamyä Suyu, Eyüp Nebi, Eyüp Kent, Hayati Harrani, Osmanlı, Sırrın.
- Syrian Guest Identity Card holders

have access to some basic distribution items such as coal-stoves, clothing, dry food, hygiene items etc. and services, such as medical assistance and medication assistance and primary school education (where available) Distributions that are taking place were noted to be following good practice albeit limited, and not regular.

* Health:

- In Sanliurfa, the Syrian Guest ID card allows non-camp Syrians to have access to medical assistance free of charge in the public health organizations.
- In selected pharmacies throughout Urfa provinces, AFAD, in coordination with the Chamber of Pharmacists, have arranged to cover 80% of prescription costs for medication. The costs for the medication is borne by the Sanliurfa provincial AFAD.
- Additionally, a free vaccination campaign in Sanliurfa is implemented to prevent any possible outbreak of polio spreading as part of TR Ministry of Health's nation-wide activity.
- In addition there are also a few self-run health facilities funded by various NGOs. There are at present no direct or operational connections between the self-run health facilities and Turkish public health authorities.

* Education:

- Sanliurfa Governorship and the Province National Education Directorate have been dealing with the primary education services for non-camp Syrian students, mostly with support from UNICEF Turkey.
- The Syrian Guest ID card allows non-camp Syrians to have access to primary education free of charge, if the space at school is available.
- According to the education line authorities, the percentage of school



attendance among non-camp Syrian students is very low due to lack of school.

- There is a Syrian Guests Information and Education Centre (primary school) in Sırrın, which opened in July, 2013 for grade 1 to 4. The middle school facilities are currently not available. Transportation service to the school is also being provided. Although there were 1,178 students registered, only 650 students were attending the school due to lack of access
- 18 volunteer Syrian teachers have been teaching in Arabic and following the Syrian Arab Republic's curriculum.
- Sanliurfa Governorship and the Province National Education Directorate are open to collaboration in relation to the setting up new schools; the needs are variable and include school buildings (including the container), equipment- furniture, teachers fees, both for primary school and middle school facilities.

* Housing and non-food items:

- Syrian families are living in a variety of housing including flats/apartments and houses, derelict building and/or open areas including parks and streets in the more deprived areas.
- Many are living in unsuitable housing units when considering climate, sleeping, heating, basic food-nutrition and hygiene.
- As mentioned above, distributions of food and non-food item are not regular among the non-camp populations.

* Protection:

- As noted above, the Government of Turkey applies an open door policy including the provision of effective protection and humanitarian assistance for Syrian people who have been forced to flee from their country.
- All Syrians are covered by the Temporary Protection (TP) regime, including those without identification documents.
- The non-camp Syrians interviewed in this study were able to register in Sanliurfa Syrian Guests Coordination Centres, operated by the Sanliurfa Governorship. Syrians were

issued with ID cards, which facilitate access to medical assistance and other assistance provided through the sub-governorates.

- Unaccompanied minors (UAMs) and/or separated Syrian children who are in need of protection are hosted in public child protection institutions and are provided with assistance.
- In terms of protection of non-camp Syrians (adults and children) affected by the conflict, one community centre in Sanliurfa is available.
- Syrians may contact the authorities, including the police, and report and seek assistance for any crime that they may experience while in Sanliurfa/ Turkey.
- According to the safety and security authorities, the majority of criminal or, violent acts among Syrian and Turkish citizens are not reported to the Police-AFAD-Municipality Police.
- Safety and security authorities have dealt with some disagreements among Syrians and Turkish citizens over bill payments at restaurants and super markets, and rents.



D. RECOMMENDATIONS

Due to time limitations this study did not apply an ideal sampling method, however, the research team managed to meet a wide variety of households in Urfa and a significant amount of information and data was gathered.

The following recommendations are focused on Concern Worldwide main areas of expertise including Livelihoods/Food Security; WASH; and Nutrition, and Education. Equality and Protection are included as cross-cutting issues. The main recommendations include:

- Non-food items such as mattresses, heaters and fuel supplies should be provided to the Syrian households who were found sleeping in overcrowded, unsanitary conditions that lack privacy. Partners should agree on NFI packages and selection criteria to ensure consistency of assistance by different actors for the same target groups. Seasonal factors need to be considered (i.e. winter/summer items).
- Where possible, provision of decent shelters should be considered to maintain both psychological and physical well-being. Consistency in standards should be agreed.
- The most vulnerable households such as disabled, new-born babies, breast fed babies, pregnant women, child headed and the elderly should be identified and supported based on their needs. Because needs vary from one family to another, cash transfer or voucher schemes should be considered.
- Awareness raising on protection and prevention/reduction of risk should be provided to the target communities on issues including hand washing with soap at critical times, hazards of smoking in cramped and small rooms, specific risk factors of smoking close to infants, children and the elderly. safety and security measures around the use of brazier/stove and basic nutrition tips.
- WASH programmes should be considered in places where water, sanitation and hygiene services are limited. Specific attention should be paid to those living in unsanitary conditions including animal barns, tents, with a lack of access to toilets or latrines.
- Nutrition education coupled with cooking illustration should be promoted in particular, targeting pregnant women, nursing mothers, infants, children and elderly residents.
- Mobile units and/ or door-to-door personal visits to discuss basic health and safe motherhood topics, as well as other available health services (including application information) should be considered to sensitise communities on related risks. Due to lack of pre and post-natal services in some areas information and resources should be provided to encourage pregnant women to go to the nearby health services.
- Intervention activities should ensure that psychological/emotional concerns are taken into account including the experiences from both pre-migration, flight and post-flight temporal phases. Culturally sensitive Psycho-social activities should be developed to enhance emotional well-being. It is also suggested that these activities/programs take into consideration the four Stages of Cultural Adaptation: Honeymoon, Culture Shock, Initial Adjustment, and Integration.
- Interventions should integrate protection activities including protection against sexual and gender-based violence (SGBV), child brides, child soldiers, etc. Therefore, working closely with families, religious leaders and other community members should be prioritized.
- The Province Education Directorate should be supported to ensure Syrian

children are enrolled and are attending school, and for the provision of safe spaces in host communities for structured activities and skills for training youth.

- Information programmes should work to support several legal issues, such as new-born babies' immigration/citizenship status, residence and work permits in Turkey and possible resettlement to third countries. The implementation of these should be conducted in cooperation with the Sanliurfa Governorship, who have demonstrated an interest in working alongside NGOs.

- Syrian and host communities should be maintained to facilitate the coping strategies of the Syrian population. Therefore, community-based social interaction activities for non-camp Syrians should be established in consultation with community leaders, religious leaders, teachers, and other opinion leaders among Syrians.

- The quality of learning should be assured by the availability of well-trained and motivated teachers, who understand the content of the courses they teach, and, are able to engage students with learner-focused teaching methodologies.

- A school mapping on the formal and non-formal response to the non-camp Syrians should be done to assist all line agencies to gain a clearer picture of the educational situation and education services offered in Sanliurfa. The education response mapping could also be based on a replicable model within Turkey. This mapping work should help contribute to an understanding of the full range of educational work carried out in response to the Syrian crisis since the beginning of the conflict, including all educational activities related to INEE Minimum Standards domains of access and learning environment, teaching and learning, teachers and other education personnel, and education policy.

- In order to support teachers and other education personnel, it is recommended that training programs to support Training of Trainers (ToTs) are developed. The ToTs should be designed based on the needs of teachers and other education personnel. A rapid ToT needs analysis should be conducted and the implementation designed according to the findings. According to the initial findings during this survey, the basic ToTs could consist of topics such as: child-centered class management in the teaching and learning process; child-centered lesson plan preparation, and school based psycho-social activities for conflict-affected children.





E. CONCLUSION

The objective of this survey was to gain a greater understanding of Syrian families seeking refuge in Turkey, through an analysis of their living conditions and identification of their basic needs.

A very substantial emergency response system has been put in place by the Turkish authorities who have followed an open door policy to Syrian people fleeing the conflict. Syrian people in Turkey have access to services although for non-camp populations some gaps in service provision are apparent which may well become more pronounced as numbers increase.

This report recommends actions that can complement the existing response with the aim to improve the living conditions of the non-camp population and strengthen their resilience at this critical time.



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ANNEXES

- Annex 1: The Questionnaire (PDF File)
- Annex 2: The List of Interviewed Stakeholders

Annex 1: The Questionnaire (PDF File)

ANNEX1: The Questionnaire



Needs Assessment of Syrian Non-Camp Refugees in Turkey



RAPID ASSESSMENT TOOL

0. Interviewer Name & Surname:	Date:	Questionnaire Control by Mavi Kalem
00. Questionnaire #	Duration:	Accepted:
000. Location (Neighbourhood):		Revision Needed: Accepted:

INTRODUCTION

1. Respondent Name & Surname:	
2. Address (Clearly specify):	

Merhaba/ Good Day

Good day! My name is _____. We are here on behalf of CONCERN. We are aware that you, your family, your friends are in troubled days. We are sorry for the conflict situation in your country.

We would like to interview with you, which will last around 30-35 minutes.

We will be asking you several questions for understanding your and your family member's situation regarding livelihoods conditions; food-nutrition, non-food items, water-san facilities, health and psychological mood and the education.

This is just a situation assessment and my/ our mission interviews with you, we are not in a position for providing any material and/ or service to you.

We do not share the information about you as giving your name and contact info. We definitely ensure the confidentiality of your personal information. Individually gathered info would be evaluated as all together. Other humanitarian aid organisations, researchers may use the information you provide us.

You may refuse to answer any question or choose to stop the interview at any time. However, we hope you will collaborate with us on this study.

Do you have any questions about the study? Do I have your agreement to proceed?

Thanks.

NOTES FROM INTER (if available):

--

1. DEMOGRAPHIC DATA & SOCIO-ECONOMIC PROFILE

Family Profile

1. Who is the family head?

1. father
2. mother
3. single headed household,

2. Single household, if yes, please specify below

Gender	Age
Male	
Female	

3. **Number of families** in your household? _____

4. Total **number of family members** in your household? _____

5. Total number of adult between **15 – 49 years?** _____

1. Female number _____
2. Male number _____

6. Total number of 65 + years _____

7. Number of **new born refugee babies** in your household?

1. N/A
- 2.1
- 3.2
- 3.3+

8. Number of **breast feeding refugee** in your household?

1. N/A
- 2.1
- 3.2
- 3.3+

9. Number of baby **(7-11) months** refugee in your household?

1. N/A
- 2.1
- 3.2
- 3.3+

10. Number of small children **(1 - 4) years** refugee in your household?

1. N/A
- 2.1
- 3.2
- 3.3+

11. Number of children **(5 - 18) years** refugee in your household?

1. N/A
- 2.1
- 3.2
- 3.3+

12. Number of **pregnant refugee** in your household?

1. N/A
- 2.1
- 3.2
- 3.3+

13. Number of **people with disabilities refugee** in your household?
 (if available, more than one option may be marked)

1. N/A	2. hearing	3. seeing	4. physical	5. mental disabled
	2.1 If yes, any need, device, etc.	3.1 If yes, any need, device, etc.	4.1 If yes, any need, device, etc.	5.1 If yes, any need, device, etc.

14. **Profession in Syria ?**

1. Public sector (please specify) _____
2. Private sector (please specify) _____
3. Qualified worker (please specify) _____
4. Own business _____
5. Housewife
6. Non qualified worker (please specify) _____
7. Unemployed _____
- 7.1 if, yes please, specify, source of income in Syria? _____

15. Any **income work in Turkey?**

1. No, if no, please specify, how are you managing? _____
2. Yes

16. If, family has any income; **total income of family in Turkey** (monthly)?

1. Less than Minimum Wage
2. Minimum Wage
3. Over than Minimum Wage

17. Do you receive **any aid from any organization?** (dry food, hygiene package, etc.)

1. No
2. Yes _____
- 2.1 if yes, please mark : 1. Continuous 2. Discontinuous
- 2.2 if yes, please specify, name of the organization _____

18. When did you **leave Syria?**

1. less than two weeks
2. 1 -3 months
3. 4-6 months
4. 7-12 months
5. 2 years +

19. Do you or your family members have a chance **go back and forth between Syria and Turkey?**

1. No (if No, please go to Q. Shelter & NFI)
2. Yes

20. If Yes, please **specify the reason:** ((if available, more than one option may be marked)

1. trade (buying/selling, transportation, etc.)
2. check the house/property
3. visit family members in Syria (sick, elder, disabled, etc.)
4. observe the conflict situation, etc.)
5. others (please specify)...

2. SHELTER & NFIs

1. Type of shelter?

1. private house
2. apartment
3. tent
4. animal barn ,etc.
5. others (please specify)...

2. Ownership of the shelter (staying situation)?

1. apartment staying with host family (free of charge)
2. staying with host family (with charge)
3. rented, 3.1 how much you pay (TL)_____
4. private house, given by a relative
5. landlord
6. others (please specify)...

3. Population **density in one room** in the shelter? Family Members # in one room (average)?

1. -3
2. 4
3. 5
4. 6+

4. Identify **risk factors regarding shelter?**

(if available, more than one option may be marked)

4.1. weather conditions	4.2. soil conditions	4.3 drainage contamination	4.4 infrastructure conditions	4.5 dispossess from the house	4.7. others (please specify)...
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5. Need for **shelter materials and NFIs.**

Please specify need for each NFI below:

Need of NFIs	Prioritized (1-5)
1. Clothing (reflect on the prevailing climatic conditions)	
2. Mats, blankets	
3. WASH NFI (shampoo, soap, cleaning materials)	
4. Kitchen utensils (pots, pans, etc.)	
5. Cooking and heating fuel (which type of fuel?)	
6. Other NFI needs (please specify as an item)?	

3. WASH

Environmental health conditions – please look for signs first, if necessary get information from the key person in the neighbourhood, headman, etc., fill in below items.

1. Unsafe hygiene and weak/absence of **sanitation infrastructure practices?**

3.1. open defecation	3.2. children open defecation	3.3. waste water/ drainage	3.4. lack of waste collection	3.5. animal excreta	3.6. medical/ industrial waste	3.7. others, (please specify)...
1. No 2. Yes	1. No 2. Yes	1. No 2. Yes	1. No 2. Yes	1. No 2. Yes	1. No 2. Yes	

2. **Disease transmitting vectors** (specifically in summer)

1. Mosquitos
2. Houseflies
4. Rodents
5. Others (please specify)

3. The exist system for the **waste contained and disposed of?**

3.1. sewage system (municipality)	3.2. septic tanks	3.3. drilling & bury	3.4. others, (please specify)...
-----------------------------------	-------------------	----------------------	----------------------------------

4. Is the continuous **mains water line available** at the shelter?

1. Yes (if Yes, please go to Q # 6)
2. No

5. If No, please specify; **what is the water supply?**

5.1. the distribution line from a tanker	5.2. well water	5.3. cistern	5.4. others, (please specify)...
--	-----------------	--------------	----------------------------------

6. Is the **quantity of water** enough for using and drinking for each family member?

1. Yes
2. Partly
3. No

7. If No, please write down that **how the water quantities are not enough** for using and drinking? (Please write down the respondent description sentence as it is)

7.1 for drinking	7.2. for using
------------------	----------------

8. Is he drinking **water clear/ brilliant display?**

1. Yes
2. No

9. Is there any **diarrhea, skin infection, eye infection** (frequently occurred cases)?

1. Yes
2. No

10 If yes, please specify the number of children in HH with **diarrhea and/or skin and eye**

infection in the past 7-8 days?

1. Diarrhea_#
2. Skin infection_#
3. Eye infection_#

11. Is **soap readily available**?

1. Yes
2. Partly
3. No

12. Please check the **hygiene practices**: Evidence of hand washing practice and use of soap?(evidences e.g.: appearance of nails, general appearance from top to the head, smell of

his/her, etc.)

1. Yes
2. Partly
3. No

4. FOOD SECURITY

1. What items required for **preparing meals**?

1. Not required/ No need
2. stove
3. fuel
4. cooking
5. other (please specify)_____

2. What items required for **preparing food**?

1. Not required/ No need
2. flour
3. sugar fuel
4. salt, cooking
- 5 dry food
6. (please specify)_____

3. What items required for **food storage**?_____

4. How many times do family **members eat a day**?

1. 0
2. some family members partly less eat, vulnerable groups eat
3. 1-2
4. 3-4
5. 5+

5. Please describe mostly which **meals** below are **being eaten**?

5.1 grain, wheat (bread, cookies,etc.)	5.2 dry food (chickpea, dry bean, broad bean	5.3 vegetable	5.4 fruit	5.5 milk, yogurt	5.6 meat	5.7 Others (please specify)...
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5. HEALTH

1. Any **specific health problems** among the family members AFTER coming to Turkey?

2. No
3. Yes

2. Any higher number **than usual** of the following **symptoms**:

1. diarrhea
2. high fever
3. coughing

4. skin problems
5. vomiting
6. loss of consciousness

3. Adults_ Access to **medical services**, please specify; **from where?**

1. N/A
2. Health Unit
2. Hospital (public)
3. Hospital (private)
4. Private Clinic
5. Mobile Health Unit (NGO)
6. Pharmacy
7. Non medical resources

4. **Pregnant & lactating women** (if available in HH)_ Access to **medical services**- any need of these?

1. Pregnant & lactating women not available in HH
2. No access
3. Yes

5. If Yes, please ; **from where**

1. Health Unit
2. Hospital (public)
3. Hospital (private)
4. Private Clinic
5. Mobile Health Unit (NGO)
6. Pharmacy
7. Non medical resources

6. PROTECTION & WELL BEING

1. Are there any serious situation in your HH because refugees **feel distressed**; for example frequently very upset, sad, worried, scared, angry or isolated his/herself?

1. No

4.1 Please write down his/her words:

2. Yes

2. Access to **psychosocial support**- professional –**medical services**- any need of these?

1. No
2. Yes

3. If Yes, please ; **from where**

1. Health Unit
2. Hospital (public)
3. Hospital (private)
4. Private Clinic
5. Mobile Health Unit (NGO)
6. Pharmacy

4. Any specific **physical and/ or emotional violence** did you, your family members or friends

come across AFTER coming to Turkey?

5. What are the **main coping/ support channels** of the refugees to struggle with the situation? (being refugee and faced problems)

6. Do the **school age** children in the family **attend school**?

1. No
2. Partly
3. Yes

7. Do you think that this is a **serious problem** in your community because children are not in school or **are not getting a good enough education**?

1. No
2. Partly
3. Yes

8. Did the **majority of school-aged children** (>75%) attend school before the conflict-

in Syria?

1. No
2. Yes

9. Which are the **main groups of school aged children** least likely to participate in school

(rank up to 3) in SYRIA

1. Children with disabilities
2. Ethnic minorities
3. Girls
4. Boys
5. Other (Specify

10. Have you ever been **formally (routine) checked** with the Turkish police/gendarme/ etc?

1. No (if No, please go to Q #12)
2. Yes

11. If Yes, please specify...

12. Are you **facing directly any problems** with the authorities or other group?

1. No (if No, please go to Q #13)
2. Yes

13. If Yes, please specify...

5.1 Please specify for yourself:	
5.2 Please specify for the refugees in your neighbourhood:	

14. How has the **host community reacted** to your arrival? Please specify...

8. GENERAL QUESTIONS

1. Do you have **any hope to get back** to your home/town in Syria?

1. No
2. Yes

1.1 Please write down his/her words:

2. What **reasons do you prefer** to stay outside of the camp?
(if available, more than one option may be marked)

1. Bad infrastructure conditions in the camps	2.No free exit and entry	3.Sexual abuse/harassment	4. Gender based violence	4.Security/ethnicity	5.Others (please specify)...
---	--------------------------	---------------------------	--------------------------	----------------------	------------------------------

3. Do you have **your Syria passport**?

1. No (If No, please go to Q# 5)
2. Yes

4. If Yes, Is it still in **expire date**?...

1. No
2. Yes

5. Are you **registered** with the Turkish authorities?

1. No (If No, please go to Q# 7)
2. Yes

6. If No, please specify, **what is the reason?**_____

7. Do you have **any Formal document** from Turkish authorities?

1. No
2. Yes

8. What do you think that you would come across with **in near future**?

9. Do you have any recommendation or **suggestions regarding non- camp Syrian refugees**?

Thank you for your cooperation.
We wish good luck to you!



Annex 2: The List of Interviewed Stakeholders

Focal Point in Sanliurfa: Gul San, 05323069062, sangul63@hotmail.

Organization	Title	Name&Surname	Contact Number	Email
Sanliurfa Governorate	Deputy Governor	Mehmet Yüzer	04143156555 05053598071	myuzer@gmail.com
Province Education Directorate	Deputy Director	Metin Ilci	04143123084	ozelkalem63@meb.gov.tr
Sanliurfa Province Health Directorate	Deputy Director	Dr. Eyüp Hazar	05058946621	
Sanliurfa Province Police Directorate	Deputy Director	Dr. Reha Erdem Ersin Elibol Gökmen Doganer	05059262333	cadirkent@gmail.com
Headman (Mukhtar) 1 Eyyüp Nebi Neighbourhood	Headman	Ahmet Sampur	05069737849	
Headman (Mukhtar) 2 Hayati Harrani Neighbourhood	Headman	Ramazan Çiçek	05422678765	
Headman (Mukhtar) 3 Yenice Neighbourhood	Headman	Muhittin Göktaş	05324431465	
Syrian Guests Coordination Center	Deputy Director	Ibrahim Terzi	04143128533	
Religious Affairs Akçakale	Officer	Ömer Çelik	05426451222	kaptan.6363@hotmail.com
Birecik District Governorate	Social Assistance Officer	Gökmen Göklü	05434587335	bireciksydv@windowslive.
Sürüş SYDV (Social Assistance Foundation)	Social Assistance Officer	Feuzi Yıldırım	05372517536	mfeuzi63100@hotmail.com

Organization	Title	Name&Surname	Contact Number	Email
Viransehir Police Department	Police Officer	Volkan Selvi	05076439309	
Primary School in Sırrın	School Principal	Süleyman Köleoglu	04143130058 05053984404	nezih.mihrican@gmail.com
NGO				
Eyüp Kent Neighbourhood Kuveyt Cooperation Association	Director	Dr. Jalal Albutti	05340773636	syrphf@gmail.com
S.Urfa NGO Humanitarian Aid Platform	Director	Osman Çerem	05309250873	ogerem@hotmail.com
IMPR Humanitarian Sanliurfa Community Center	Director	Ümit Algan Nazlı Algan	05068684168	
UNHCR Turkey Sanliurfa	Officer	IrmakAynur Cenk Soyer	05372565294 05321203912	
UNICEF Turkey	Emergency Officer	Gemma Henriette Bennink	05300108187	gbennink@unicef.org

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