

food consumption

protection

humanitarian  
assistance

shelter and hygiene

political cohesion:  
advocacy and lobbying

income and  
livelihoods

education and  
health access

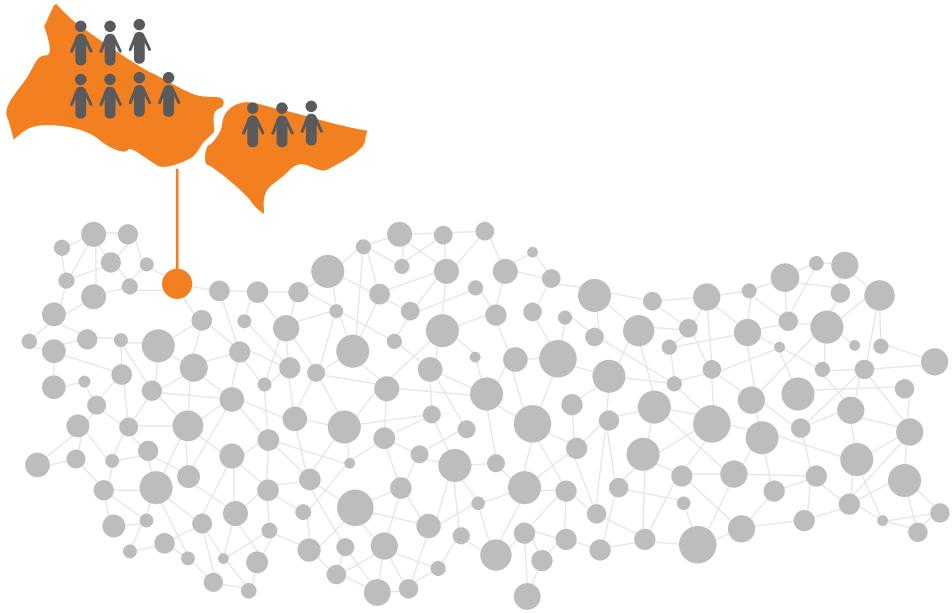
# VULNERABILITY ASSESSMENT OF SYRIAN REFUGEES IN ISTANBUL APRIL 2016

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# VULNERABILITY ASSESSMENT OF SYRIAN REFUGEES IN ISTANBUL

APRIL 2016



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**Photographs:** © 2016, Support to Life

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**Katastrophenhilfe**

 Schweizerische Eidgenossenschaft  
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# 1. Executive Summary

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This report provides an overview of the current situation of Syrian refugees in Istanbul. Field research was conducted in six districts of Istanbul, namely Küçükçekmece, Bağcılar, Başakşehir, Fatih, Sultanbeyli and Ümraniye. This study utilized qualitative and quantitative research methods, including structured household surveys with Syrian families, open-ended interviews with local stakeholders and focus group discussions with members of the Syrian refugee community and the local population. The surveys, interviews, and focus group discussions were structured to evaluate the vulnerability and needs of Syrian refugees in Istanbul in order to put forth actionable recommendations.

The average size of a Syrian refugee family is just above 5 people, with an average of 2 families in each household. Housing and living costs are higher for Syrian refugees due to abuse by landlords, and are generally higher in Istanbul than other parts of the country, resulting in multiple families living under the same roof. Syrians who have come to Istanbul are generally newcomers, having only been in the city for between 7 months to 1 year, and have migrated from the Southeast of Turkey.

Syrian refugees in Istanbul are impacted significantly by difficulties in registration, thereby impacting access to healthcare services and education, among others. Many district leaders reported the lack of healthcare facilities providing Arabic speaking staff and doctors. They attributed this as a major concern and barrier for access of Syrians to basic services. Due to the size of Istanbul, transportation is another major barrier in terms of access.

Confusion in the language used to describe Syrian refugees and the definition of 'temporary' implies an expiration point, which creates unease and anxiety for the Syrian refugee population in Turkey who see no end in sight to the war in their home country and no clear avenues for longer term permanent legal status in Turkey. Compared to refugees in other parts

of Turkey, STL has observed awareness of this fact among refugees in Istanbul to be the highest.

A large percentage of children are not attending school and instead are employed in the labor force, whether begging or working in factories to support their families. Syrian refugees are being exploited; most Syrians are working at a fraction of the wage that Turkish citizens earn in the same jobs.

In terms of shelter, even though assessment results indicate the physical conditions of shelters to be decent with sufficient infrastructure including adequate ventilation and light, as well as proper cooking facilities, running water, and functioning sanitation systems, lack of privacy and overcrowded living conditions pose a potential for health and protection risks.

Structured humanitarian assistance is limited. Majority of the Syrian refugees included in the assessment reported a lack of regular assistance from organizations and local authorities. Neighbors were reported to provide most of the support, albeit ad hoc. Furniture, clothing items and food are the most frequently provided relief goods by neighbors and aid agencies. Support to Life (STL) assessment teams came across many refugee households that said they were unable or barely able to pay their rent and feed their families.

The municipalities and host community members interviewed reported some hostility towards Syrians from the host community, particularly because they have decreased wages at the local factories (mainly textile and shoemaking) and increased rents, but overall relations were reported as positive especially in neighborhoods where ethnic and kinship ties were in line with those of the host community.

Despite the fact that many host community members in Istanbul feel resentment towards the Syrian population, perpetuated by the rise



in housing costs and the decrease in wages, this assessment conducted in six districts of Istanbul revealed that most Syrian refugees come to Turkey and Istanbul because of a cultural and religious affinity in general and community networks in particular. As a result, the majority of survey participants stated an increased feeling of safety in Istanbul.

Exploitation in the labor market, the lack of Turkish language institutions, discrimination in everyday life, lack of empathy among the locals towards their struggles, stereotypes and

prejudices generated by the locals, lack of adequate education facilities for the children, the lack of access to health services, the high expense of living with scarce and sporadic external support, the lack of social and political recognition, the lack of future prospects in this country, and foremost the lack of a comprehensive and stable legal status are some of the challenges refugees face on a day-to-day basis in Istanbul. It is exactly these problems that push some refugees to leave Turkey at the expense of risking their lives at the borders of Europe.

## 2. Introduction

Support to Life (STL) is a humanitarian aid agency founded with the principal objective of working with communities to help them meet their basic needs and rights. STL is involved in humanitarian assistance, protection of displaced populations, and the resilience of disaster-affected communities, concentrating on the needs of children, youth, women, and the most vulnerable. The main program areas of STL include relief aid, cash assistance, food security, psycho-social support, education, capacity building, livelihoods support, and overall promotion of participatory approaches to humanitarian assistance and protection work. Since 2012 STL has been carrying out operations for Syrian refugees and currently manages three Community Centers in Hatay, Sanliurfa and Istanbul as well as a field operation in Diyarbakir for Iraqi refugees. STL carries out its work in accordance with the humanitarian principles of humanity, impartiality, neutrality, independence and accountability.

### 2.1 Humanitarian Crisis In Syria

Since spring 2011 violent conflict throughout Syria has deteriorated the humanitarian situation and more than 12.4 million Syrians<sup>1</sup> - over half of the country's entire population have been displaced. According to the United Nations High Commissioner for Refugees (UNHCR), there is no political solution in sight. Military confrontation will likely continue leading to ongoing and increased destruction of infrastructure, with high levels of insecurity and violence furthering the restriction of humanitarian access and delivery<sup>2</sup>. Sources indicate that between 220,000 and 250,000 Syrians have lost their lives due to the violence. A report published by the UN in March 2015 estimated the total economic loss since the start of the conflict to be \$202 billion, with four in every five Syrian now living in poverty - 30% of them in abject poverty. Syria's education, health and social welfare systems are also in a state of collapse.<sup>3</sup>

### 2.2 Turkey's Response

Having triggered the worst refugee crisis since World War II, the violence in Syria has left millions in desperate need of humanitarian aid. There are 7.6 million internally displaced persons (IDPs) and an additional 4.8 million people have taken refuge with Syria's immediate neighbors - Turkey, Lebanon, Jordan and Iraq. Among these countries, due to its open border policy, Turkey has received the largest number of Syrian refugees. According to the General Directorate of Migration Management, as of March 2016 there are nearly 2.8 million Syrian refugees in Turkey.<sup>4</sup>



*I came here two years ago through the Turkish-Syrian border. I had to pay a lot of money to the smugglers. Turkey was my first choice, because there is better treatment here compared to other neighbouring countries in the region."*

*Mohammad (27), Focus Group Meeting  
Umraniye*

The registration process for Syrians entering Turkey continues. The Turkish government estimates that the number of registered Syrian refugees will continue to rise in 2016 due to the ongoing fights and bombings initiated by the Islamic State of Iraq and Damascus (ISIS), other local groups, regime powers as well as international powers such as Russia and Iran.

The first group of Syrian nationals found refuge in Turkey by crossing into the province of Hatay in April 2011. Initially, the Turkish government expected that the Assad regime would soon collapse and it estimated that at most around 100,000 Syrians would stay in Turkey for a short period of time.<sup>5</sup>

1. <https://www.humanitarianresponse.info/en/operations/syria> and <http://data.unhcr.org/syrianrefugees/regional.php>

2. UNHCR <http://www.unhcr.org/pages/49e486a76.html>

3. BBC News <http://www.bbc.com/news/world-middle-east-26116868>

4. DGMM Figures [http://www.goc.gov.tr/icerik6/gecici-koruma\\_363\\_378\\_4713\\_icerik](http://www.goc.gov.tr/icerik6/gecici-koruma_363_378_4713_icerik)

5. Erdoğan, Murat and Ayhan Kaya, eds. (2015). 14. Yüzyıldan 21. Yüzyıla Türkiye'ye Göçler (Migration to Turkey since the 14th Century). Istanbul: Istanbul Bilgi University Press.

Following the escalation of the clashes in Syria, the Turkish government declared an open-door policy towards the Syrian refugees in October 2011. Accordingly, Turkey has allowed Syrians to enter the country freely; it has guaranteed the principle of non-refoulement; offered temporary protection and committed itself to providing humanitarian assistance for the refugees.<sup>6</sup>

As of 2016, Turkey is hosting the highest number of refugees in the region and in the world at present. Initially, Syrians entering Turkey were choosing to settle in one of the border provinces, with Hatay, Kilis, Gaziantep and Sanliurfa having the highest concentrations of refugees. In the past couple of years, Istanbul and other bigger cities have seen a rise in the number of Syrian refugees.

During the first year of the crisis, the Turkish government managed to settle most Syrian refugees in camps, but as of March 2016, only 272,812 Syrians (or 10% of the total refugee

population) are settled in the refugee camps offered by the Turkish authorities.<sup>7</sup> The basic needs of those Syrian refugees are sufficiently provided for with camp management delivering services in shelter, food, water, non-food items (NFIs), medical services, water supply and sanitation, education, and psycho-social support.

A greater need lies; however, in the majority of refugees, the 90% that have settled outside of the camps, facing challenges navigating their way in Turkey with overwhelmed public services and support, coupled with a language barrier. Even though assistance and protection is being sporadically provided by a number of aid agencies to the refugee population settled in urban areas, a recent Amnesty International publication reports that refugees who live outside the government-run refugee camps struggle to secure a minimum of social and economic rights, such as education, housing and healthcare. Many families live in abject poverty, often in unsanitary, even dangerous, housing conditions.<sup>8</sup>

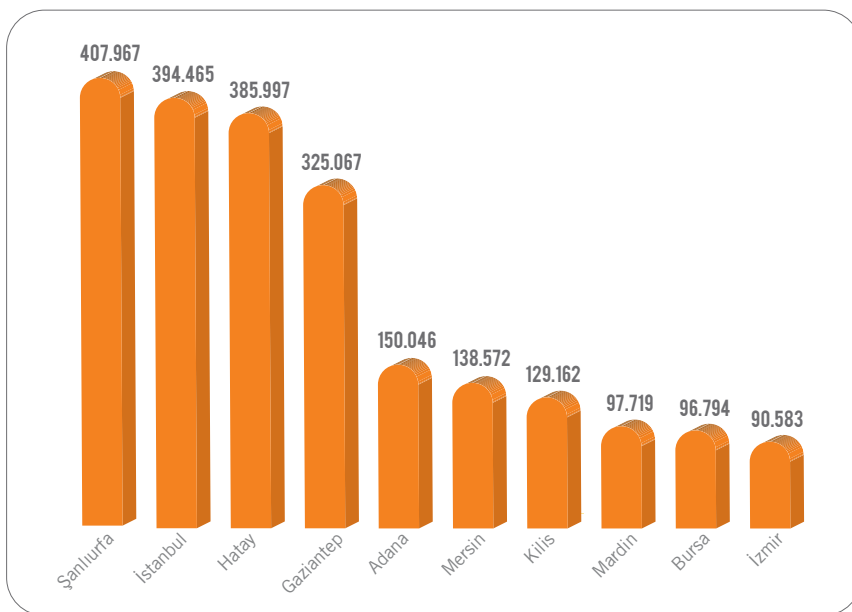


Figure 1: March 2016 Estimated number of Syrian refugees. Syrian Refugees Living in and outside the Refugee Camps (11 March 2016 - Ministry of Interior).<sup>9</sup>

6. İçduygu, Ahmet (2015a). "Turkey's Evolving Migration Policies: A Mediterranean Transit Stop at the Doors of the EU," IAI Working Paper 15/31, Rome (September) and Kirişçi, Kemal (2014). Syrian Refugees and Turkey's Challenges: Going Beyond Hospitality. Washington DC: Brookings Institute.

7. DGMM Figures [http://www.goc.gov.tr/icerik6/gecici-koruma\\_363\\_378\\_4713\\_icerik](http://www.goc.gov.tr/icerik6/gecici-koruma_363_378_4713_icerik)

8. Amnesty International <https://www.amnesty.org/en/documents/eur44/017/2014/en/>

9. DGMM Figures [http://www.goc.gov.tr/icerik6/gecici-koruma\\_363\\_378\\_4713\\_icerik](http://www.goc.gov.tr/icerik6/gecici-koruma_363_378_4713_icerik)

### 2.2.1 Historical and legal context

Turkey has become a country of immigration throughout history due to various global and regional political, social and demographic changes. Turkey has been exposed to various forms of human mobility originating from the immediate neighborhood as well as from remote geographies.

#### A history of migration

The first wave of refugees in modern times was from Iran, following the 1979 Revolution. Other major refugee flows were Kurds escaping from Iraq in 1988, numbered at almost 60,000; and in 1991, when half a million found safe refuge in Turkey. In 1989, with Bulgaria's "Revival Process" – an assimilation campaign against the minorities – around 310,000 ethnic Turks sought refuge in Turkey. In the following years, during the war in former Yugoslavia, Turkey granted asylum to 25,000 Bosnians and 18,000 Kosovars.<sup>10</sup>

Its geographical location has made Turkey a crucial place on irregular migration routes, especially for migrants trying to move to EU countries. Turkey is positioned on the transit route for irregular migrants from Afghanistan, Bangladesh, Iraq, Iran, and Pakistan since the 1990s.<sup>11</sup> Turkey is also a destination for human trafficking in the Black Sea region, with victims usually coming from Moldova, Ukraine, Russian Federation, Kyrgyzstan, and Uzbekistan. Similarly, Turkey has long been a country of destination for immigrants coming

mainly from Eastern Europe and the former Soviet Union, as these new immigrants see Turkey as a gateway to a new job, a new life, and a stepping stone to employment in the West.<sup>12</sup>

Turkish migration and asylum laws and policies have tried to adjust demographic changes resulting from global and regional transformations. Thus, relevant laws and policies had to go through a substantial review process. Since the Helsinki Summit of December 1999, the issue of asylum seekers and irregular migrants became one of the significant debates between Turkey and the EU. With a view to reduce the tensions that have arisen on both sides regarding human rights, economic and political implications of irregular migration and migration-related issues, Turkey has undertaken to establish an appropriate administrative and legal framework to regulate and combat irregular migration and trafficking of human beings.<sup>13</sup> Turkish authorities undertook strengthening their efforts to establish and enforce laws and regulations for the purpose of achieving this goal. Before the enactment of the Law on Foreigners and International Protection (Law No. 6458) in April 2013,<sup>14</sup> there were three main legal texts regarding immigration and related issues:

- The Law on Settlement adopted in 1934
- The 1951 Geneva Convention on the Status of Refugees;
- The Regulation

The Law on Settlement was adopted in regards with the arrival of ethnic Turks in the early years

10. One should also refer to the fact that Refugee Studies is a newly developing field. Dawn Chatty and Philip Marfleet (2013) explain very eloquently how Refugee Studies was first born in the 1980s as a state-centric discipline like many other disciplines defending the interests of nation-states, and how it has become more critical in due course. There are two very essential elements which seem to be missing in Refugee Studies in Turkey. Firstly, scientific studies held in Turkey regarding the state of the Syrian refugees often contribute to their statisticalization rather than to making their social, economic and political expectations visible to the receiving society. Some studies have concentrated on the host society's perceptions of refugees. What is missing in scientific studies is the lack of anthropological research which permits the refugees speak for themselves. As Gadi Benezer and Roger Zetter (2014: 304) once stated very well such an anthropological research "could make it potentially easier to occupy a space within the host population as well as in the public domain. A point of view can be offered which includes, beside their trauma and suffering, their active rather than passive stance and the resourcefulness, motivation and commitment that was needed in order to escape from their homelands and sanctuary." And secondly, what is also missing is a retrospective analysis of refugee experiences in the country dating back to the early ages of the Republic as well as of the Ottoman Empire. This is also the missing element of Refugee Studies in the rest of the world. Philip Marfleet (2013: 17) relates this problem to the limitations of the nation-state.

11. İçduygu, Ahmet (2009). "International Migration and Human Development in Turkey", UNDP, Human Development Research Paper, 2009/52, <http://mpr.ub.uni-muenchen.de/19235/> and Kirişçi, Kemal (2003). Turkey: A Transformation from Emigration to Immigration, Migration Information Source, <http://www.migrationinformation.org/Profiles/print.cfm?ID=176>

12. Danis, Didem, C. Taraghi and Jean-François Perouse (2009). "Integration in Limbo: Iraqi, Afghan, Maghrebi and Iranian Migrants in Istanbul", in A. İçduygu and K. Kirişçi (eds.) Land of Diverse Migrations, Challenges of Emigration and Immigration in Turkey. Istanbul: Istanbul Bilgi University Press: 443-636

13. İçduygu, Ahmet (2003). Irregular migration in Turkey. International Organization for Migration. Geneva: IOM.

14. For the Law on Foreigners and International Protection see the Official Gazette 11 April 2013, No. 28615. The Law was put into force in April 2014.

of the Republic.<sup>15</sup> Moreover, it continued to be the main legislative text dealing with immigration, and it determines who can enter, settle and/or apply for refugee status in Turkey. However, it also provides the individuals of Turkish descent and culture with the opportunity to be accepted as “immigrants” and refugees in Turkey.<sup>16</sup>

Adopting of the Regulation on Asylum of November 1994,<sup>17</sup> Turkey undertook the handling of asylum cases directly. Although Turkey upholds its position regarding non-European refugees with reference to the Geneva Convention on the Status of Refugees (1951), the regulation of 1994 identified two types of asylum seekers to Turkey. The first group contains European refugees who are granted protection under the 1951 Convention, and the second group includes non-European asylum seekers who aim for resettlement in a third country.

### **Legal Framework: The Law on Foreigners and International Protection**

Refugee protection in Turkey used to be regulated by secondary legislation, mainly by administrative circulars. This has led to the ad hoc implementation of different practices towards asylum seekers in different cities by the police at an informal level since these rules were non-binding. The new Law on Foreigners and International Protection is actually the first domestic law regulating practices of asylum in Turkey. The new law represents a vast step forward towards the transformation and regulation of asylum and migration for Turkey since the ratification of the 1951 Refugee Convention. The new law regulates the entry, exit and

the stay of migrants in the country, along with the scope of international protection for those who seek asylum in Turkey.

The Law on Foreigners and International Protection essentially regulates the rules regarding the rights to family reunion, long-term residence, education, health services, and labor market mobility of regular and irregular migrants. The new Law is composed of five parts. After Part 1 on Aims, Definitions and Prohibition of Removal (Articles 1-3), Part 2 regulates issues regarding visas, residence permits, stateless individuals, and the removal of foreigners (Articles 4-60). Part 3 sets the rules and definition of the types of international protection, rights and liabilities of refugees, and the temporary protection of irregular migrants (Articles 61-95). Part 4 frames the common regulations on foreigners and international protection (Articles 96-107). Finally, Part 5 gives a detailed account of the newly established Directorate General of Migration Management (DGMM) under the Ministry of Interior (Articles 108-127). DGMM is given the task of concentrating on the harmonization of migrants of any kind.<sup>18</sup> However, it does not specifically regulate the rules regarding political participation, access to nationality, and anti-discrimination.<sup>19</sup>

### **Temporary Protection Directive (Articles from 61 to 95)**

Based on Article 91 of the Law on Foreigners and International Protection, details of the status of temporary protection are to be specified by a separate Regulation No. 2014/6883 on Temporary Protection. On 8 April 2014, a draft was introduced to 53 public

15. İskan Kanunu (Settlement Law), Law No. 2510 of 1934, provides that only migrants of Turkish culture, with an objective of settling in Turkey, can obtain immigrant status (Art. 3), and that those of non-Turkish origin will not be accepted as immigrants in Turkey (Art. 4). This Law has been reformed in 2006 but its main understanding of who can be an immigrant has not been substantially altered. See the reformed Law No. 5543 on Settlement (İskan Kanunu) of 26 September 2006 at [http://www.nvi.gov.tr/Files/File/Mevzuat/Nufus\\_Mevzuati/Kanun/pdf/IskanKanunu.pdf](http://www.nvi.gov.tr/Files/File/Mevzuat/Nufus_Mevzuati/Kanun/pdf/IskanKanunu.pdf) [last visited 17 August 2015]

16. İçduygu, Ahmet (2015b). “Syrian Refugees in Turkey: The Long Road Ahead,” Working Paper, Transatlantic Council on Migration, Migration Policy Institute, Washington DC. (April)

17. Official Gazette, No. 22127, 30 November 1994.

18. The Integration Unit of the Directorate General of Migration Management convened an experts meeting to discuss the details of possible policies of integration of the Turkish state in Ankara on 12 November 2015.

19. For a detailed analysis of the state of integration policies of the Turkish Republic see the website of the Migration Integration Policy Index (<http://www.mipex.eu>) based in Brussels. MIPEX measures integration policies in all European Union Member States plus Norway, Switzerland, Canada and the USA up to 31 May 2010. Data from Australia and Japan was collected up to September 2010, in Serbia in January 2012, and in Turkey in 2013.

institutions and organizations (Directorate General of Migration Management 2015). Eventually, a Directive on Temporary Protection was issued by the Council of Ministers on 22 October 2014. This directive aims to resolve the unclear status of those living under temporary protection as the law refers only to this status with a sole definition, according to which temporary protection may be provided for foreigners who have been forced to leave their country, cannot return to the country that they have left, and have arrived at or crossed the borders of Turkey in a “mass influx” situation seeking immediate and temporary protection (Article 91/1). Although this Directive potentially encompasses all refugees, its provisions are currently applied only to Syrians as the sole group that is granted temporary protection by

the Turkish government.<sup>20</sup>

Those under temporary protection have the right to remain in Turkey (Article 25) and can access free health care (Article 27). Among other features, the Directive also prohibits people for being punished for irregular entry and stay (Article 5); prohibits refoulement (Article 6); provides for an identity card for access to public schools and in applications to work permits (Article 22); makes it more straightforward to obtain work permits (Article 29) and provides for free translation services (Article 30). Despite these rights granted in the Temporary Protection Directive, Syrian refugees massively encounter various problems in the spheres of health care, education, social assistance, labor market, and housing.

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20 Gümüş, Burak and Deniz Eroğlu (2015). “Partial integration of Syrian ‘escapees’ under the rule of Turkey’s Justice and Development Party (JDP),” *Contemporary Arab Affairs*, 8:4, 469-487, DOI: 10.1080/17550912.2015.1080965

### 3. Purpose, Scope And Methodology

The assessment focused on identifying the vulnerabilities and basic protection needs of those Syrian refugees residing in Istanbul. Data was collected on profiles, displacement routes, shelter and hygiene conditions, protection, access to education and health, income sources, expenditure, food consumption, coping strategies, and aid received. STL gained a comprehensive understanding of the coping strategies, vulnerabilities and needs of Syrian non-camp refugees settled in Istanbul, as well as capture the perceptions of the host community and key stakeholders.

The overall objective of the needs assessment was to answer the following questions:

- Why have Syrian refugees decided to settle in Istanbul and how are they coping in an urban setting? What is the quality of life available to Syrians?
- What services and opportunities are available for Syrians in Istanbul? What are barriers to services including education, healthcare and cultural activities?
- What recommendations are given for improvement of living conditions and opportunities for Syrian refugees in Istanbul?



Both qualitative and quantitative data collection and analysis methods were used to determine vulnerability indicators. Both Syrian refugees and host community members as well as key stakeholders were contacted for one-on-one interviews, focus group discussions and survey questionnaires.

The needs assessment was made in accordance with the findings gathered through a multiple array of research techniques used in the field covering six different districts of Istanbul, namely Küçükçekmece, Başakşehir, Bağcılar, Fatih, Sutanbeyli and Ümraniye. Many different stakeholders were included in the field research including refugee households, Muhtars (local neighborhood authorities), representatives from municipalities, civil society organizations, community aid groups, international NGOs, Syrian associations, local youth and local entrepreneurs, among others.

In order to identify a random sampling of the target population, in line with statistical analysis, the 6 districts are located in diverse geographic areas of Istanbul, with four on the European and two on the Asian side of the city. These districts have a large percentage of Syrian refugees that are underserved, often marginalized. The needs assessment gathered data through:

- **In-depth interviews**, with a total of 200 key informants, in each of the 6 districts.
- **Household (HH) questionnaires** were conducted by Arabic-speaking Syrians in each of the six districts, leading to a total of 124 surveys and 744 individuals. **See Appendix I** for the survey.
- **Focus Group Discussions (FGDs)** with approximately 6-8 participants each, conducted with Syrian refugee men and women and host community members in each district (18 FGDs with Syrian refugees, 6 FGDs with host community members) for a total of 136 individuals. **See Appendix II** for the FGD questions.

The surveys and the Focus Group Discussions were conducted by STL Syrian staff, who speak Arabic, Kurdish and Turkish (if necessary). The interviewers who conducted the structured surveys were themselves either ethnically Arabic or Kurdish Syrians, or Syrian-Palestinians. The surveys were written in English and then translated by the Syrian staff into Arabic. The interview teams were between 20-30 years of age.

STL field officers (surveyors) worked in teams, generally one male and one female officer, but if the interviewee was not comfortable, same-sex teams were assigned on-demand. Essentially, if a woman was home alone and did not want a male in her home, STL field supervisor would send two female officers to conduct the interviews. In terms of the in-depth interviews with the local stakeholders those were mostly conducted by Turkish-speaking STL team members.

STL assessment team used a mixture of methods to select the sample, namely random sampling and snowball sampling. As for the selection of the Syrian refugees to conduct the structured household surveys, STL assessment team gained a few names from the Muhtar or a local NGO, went to those people's homes, and later asked for additional contacts following the

interview. But often the members of the assessment team spent each day in different neighborhoods waiting in parks or in restaurants as well to find refugees to interview. However, the majority of the sampling was chosen through random sampling.



District	HH surveys	Key Informant (KI) Interviews						FGDs
		NGO	Health Provider	Turkish School	Arabic TEC*	Public Officials	Other**	
Sultanbeyli	22	2	1	5	0	11	5	3
Ümraniye	20	0	0	0	1	21	1	3
Fatih	20	12	1	1	0	18	0	3
Başakşehir	20	2	0	0	1	3	0	3
Bağcılar	22	0	0	0	0	8	0	3
Küçükçekmece	20	7	12	25	1	45	2	3
İstanbul	-	8	0	3	0	2	2	
<b>Total</b>	<b>124</b>	<b>31</b>	<b>14</b>	<b>34</b>	<b>3</b>	<b>108</b>	<b>10</b>	<b>18</b>

Figure 2: Surveys, Interviews and Focus Group Discussions (FGDs)

\*Temporary Education Centers (TEC) are nonprofit or charity run schools that provide Turkish education curriculum in Arabic, the schools are approved by the Turkish Ministry of Education.

\*\*Other category includes: local businesses, health and legal chambers.



### 3.1 Profile Of The Selected Districts

The Turkish Ministry of Interior Directorate General of Migration Management (DGMM) reported just over 203,000 Syrians (or 12% of the entire Syrian refugee population in Turkey) were registered in Istanbul as of March 2015. By July 2015, the number increased to over 317,000 (64% increase), while figures reached 395,000 by March 2016, particularly as more refugees attempted to cross into Europe.

There are many reasons for refugee families and individuals to move away from camps and settlements in the border provinces and relocate to urban centers such as Istanbul. Refugees have mentioned the freedom of mobility as well as economic and social opportunities in the metropolitan areas. Bigger cities allow for greater choice in housing options, better educational facilities, and more diverse, stable employment opportunities.

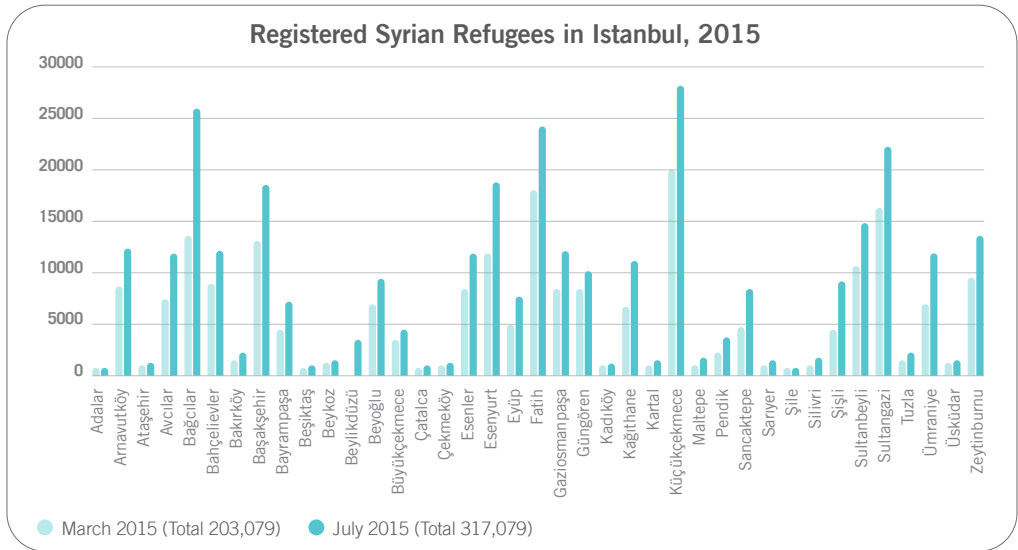


Figure 3: Officially registered Syrian Refugees in Istanbul, March and July 2015 Comparison, Source: DGMM



Figure 4. Clusters of Registered Syrian Refugees in Istanbul (Figures from March 2015)

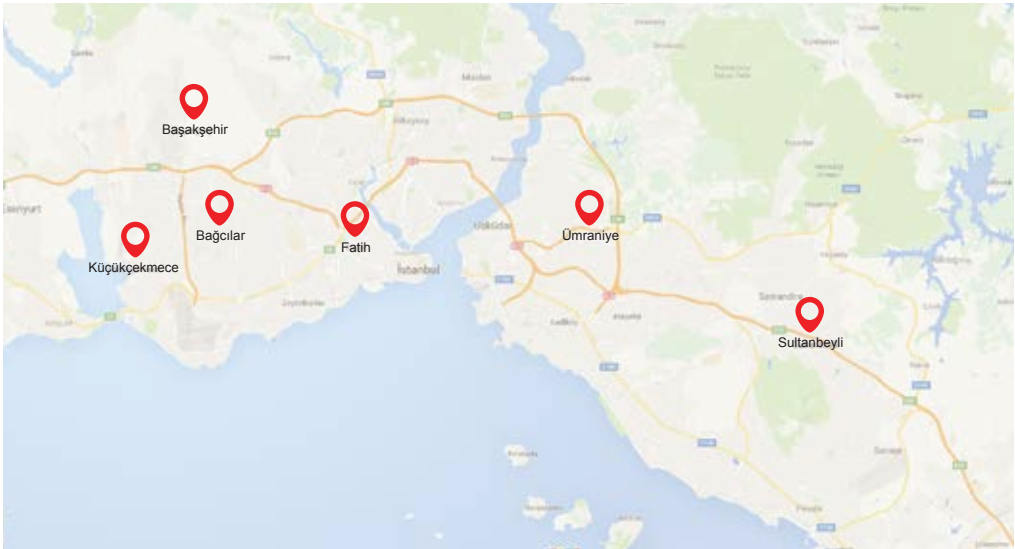


Figure 5: Location of the districts targeted for the needs assessment data collection. (Küçükçekmece, Bağcılar, Başakşehir, Fatih, Sultanbeyli, Ümraniye)



Everybody is complaining about the Syrians. They are wondering about why they came to Turkey. If I were them I would not have left my country. I would stay and defend my country against the enemies. They are cowards; that is why they left their homeland. Our country accepts them, but others do not. We do good for them, but what we have in return is no good."

Turkish Male (20), Host community Focus Group, Sultanbeyli

## Küçükçekmece

Küçükçekmece, located at the European side of Istanbul, is the third largest municipality of the city and is a predominately working-class neighborhood, with an average household size of 3.6 and average age of 30.3 years. Most of the people are recent migrants from Anatolia, increasingly from the southeast. Küçükçekmece lies on a lagoon named Lake Küçükçekmece. The inlet is connected to the Sea of Marmara by

a very narrow channel. The streams running into the inlet carry industrial waste and the inlet is highly polluted. There used be wildlife around the sweet-water lake hosting seasonal migrant birds, and many kinds of birds and efforts to get the wildlife back are taking effect slowly.

In the 1990's Küçükçekmece gained significant investment in its industrial industry and the community benefited from the addition of the Trans-Europe North-South Motorway (TEM). At present there are some 200 large factories and nearly 10,000 registered industrial enterprises and workshops within the municipality - lending to its attraction as a major labor market provider.

Küçükçekmece has a population of 785,000 inhabiting 21 Mahalles (neighborhoods), and the population density is 19,952 per km<sup>2</sup>. In July 2015 it is estimated that there were around 27,419 registered Syrian refugees in the district, which corresponds to 3,5 percent of the entire municipal population.

## Fatih

Fatih contains very cosmopolitan areas including Aksaray, Fındıkzade, Çapa, and Vatan Avenue. The district does not only host conservative background communities of Muslims but

also many different international migrant communities ranging from transit migrants from Sub-Saharan Africa to Syrian refugees, Central Asian Turkic migrants, Russian tourists as well as Armenians, Georgians and many other groups. Besides its cosmopolitan context, it is also known with its extreme conservative image because of the religious community of the Çarşamba quarter within the district.

The area has become more and more crowded from the 1960s onwards, and a large portion of the middle-class residents have moved to the Anatolian side and other parts of the city. Fatih today is largely a working-class district, but being a previously wealthy area, it is well-resourced, with a more thoroughly established community than the newly built areas such as Bağcılar or Esenler to the west, which are almost entirely inhabited by post-1980s migrants who came to the city in desperate circumstances. The district also is home to many hotels, university campuses, historical sites, and shopping streets.

There are 57 Mahalles with a municipal population of 428,857. The population density is 26,319 per km<sup>2</sup>. In July, 2015 it is estimated that there were around 23,800 registered Syrian refugees, corresponding to 6,1 percent of the entire municipal population.

## **Bağcılar**

Bağcılar is located at the European part of the city neighboring the Atatürk Airport. The neighborhood has been urbanized within the last three decades. Most of the housing in Bağcılar was illegally built Gecekondu (shanty towns), they are now replaced by rows of cramped apartment buildings built with minimal regulation. It is one of those places in the city housing many TOKI public housing constructions. Bağcılar is now populated by recent immigrants from Southeastern parts of Anatolia, mostly young families, poor internally displaced Kurds (IDPs).

The district also host vibrant youth cultures such as rap and graffiti. It is also a conservative, Islamist and right-wing stronghold of the city with a very strong support for the ruling

AKP government. Bağcılar also houses a great deal of industry, particularly textiles, printing, TV channels, a huge wholesale market for dry goods, a large second-hand car market, and many trucking companies.

The district is composed of 22 mahalles with a population of 749,024. Population density is 33,688 people per km<sup>2</sup>. It is reported that there are 25,406 registered Syrian refugees as of July 2015, which corresponds to 3,4 percent of the total population of the district. Similar to the former Kurdish origin IDPs, Syrian refugees also mostly work in the informal labor market, predominantly in textile workshops and construction business.

## **Başakşehir**

Başakşehir is situated in the European part of Istanbul between the two sweetwater reservoirs of the city, Büyüçekmece and Küçük Çekmece lakes. It is surrounded by other second-level districts of Istanbul, such as Eyüp, Esenler, Bağcılar, Küçükçekmece, Avcılar, Esenyurt and Arnavutköy. The district is completely covered by large public housing complexes. This is why it offers a rich array of housing opportunities to those newcomers.

The district has a huge service sector together with high number of construction businesses. Başakşehir is composed of 10 mahalles with a population of 342,422. The population density of the district is 32,477 people per km<sup>2</sup>. In July, 2015 it is estimated that there were around 18,291 registered Syrian refugees in the district, which corresponds to 5,3 percent of the total population.

## **Sultanbeyli**

Sultanbeyli is a working-class suburb of Istanbul on the Asian side, inland from Kartal and Pendik. It is one of the electoral strongholds of the conservative-Islamist political parties such as the ruling AKP government. It has a population of 298,143 as of 2011, more than triple the 1990 figure of 82,298. The district houses several different religious communities attracting Syrian refugees as well.

Until recently Sultanbeyli was farmland. During the 1940s and 1950s large land holdings of the Ottoman period were parceled for the settlement of Turkish migrants from Bulgaria. Currently, textile and construction sectors are very strong in the district.

The district is composed of 15 mahalles with a population of 302,388. The population density of the district is 10,915 people per km<sup>2</sup>. It is estimated that the number of registered Syrian refugees is 14,661 as of July 2015, a number corresponding to 4,8 percent of the total population of the district.

## Ümraniye

Similar to Sultanbeyli, Ümraniye also on the Asian side of the city, is one of those very large working-class districts of Istanbul. Formerly, it was a gecekondu district housing domestic migrants coming from east and southeastern

parts of Turkey until the 1990s. The growth of Ümraniye was better controlled than other districts that also attracted workers on the European side such as Esenler or Gaziosmanpaşa. In Ümraniye, there is better infrastructure, including: wider roads through the district, more space between the blocks and more green green space in general. And better amenities, a large commercial district grew up to support this large population; the main road through the center has shiny public buildings, big shops, shopping centers, and branches of all the banks. Textile, construction and service sectors are very strong in the district.

The district is composed of 34 mahalles with a population of 897,000. The population density of the district is 14,881 people per km<sup>2</sup>. In July, 2015 it is estimated that there were around 10,928 Syrian refugees living in Ümraniye, corresponding to 1,2 percent of the total population.

## 4. Assessment Findings

The household surveys were conducted in six districts of İstanbul, namely Küçükçekmece, Başakşehir, Bağcılar, Fatih, Ümraniye and Sultanbeyli. The surveys were conducted with Syrian refugee families by Arabic and/or Kurdish speaking Syrian assessment officers in each district. A total of 124 surveys were completed for the purposes of this study.

It's important to note, that a family is defined as a group of people who spend from the same budget. A household is the space the famil(ies) reside and can be made up of multiple families. A female headed household (FHH) is a house headed by women where there is male partner that is temporarily not present or where the female head is separated, divorced, widowed or single.

### 4.1 Profile

#### 4.1.1 Gender and role in the family of interviewees

62,4 percent of the interviews were conducted with females while 37,6 percent with males. When survey participants were asked about their role in the family, 40,3 percent of those interviewed responded that they were the head of the household while 47 percent were either the wife or husband. Another 6,7 percent or respondents were the son or daughter and 4,2 percent were the mother or father of the head of the family.

When the refugees were asked to confirm the gender of the head of the household, 88 percent report that men are the head of the households while 12 percent are female headed households. This average is less than the estimated national average, which estimates that at least 22 percent of Syrian refugee households are headed by females.<sup>21</sup>

It is important to note that a family is defined as a group of people who spend from the same budget. A household is the space the family/ies reside and can be made up of multiple families. A female headed household (FHH) is

a household headed by women where there is a male partner that is temporarily not present or where the female head is separated, divorced, widowed or single.

#### 4.1.2 Age Segregation

24 percent of the refugees who were surveyed were above the age of 46, while 20 percent were between 21-25 years old. Age categories are fairly evenly distributed across the field.

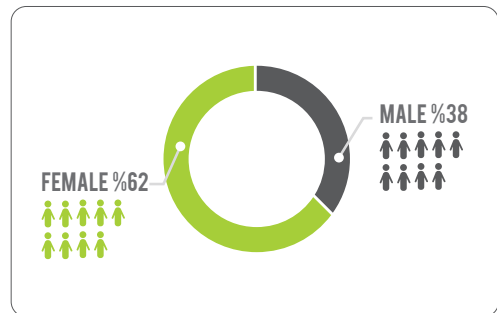


Figure 6: Gender of refugee

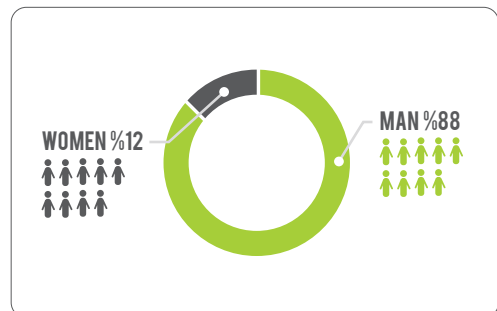


Figure 7: Gender of the head of household

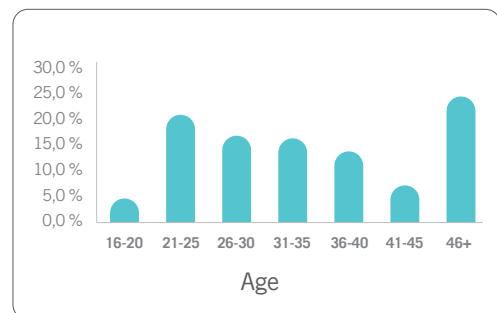


Figure 8: Age segregation

21. YUVA 2014 Report <https://data.unhcr.org/syrianrefugees/download.php?id=7898>

### 4.1.3 Number of Family Members

22,9 percent of those interviewed have six members in their family, while the others vary between one and even fourteen. 14,7 percent have five family members and 12,8 percent have four members. This average corresponds to the numbers reported by STL in Hatay and Urfa field offices.

### 4.1.4 Number of Families in the Household

The majority of the refugees (56,5 percent) stated that they live in their household only with their own family. However, 29 percent stated that they were two families living in the same house, while 10,5 percent with three families, and 4 percent with more than four families.

### 4.1.5 Vulnerabilities

#### Pregnant and lactating women

Out of the families that responded, 20.8% reported having at least one family member that was pregnant and/or lactating.

#### Chronic illnesses

Out of the families that responded, 8% mentioned that they have a chronically ill patient in the household. Most common diseases are diabetes, heart diseases, hypertension, and some renal failures.

#### Disabilities

Out of the families that responded, 29.6% have a person with disability (physical and/or mental) in their family.

### 4.1.6 Percentage of Families with Missing Members

18,8 percent of the refugees stated that they had lost at least a member of the family during the war, while 81,2 percent stated no loss. This average is in line with a survey from UNHCR from Syrian families in Jordan and Lebanon who reported that approximately 21 percent of families had a missing member.<sup>22</sup>

### 4.1.7 Language Spoken at Home

The mother-tongue of the majority of the refugees interviewed is Arabic (87,4 percent), while 9,2 percent speak Turkish and 3,4

percent Kurdish. This indicates that an overwhelming majority of the Syrians settled in these six districts are Arabs.

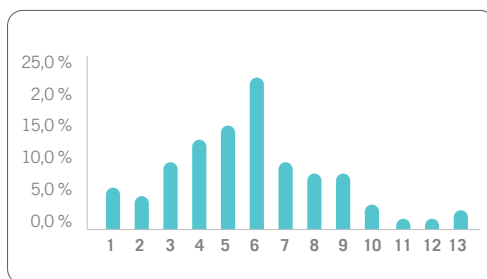


Figure 9: Number of family members

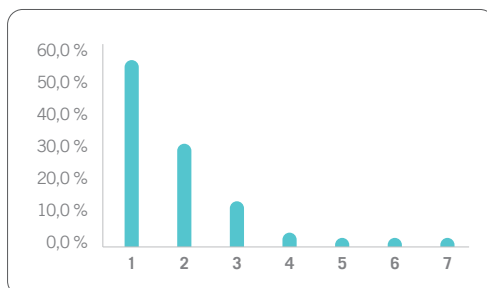


Figure 10: Number of families in the household

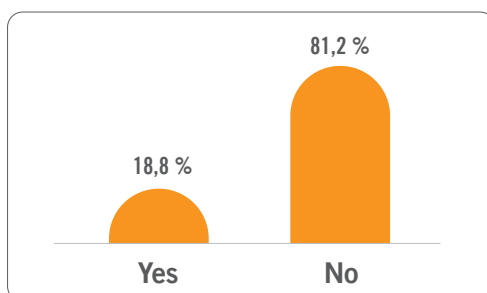


Figure 11: Percentage of families with missing members

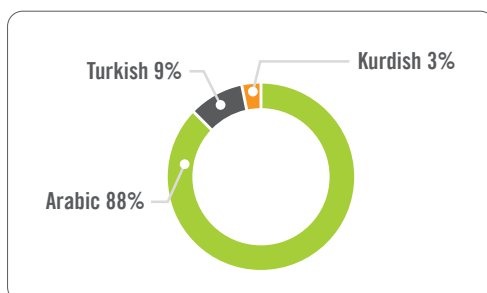


Figure 12: Language Spoken at Home

22. UNHCR Fractured Families Report <http://unhcr.org/FutureOfSyria/fractured-families.html>

## 4.2 Arrival Patterns

### 4.2.1 Place of Origin

Figure 13 shows that an overwhelming majority of the household survey participants interviewed originate from the Aleppo region (86,4 percent), while a critical minority come from Damascus (7,2 percent).

Aleppo is the second largest city in Syria with a population of more than 1.5 million people. It is the country's most important center for trade and manufacture and its central market area – its souq [bazaar] stretches for more than 10 km in the middle of the city. The latest demographic data about the city is available from the 1957 census, and it shows that the city was mainly populated by the Sunnis (1,045,455) and the Christians (around 150,000).

### 4.2.2 Point of Entry

It is found that majority of the refugees (62,5 percent) entered Turkey through the Syrian border in Kilis, a southeastern city, while 16,7 percent from Hatay – Turkish cities close to the border to Aleppo. Another 9,2 percent of responds came through Gaziantep.

### 4.2.3 Reasons of Settlement in Istanbul

Survey results show that the primary rationale behind moving to Istanbul is to find a job (54,8 percent). The second most expressed reason is to follow the existing social networks such as family ties, relational links and other relevant social, ethno-cultural and religious networks. The third reason for refugees to settle in Istanbul seems to be providing security and safety for the families.

### 4.2.4 Arrival Time in Istanbul

Almost half of the refugees who were interviewed arrived in Istanbul in the previous year or two (46,4 percent). About one third (36%) stated having arrived recently within the last year, while less than one in five refugees (17.6%) have been in Istanbul for the past three to four years.

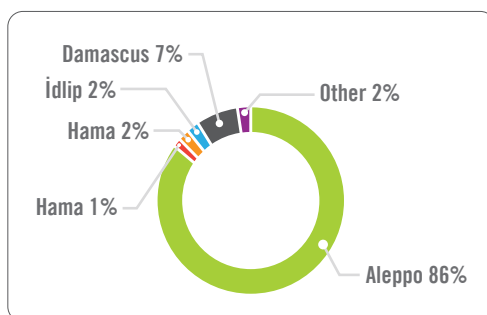


Figure 13: Place of origin

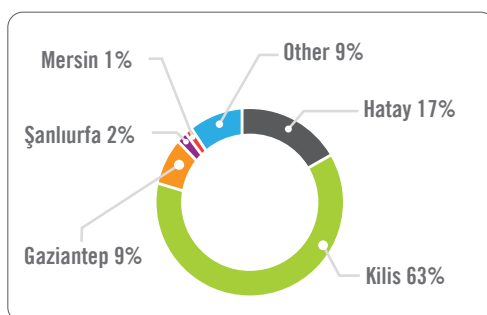


Figure 14: Point of entry

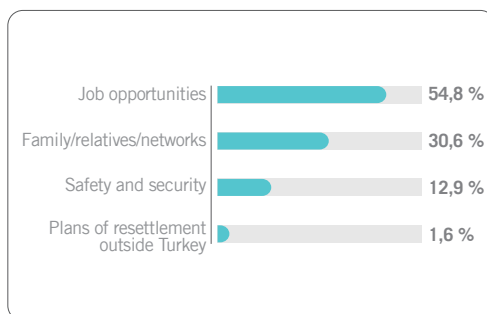


Figure 15: Reasons of settlement in Istanbul

This finding indicates that there will be more refugees to come to Istanbul through their network connections. There are several theories used to define the reasons and motives of migration and displacement. Probably, the Network Theory is the most applicable one to the case of Syrian Refugees living in Istanbul.

The Network Theory is one of those theories that try to provide an empirical explanation of migration motives for choice of settlement for migrants. Five years into a protracted crisis, looking to start a new life in Turkey, Syrian refugees show the same reflexes as migrants. Networks are regarded as one of the main reasons of migration which serve as strong ties between migrants and potential migrants.<sup>23</sup>

Labor networks are used widely, and it seems that it is also very explanatory for the Syrian refugees. Labor networks are widely applied in the process of migration. Not only do they help potential migrants in obtaining information about the availability of the job positions, but also they help new migrants settle before starting a job. Even though applying to labor networks might be helpful it should be highlighted that not always can it be trusted. During the interviews several refugees stated that the jobs that were provided for them via labor networks turned out to have poor working conditions as well as low salaries that were oftentimes not paid on time and consistently.

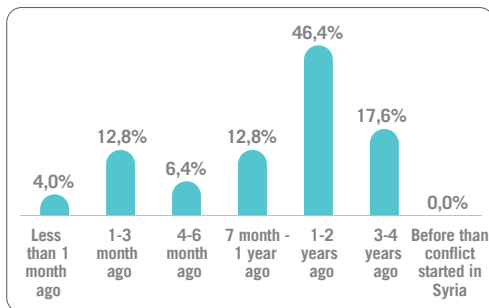


Figure 16: Arrival time in Istanbul

Secondly, family networks provide newly arriving refugees with the feeling of hospitality, familiarity and helps them preserve their culture and close ties with the families.<sup>24</sup> Displaced people and refugees tend to choose the places of settlement according to the countries where they already have friends or family members or people they know that come from their home countries.



I am happier here though it's hard. Because the treatment here is better than it is in the other countries. I am not planning to travel to any other country, but will go back to Syria one day. We wish that we have the work permit and that the employers pay us better salary. We don't want to work in such conditions. We wish people here would treat us better and give us more assistance because we receive nothing. And we wish the landlords would go easy on us and take from us what the contract says they must take."

Abo Bashar (55), Focus Group Meeting, Umraniye

In this way they can easily get the information about the city they are planning to settle in.<sup>25</sup> Networks may play a significant role prior to settlement. Being aware of the existing networks, newcomers are likely to walk the same path experienced by those having settled beforehand rather than taking the risk of migration without any actual information.<sup>26</sup> STL assessment teams have confirmed that networks are influential in the choices that Syrian refugees make in terms of travel routes in Turkey, choice of location of settlement, social support mechanisms, and access to income.

Even though one of the strongest components of the network theories can be the family networks, weak ties may also play significant role in the migration processes.<sup>27</sup> Relations between newcomers and old-timers may be weak, but once they are in a foreign environment the ties become closer as they share the same language, ethnicity, culture and religion. Therefore they develop a mutual reliance with each other. This is what STL assessment teams have observed in focus group meetings where

23. King, Russell (2012). "Theories and Typologies of Migration: An Overview and a Primer," Willy Brandt Professorship Working Paper Series, Malmö Institute for Studies of Migration, Diversity and Welfare, Malmö.  
 24. Castles, Stephan, J. Miller and H. Haas (2013). The age of Migration. Canada: Guilford Press.  
 25. King, Russell (2012). "Theories and Typologies of Migration: An Overview and a Primer," Willy Brandt Professorship Working Paper Series, Malmö Institute for Studies of Migration, Diversity and Welfare, Malmö.  
 26. Massey, Douglas and Felipe García-España (1987). "The Social Process of International Migration." Science, Vol. 237, no 4816: 733-738.  
 27. Tilly, Charles (2007). "Trust Networks in Transnational Migration," Sociological Forum, vol. 22. No. 1.



many refugees who originate from different cities and neighborhoods in Syria establish closer links in their places of residence in Istanbul. These relations often turn into close friendship as they try to provide information for each other reducing costs, facilitating life and providing comfort.

Most importantly new refugees are eager to get familiar with the experiences of the people who have migrated before them. It should be highlighted that networks as one of the significant reasons of migration have become more evident and useful as the internet has become more accessible for the wider society.



**I learned through social media about how to register at the police station in Istanbul. There was no problem in learning the procedure, but it wasn't really easy because of the reluctance of the landlord to provide me with the documents needed during the registration. We need to register to get the access to our basic rights, but many of us are not very well informed about the procedure. I was lucky because I have access to the social media."**

Modammad (27), Focus Group Meeting, Umraniye

#### 4.2.5 Registration with the Turkish State

Almost 4 out of every 5 Syrian refugee in Istanbul stated that they are registered with the Turkish state, while 4% stated that their registration is pending. 17% of refugees have not yet applied for registration.

Figure 18 shows the reasons of non-registration with the Turkish state. Half of those not registered have not done so yet because they have recently arrived in Istanbul. Slightly less than the other half of those not registered stated that they do not have enough information about the stages of registration. Only a limited number of people (4.5%) have stated that they are not willing to register at all.

#### 4.2.6 Access to Rights Under Temporary Protection

Findings from focus group discussions and field work showed a number of barriers for Syrian refugees to access their rights under temporary protection provided by the Turkish state. For instance, Syrian refugees coming from third countries, namely Iraq, Lebanon and Jordan, do not qualify for protection in Turkey. Additionally, refugees who are registered in other Turkish provinces or registered at their original point of entry into Turkey, are often not aware of the need to re-register in the province they move into and only discover this discrepancy when they are in urgent need of medical attention or need to enroll their children in local schools. This is true for many of the refugees in Istanbul who entered and registered in one of the border provinces of Turkey and have newly arrived in Istanbul. Not to mention, there are long waiting periods for registration in Istanbul, with some appointments with the local police station (Emniyet) taking as long as 4 months although priority is given to refugees who need health care or education access immediately. Furthermore, there are often no translators on-site at the Emniyet offices to explain the process of registration or information on what is required to register.

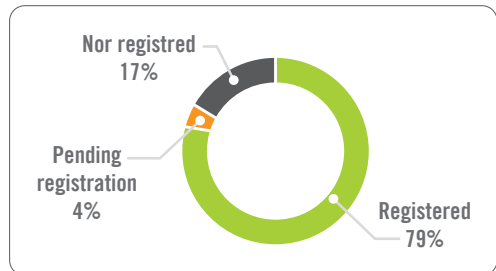


Figure 17: Registration with the Turkish state

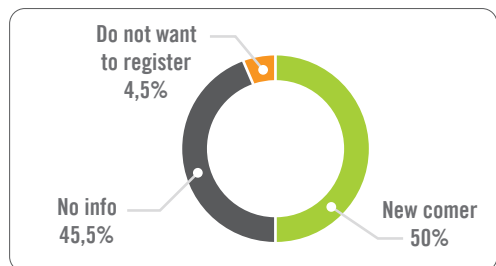


Figure 18: Reason of non-registration

## 4.3 Shelter And Hygiene

### 4.3.1 Type of Housing

95,2 percent of those refugees who were interviewed stated that they live in apartments or houses, while the remainder have made unfinished constructions and makeshift structures their home. Most refugee families live on the ground floor or basement as they are comparatively cheaper than the higher floors in multi-story buildings. STL assessment teams frequently observed decent yet overcrowded living spaces, especially in one third of the homes that were housing 7 family members or higher. Sufficient water supply and drainage was observed in almost all homes of Syrian refugees.

In different parts of the city, especially in Fatih, there are many vendors and facilities in the neighborhood with Arabic signboards such as restaurants, bakeries, call-shops, coffee houses, local charities, and small workshops. This has become a subject matter in Turkish media attracting the attention of the readership to the fact that Syrian refugees are becoming permanent settlers in Istanbul.<sup>28</sup>



Ever since I was born, I lived in Fatih. After Syrians came my flat rents increased. Many people are complaining. There was a house that I wanted to buy, it was 130.000 TL, and now it has become 300.000 TL and I cannot buy it... On the other hand, the Turkish shop-owners are happy about the Syrians living here because they have more customers now."

Turkish Woman (70), Host Community Focus Group, Fatih

### 4.3.2 Type of Occupancy and Utilities at Home

There is a very small ratio of Syrians (1.6%) who have bought their own properties. The majority, with 93%, stay in rented flats.

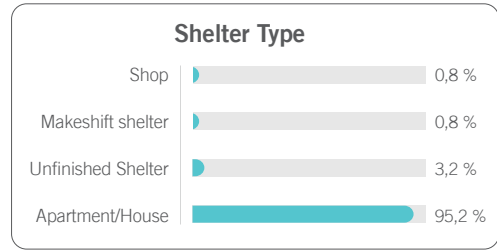


Figure 19: Type of housing

Almost all the survey participants reported that they all have the utilities in their living spaces such as electricity, gas, water. However, it was reported that 36 percent of those interviewed do not have heating in their apartments and that they are had difficulties during the rough winter period.

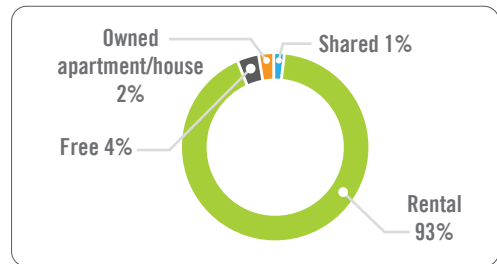


Figure 20: Type of Occupancy and Utilities at Home

### 4.3.3 Hygiene Materials

Majority of those interviewed (77,7 percent), reported that they have sufficient hygiene material at home, while 22,3 percent expressed their concerns about not having access to such materials in their everyday life.

Hygiene materials include items such as: soap, toothpaste, toothbrushes, women's hygiene products, etc.

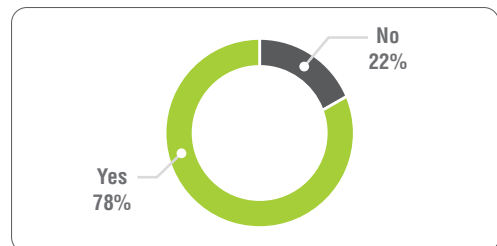


Figure 21: Hygiene Materials

28. See Hurriyet Daily, <http://www.hurriyet.com.tr/istanbulda-kulturuyule-sanatiyla-ve-restoraniyla-suriye-mahallesi-40026339>, entry date 15 December 2015; Daily Vatan, <http://www.gazetevatan.com/iste-istanbul-daki-beyaz-suriyeliler-718280-gundem/>, entry date 15 December 2015.

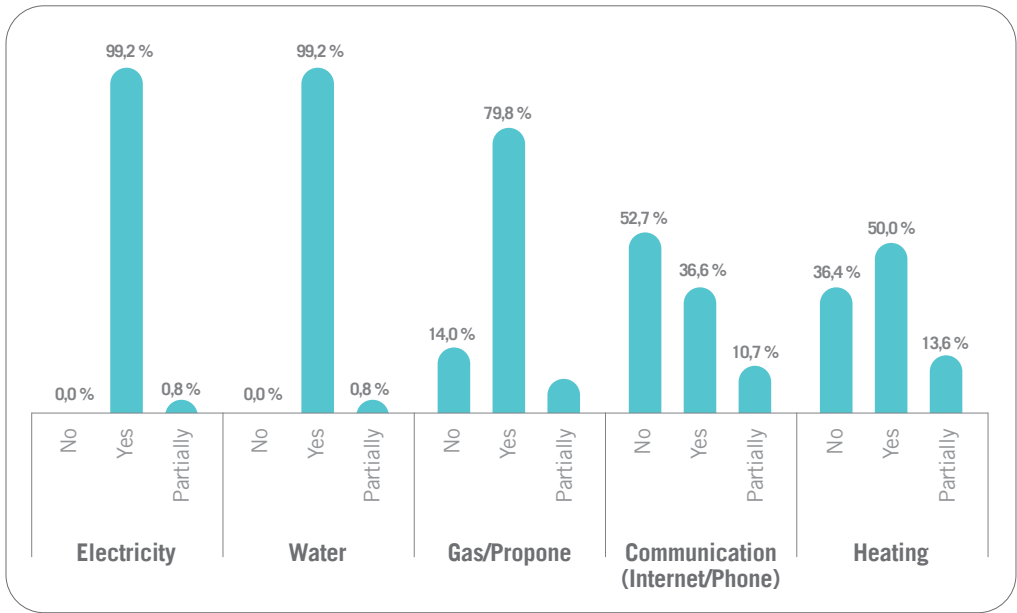


Figure 22: Having utilities at home: electricity, water, gas, internet/phone, heating

## 4.4 Protection

### 4.4.1 Main problems being faced in Turkey as a Syrian refugee

Syrian refugees were also asked to report about the problems that they face in everyday life. 30,4 percent of the interlocutors complained about unemployment while the others respectively complained about their lack of Turkish language (17,4 percent), poverty (13 percent), exploitation (12,2 percent), discrimination (11,3 percent) and limited access to social services (7,8 percent). Poverty, exploitation, exclusion, and discrimination are the major problems stated by the refugees.

The cross-tabulation, provided below by gender indicates that women tend to feel more exposed to discrimination and racism in everyday life. Focus group discussions reveal that women are in a situation to negotiate more in everyday life with the members of the majority society with respect to handling the relations within the neighborhood. Women are confronted with more problems while carrying out household chores and caring for family members, such as buying groceries, schooling of children, seeking health care, and finding their way around the city.



The children are not working, and some of them can not go to school due to the lack of Turkish language. And also because some of us can't afford it. Some participate in religious education because they want to hold on to their religion and Arabic language. Some can't because they can't afford the tuition fee or the transportation. Our children report mistreatment by their teachers and students at school, because they are 'poor Syrians'. At work we face exploitation all the time. Employers either do not give us the salary, or do not give the full salary. They threaten to fire us, because we don't have a work permit."

Syrian Man (44) residing in Fatih, Focus Group Meeting, Fatih

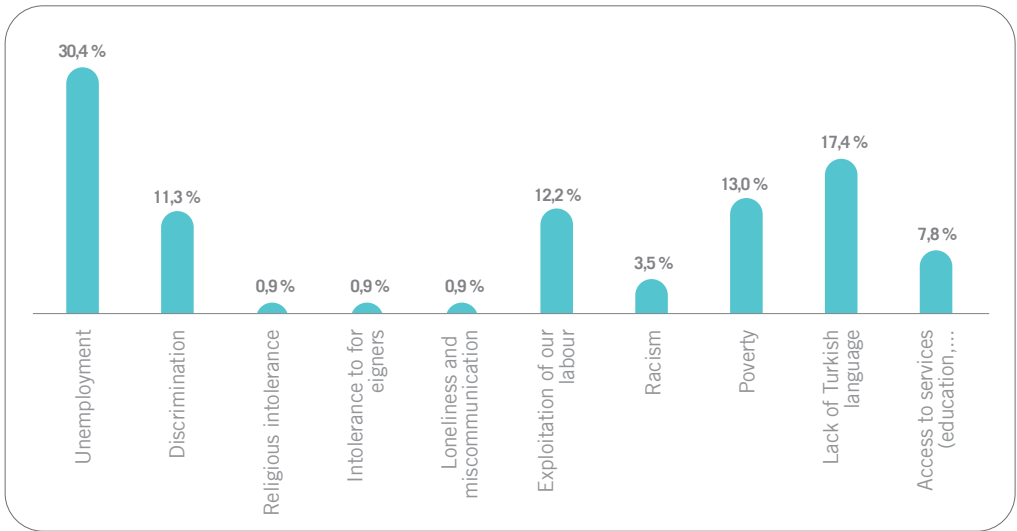


Figure 23: Main problems being faced in Turkey as a Syrian refugee

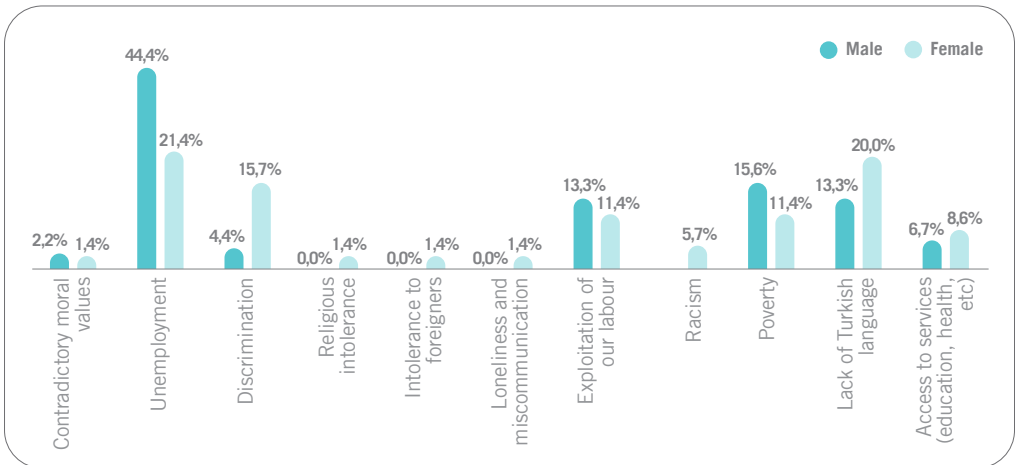


Figure 24: Problems being faced in Turkey as a Syrian refugee based on gender

#### 4.4.2 Second Biggest Problem Faced in Turkey as a Syrian

The second biggest problem faced by Syrian refugees is the lack of Turkish language in everyday life. Focus group discussions have revealed that refugees are willing to invest time and energy to learn the Turkish language, which is a gateway to better employment opportunities, access to services, and improved relations with Turkish neighbors. However, the lack of such formal institutions for learning Turkish is voiced as the greatest challenge by refugees in Istanbul. The feeling of loneliness, a constant

state of grief, and a feeling of exclusion and discrimination are among those problems that were often raised by the refugees. These are the problems that require immediate social, psychological and even psychiatric support for the refugees.

#### 4.4.3 Relation with Host Community

The massive increase in the number of refugees outside camps and the lack of adequate assistance policies toward them has aggravated a range of social problems. Refugees experience problems of harmonization especially in the

bigger cities, and the language barrier has seriously complicated their ability to manage in Turkish society. There are several problems the Syrians have been facing in everyday life. The sight of Syrians begging in the streets is causing particular resentment among local people – not just in Istanbul but in all the bigger cities of Turkey. There have also been reports of occasional violence between refugees and the local population. In turn, this reinforces a growing public perception that Syrian refugees are associated with criminality, violence and corruption. These attitudes contrast with local authorities' and security officials' observations that in reality, criminality is surprisingly low and that Syrian community leaders are very effective in preventing crime and defusing tensions between refugees and locals.<sup>29</sup>



*I feel safe here in İstanbul and I don't want to go back to Aleppo where we were moving from house to house due to the war. I want to stay here in Turkey, because it is similar to our traditions and culture, and my family is here. I don't want to go to Europe either, because I have no one there. And I don't want to go back to Syria at all, because I lost my husband there".*

Marwa (28), Focus Group Meeting, Sultanbeyli

#### 4.4.4 How safe do you feel in Turkey?

When the refugees were asked about how safe they feel in Istanbul, the majority expressed feelings of safety (91.8%) while only 6.8% stated an uneasiness regarding safety in the city. Being away from the war zone and the everyday terrors of violence in Aleppo, coupled with cultural and religious familiarity were reported as the main determinants of the feeling of safety and comfort for refugees in Istanbul, although women tend to feel slightly more in the extremes in terms of safety and insecurity in the city compared to Syrian men, who are in the more moderate to safe range of the spectrum.

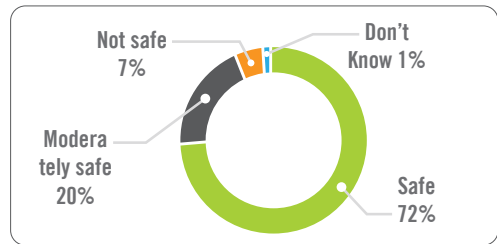


Figure 25: How safe do you feel in Turkey?

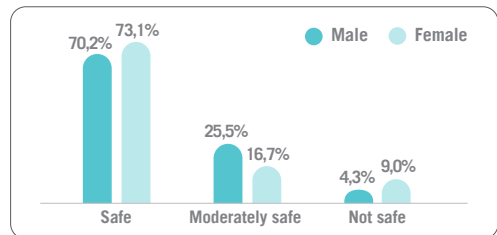


Figure 26: Perception of safety by gender

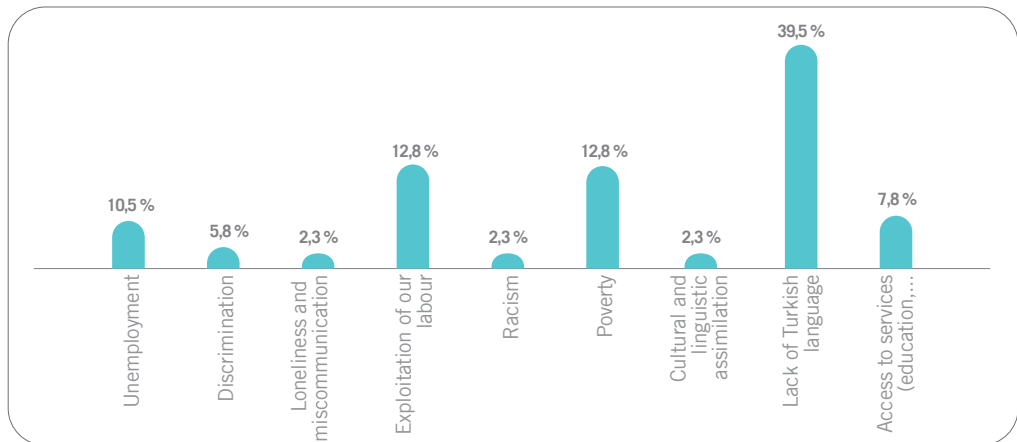


Figure 27: Second biggest problem faced in Turkey as a Syrian

29. Oytun, Orhan and Sabiha Şenyücel (2015). "Effects of the Syrian Refugees on Turkey," ORSAMTESEV Report no. 159, Ankara (January).

#### 4.4.5 Which Institution Do You Trust Most in Turkey?

Syrian refugees were also asked to report about the major institutions they trusted the most. It is found that 25 percent of the refugees trust traditional and religious institutions the most, while they have equal trust for I trust the local municipality. These institutions are followed by international institutions such as UNHCR and INGOs, Next in terms of trustworthiness was the Turkish government with 15%, followed by Syrian charity associations established in Turkey. When they were asked to state their second most trusted institution in Turkey, the Turkish government was the leading institution.

#### 4.4.6 Which Institutions Do You Trust the Least?

Among the least trusted institutions, are the Syrian fellowship associations, international organizations, and the local municipalities. The police was also reported by 11% of Syrian refugees as the least trusted institution in Turkey. Media, which did not appear at all as a trusted institution was voiced by 6% as the least trusted institution. On the other hand, when asked to report about their second least trusted institution, social provision institutions and educational institutions took the lead.

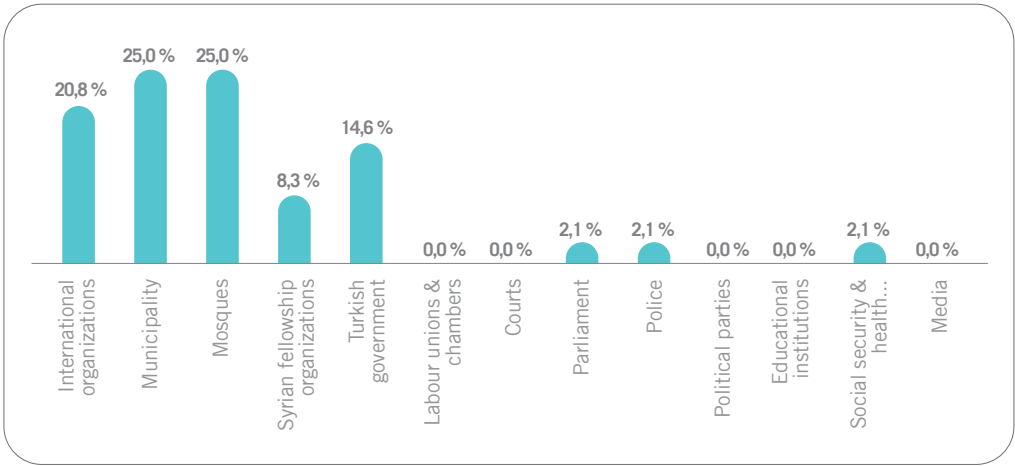


Figure 28: Which institution do you trust most in Turkey?

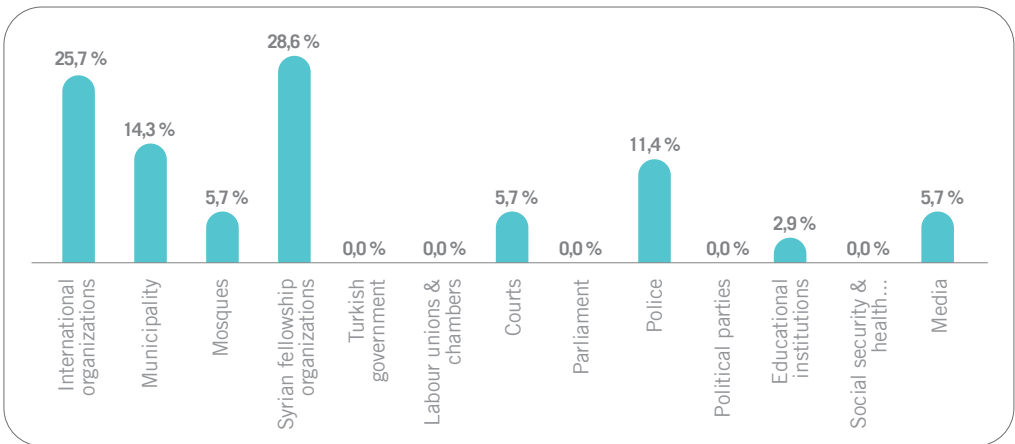


Figure 29: Which institutions do you trust the least?

## 4.5 Education And Health Access

### 4.5.1 Head of the Household's Education Level

There is an even distribution among levels of education from illiterate to secondary school education. While heads of household are reported to be illiterate with 16%, 17% have completed their secondary level education. Only 8.3% of household heads have completed their university graduate studies.

According to the Syrian education system, primary school begins at age 6 and lasts 6 years and intermediate school lasts an additional 3 years. Primary and intermediate schools are compulsory.<sup>30</sup>

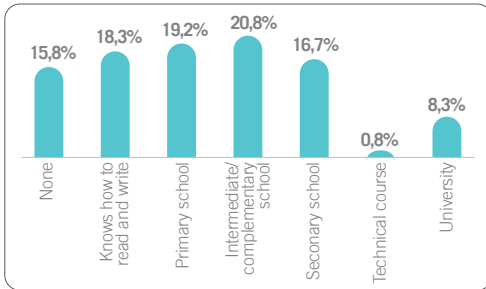


Figure 30: Head of the Household's Education Level

### 4.5.2 Reason of Un-Enrolled School-Age Children in Turkey

It is generally reported that approximately 25% of the 800,000 non-camp school-age refugees are enrolled in schools (Kilic and Üstün, 2015)

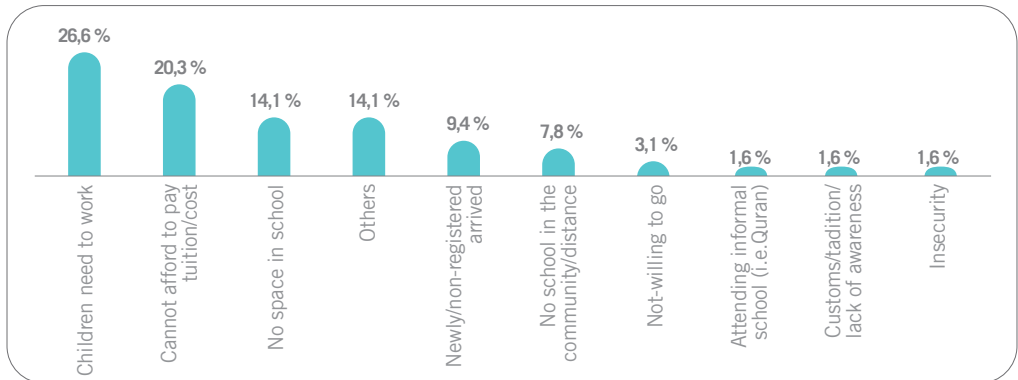


Figure 31: Reason of un-enrolled school-age children in Turkey

but STL found that this average varies greatly among provinces and neighborhoods. For Istanbul, the average enrollment rate for school-age refugee children was found to be 14%. Under temporary protection, refugees of school-age have the right to access public education facilities, either Turkish schools or Temporary Education Centers that provide education in the Arabic language, with many families reporting barriers and challenges in enrollment.



We have 1.200 students in total. We have schools in Batman, Mardin and Nusaybin, Basaksehir, and Okmeydanı... We teach Arabic, English, Turkish and sometimes Kurdish. Our diploma is accepted by the Turkish Ministry of National Education until the 8th grade. We have mixed classes for girls and boys. Now, there are 480 students and 21 teachers here."

Head-master of the Syrian Can School, Basaksehir

When survey participants were asked about why they were unable to send their children to school, 26.6% stated that their children need to go to work to contribute to family income. 20.3% stated that they cannot afford to pay for the education expenses, while 14.1% stated that schools do not accept them because of insufficient space for their children at the local

30. UNESCO Report [http://www.ibe.unesco.org/fileadmin/user\\_upload/Publications/WDE/2010/pdf-versions/Syrian\\_Arab\\_Republic.pdf](http://www.ibe.unesco.org/fileadmin/user_upload/Publications/WDE/2010/pdf-versions/Syrian_Arab_Republic.pdf)

public schools. Other reasons for non-enrollment included education facilities being too far away, families having newly arrived and not having accessed the relevant information on availability of schools in the vicinity, unwillingness of the children to go due to bullying and discrimination being experienced by refugee children, and families not feeling safe enough to send their children to school. Some respondents also mentioned the lack of awareness on the part of some refugee families in not prioritizing the schooling of their children.

### 4.5.3 Occupation of Children

When survey participants were asked about the places where they send their children to work, half of those sending their children to work stated that their children are engaged in the textile sector, both confectionary and shoe production. One third of children working in Istanbul are employed in the service sector including kiosks, grocer shops, catering facilities, cafes and restaurants. Almost one fifth of parents of working children stated that their children are engaged in the industrial sector, ranging from furniture production to automobile factories.

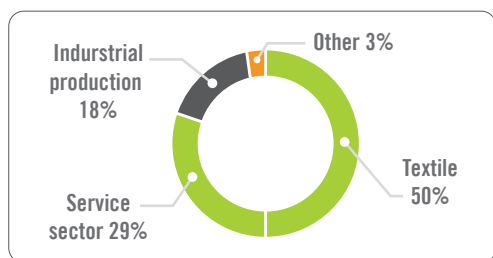


Figure 32: Occupation of children

### 4.5.4 Access to Healty Services

When the refugees were asked about their access to health services, 25% of them expressed that they do not have any access, while the remaining 75% reported to have access, albeit partial. Even for those that have full access, the process is not an easy one.

In terms of the problems of refugees in accessing health care the barriers are twofold: firstly many families are not aware of the need to

re-register in Istanbul before they can access services; secondly, navigating the health care system in Istanbul is complicated from appointments with clinics to referrals to specialists. Coupled with a language barrier, accessing health services has been voiced by refugees as frustrating and time consuming. Furthermore, the cost of special services and medicines has been a hurdle for the refugees as well. STL came across anecdotal evidence that there is only one pharmacy left in Istanbul offering free-of-charge medication to Syrian refugees due to experiences of other pharmacies of not being reimbursed by AFAD, as the lead agency in coordinating and implementing the government's efforts to respond to the full range of refugee needs.

Psychological trauma from escaping the conflict in Syria have left many refugees vulnerable. However, there are problems in access to psychological support. None of the refugees who took part in the assessment reported receiving psychological support. Experts agree that time does not heal trauma – and many trauma researchers believe that it is the repression of memories and feelings that is at the heart of trauma suffering in both the short and long term, especially for children.<sup>31</sup>



I am 26 years old, my husband died in the war; I have a son and a daughter with her eyes disabled. I am in desperate need of help. Please help me"

A young Syrian Mother, Focus Group Meeting, Bagcilar

The table below displays the reasons behind their inability to have access to health services. The most crucial reasons are the lack of Turkish language to explain their health complaints to the health personnel (26%), their financial limitations to pay for such services (22%), and their view about the reluctance of health personnel to look after them (13%). Proximity to a health facility is another factor that constrains refugees from accessing the needed health services (9%).

31. UNICEF <http://www.unicef.org/sowc96/7trauma.htm>



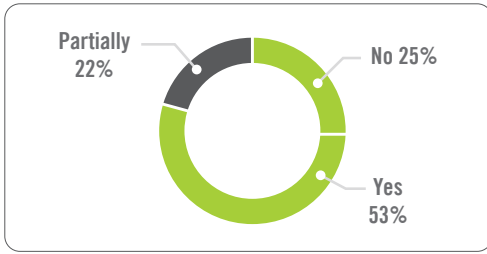


Figure 33: Access to Health Services

Almost a fifth of refugees in Istanbul (17%) either have tried to register and were unable to, or having arrived newly have not yet attempted to register. Not being registered is a serious constraint in terms of overall protection for refugees in Turkey, including access to health care services along with many other basic services.

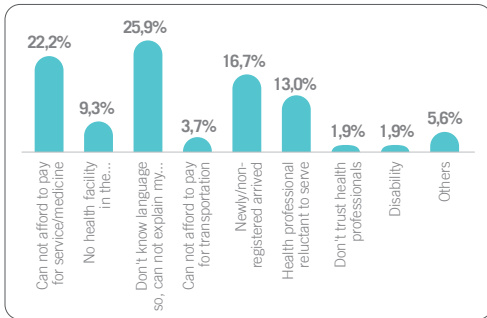


Figure 34: Reason of no access to health services

## 4.6 Income And Livelihoods

### 4.6.1 Family Income Level

The monthly income level of refugee households is aggregated between 500 TL (180 USD) and 2,000 TL (700 USD). 87% of all respondents having reported an income in this range, with a mean of 1,490 TL (525 USD) per month. While around 4% of refugees earn less than an average of 500 TL on a monthly basis, around 9% of them earn more than 2,000 TL monthly.

Of all income related surveys carried out by STL in various provinces, average income level is the highest in Istanbul. That being said, refugees have also stated that compared to all other provinces, Istanbul is the highest in terms of cost of living. This is validated by

monthly expenditures surveyed in Istanbul. Despite more regular paid salaries and higher levels of income in Istanbul, cost of living is also the highest in Istanbul compared to other provinces, thus making it difficult for refugees to improve their living conditions.

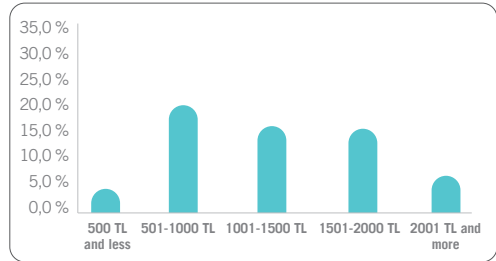


Figure 35: Family Income level

### 4.6.2 Source of income in Turkey

Around 64% of those interviewed reported that they earn money through regular paid jobs mainly in textile, construction and service sectors, while 23% reported to be earning daily wages through their skills in the service sector. Only a small percentage of refugees have set up their own businesses in Istanbul, whether formal or informal.

Food vouchers supplied by the local authorities or aid agencies is also stated to be one of the main sources of income. The survey revealed that some families sell their food aid or vouchers in exchange for cash.

Interviewees in Bağcılar reported that the majority of the Syrians work as manual labor workers such as construction workers or textile workers because the neighborhood has many factories and workshops. One district leader explained that employers have reduced wages: “1,500 TL for Turkish people, 750 TL for Syrians in textile, and 70-100 TL daily wages (yevmiye) for Turkish people, and 3040 TL for Syrians in the construction sector”.

An example of a textile workshop can be seen below in Picture 3 taken in Bağcılar during interviews with refugees. Picture 4 was taken during household surveys in Başakşehir, showing a family living room where they make party toys to sell to local vendors as a way of earning money.

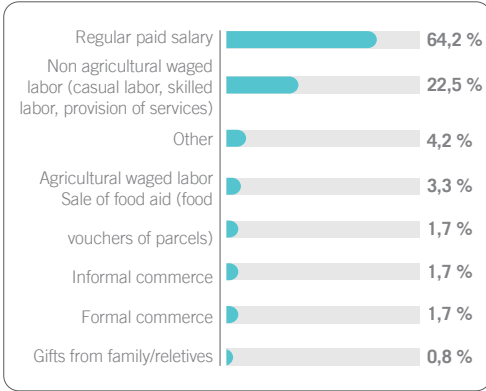


Figure 36: Source of income in Turkey



refugees previously had links to relatives living abroad, including in Turkey, Europe, and the Gulf Countries.

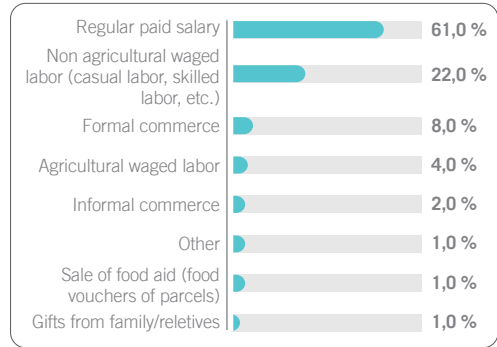


Figure 37: Previous source of income in Syria



#### 4.6.3 Previous source of income in Syria

When asked about their source of income in Syria, a majority of the refugees surveyed stated that they were working in regular paid, often low-skilled jobs (61%), while more than one fifth (22%) stated that they were engaged in waged labor, both skilled and unskilled. Around one tenth of respondents reported that back in Syria, they were engaged in business, both formally and informally. Interviewees in Başakşehir reported that there are many local Syrian-run businesses that provide employment, in addition to the local factories that employ many of Syrian refugees.

As a secondary source of income, 25% of Syrian refugees reported that they were living on remittances coming from abroad. This indicates that a remarkable number of Syrian

#### 4.6.4 Challenges to Self-sufficiency, Employment and Skills Development

At the heart of self-sufficiency is the ability for individuals to earn a living and provide for their families. Under temporary protection, refugees do not have the right to work and without the legal channels to access the labor market and after 5 years of conflict, the informal sector the grey market becomes the only option for individuals to earn a living. Jobs are mostly found in the textile or industrial labor sector, and overwhelming many of the employed are children. Wages for Syrians is generally reported as half of the legal salary and some survey participants reported making as low as 15 TL a day, it should be mentioned of course none of these jobs provide job security, occupational safety or social security benefits.

## 4.7 Average Monthly Expenditures

Data on monthly expenditure was collected by asking the average amount of money refugees spent in the past 30 days on various items and services. The data indicates that an average of 667 TL (238 USD) was spent the previous month on food, while 595 TL (212 USD) was spent on house rent.

Food and rent constitute the largest portion of monthly expenditures by refugee families, which stands at an average of 1,695 TL (605 USD). The average monthly expenditure of a Syrian refugee family is much less than the poverty threshold of a Turkish family with four members, which is 4,561 TL according to the Türk-İş Labor Union. Moreover, an average monthly expenditure of 667 TL on food is nearly half of the hunger threshold for a Turkish family of four, which is 1,400 TL in March 2016.<sup>32</sup>

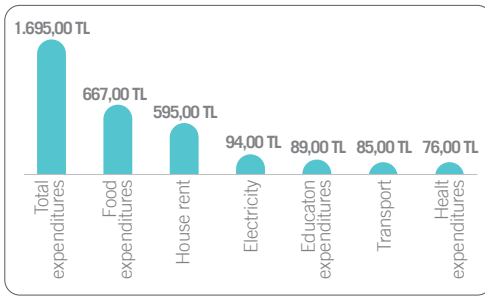


Figure 38: Average Monthly Expenditures

## 4.8 Food Consumption

### 4.8.1 Type of Foods Consumed

The main source of food consumption of refugees based on spending is breads and pastas (21%) followed by fruits and vegetables (19%). Share of protein such as fresh meat, chicken or eggs is 9%. Milk and dairy products is 9%, followed by legumes at 4%.

### 4.8.2 Food Consumption Score (FCS)

The FCS adapted from the World Food Programme's (WFP) food security and livelihood monitors considers the amount of times a household consumed food from various food groups over a seven-day recall period. It is a measure of both frequency of consumption of each food group and variety of the diet. Using WFP's standard (0-21 Poor; 21.5-35 Borderline; >35 Acceptable) as the thresholds for the FCS score, survey findings showed that 12% of the refugee population in Istanbul do not have an adequate diet and can be considered as food insecure. Around 15% of refugee households are borderline, meaning that these people are also considered as being at-risk in terms of food security. Finally, 73% of Syrian refugees in Istanbul were found to be food secure.

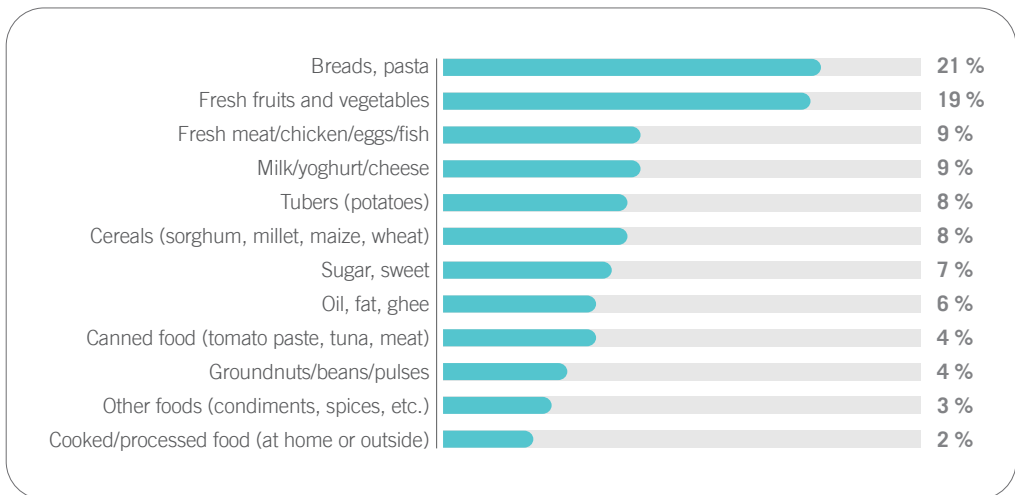


Figure 39: Type of Foods Consumed

32. See the website of Türk-İş, [http://www.teksif.org.tr/subat-2016-aclik-ve-yoksulluk-siniri-1407tl\\_icerik\\_10248-1.html](http://www.teksif.org.tr/subat-2016-aclik-ve-yoksulluk-siniri-1407tl_icerik_10248-1.html)

The high percentage of food secure families is due partly to the structure of the STL survey. Only 9 food categories are weighed in the WFP FCS, but the survey created by STL had 15 food categories that were later condensed to value 9 in order to analyze the data through WFPs standards, resulting in a margin of error in favor of food security.

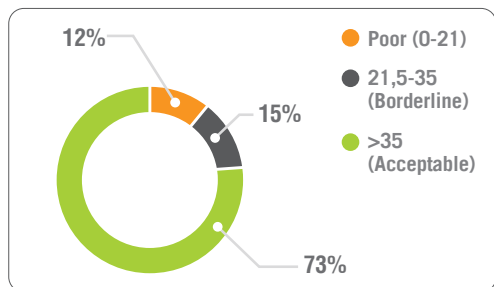


Figure 40: Food consumption score (FCS)

## 4.9 Coping Strategies Index

Refugees interviewed resorted to different coping strategies as far as socio-economic constraints were concerned. The table below shows the diversity of these strategies. As the most frequently observed coping strategy, 89% of families were found to rely on less preferred and less expensive food items, while 59% reduced the number of meals eaten per day, 58% borrowed food from others or relied on help, 58% borrowed food from others or relied on help, 29% reported to reduce portion size of meals, 14% restricted consumption by adults

in order to feed infants and young children, 9% of adults have had days with no eating, 6% resorted to sending family members elsewhere to eat, and 3% restricted consumption by female family members.

### 4.9.1 Livelihood Depleting Coping Strategy Index (LDCS)

The LDCS indicator aims at understanding the behaviors households have taken to adapt to recent crises, and thus to get a rough sense for how difficult their current situation is, and how likely they would be able to meet challenges in the future. Questions were asked about behaviors undertaken in the last month by the households to meet the basic needs of the family. People answered by 'yes' or 'no'. The different questions have different weight, from 2 to 4, according to the severity of the coping strategies adopted.

As can be seen below, the most common behaviors to meet the basic needs of the family are borrowing money or buying food on credit (44%), sending children to work (12%), spending savings (11%), and selling household assets (6%), followed by begging with 5%. Another 2% had to withdraw children from school as they were unable to afford schooling expenses, sell productive assets, arrange a marriage for a child under 15, or send an adult household member to work elsewhere.

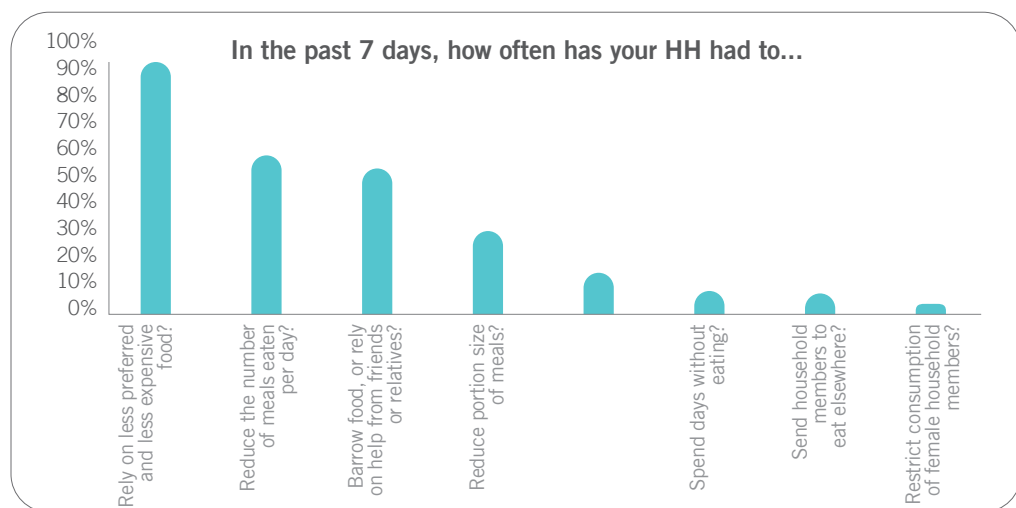


Figure 41: Coping Strategies Index

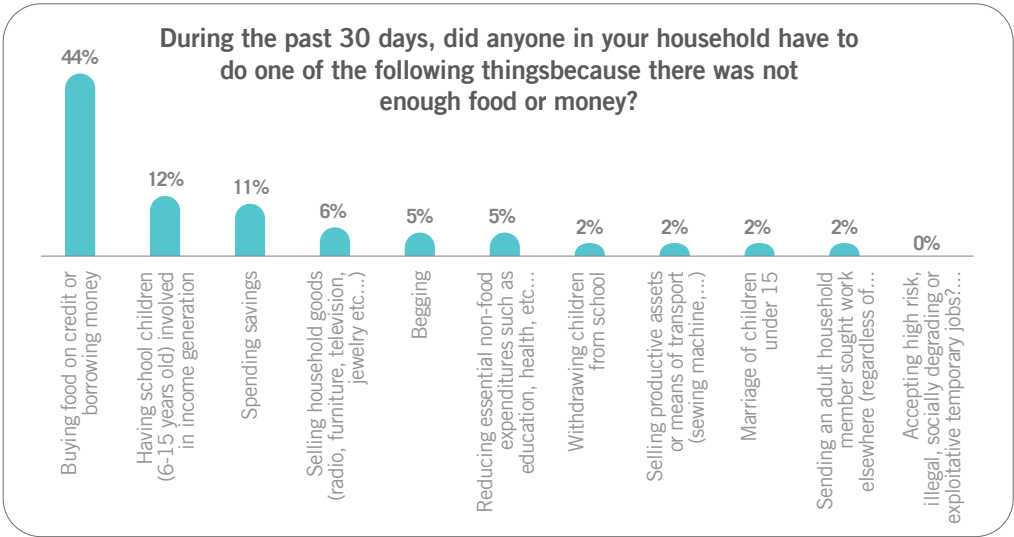


Figure 42: Livelihood depleting coping strategy index (LDCS)

## 4.10 Humanitarian Assistance

### 4.10.1 Type of Assistance Received over the Last Three Months

Regarding the type of assistance received in the last three months, 46% of the interviewed Syrians stated having accessed furniture and clothing items from their neighbors or aid agencies. 41% reported having received in-kind food assistance, while 34% received vouchers for food supply. Around one tenth stated that health care/drugs were provided free of charge, with another one in ten refugees reporting access to fuel subsidy. Only 8% of refugee families were able to get education support, while 5% received cash and another 3% was provided other non-food goods. Nobody reported assistance in shelter or psycho-social support.

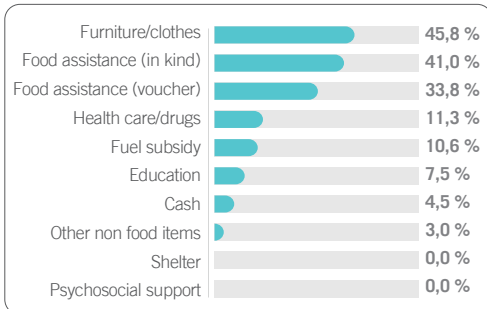


Figure 43: Type of Assistance Received over the Last Three Months

### 4.10.2 Assistance Received Regularly

The figure below shows that the majority of regular assistance comes in the form of fuel subsidies, mainly coal for stoves provided by the municipalities. Other assistance, also from some of the local municipalities include free bread and/or access to the local public schools or Temporary Education Centers provided for refugees under their rights under Temporary Protection status.

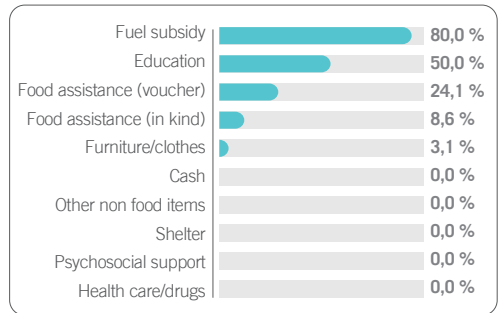


Figure 44: Assistance received regularly

### 4.10.3 Assistance and Protection Provided by NGOs

During the field research, STL assessment teams visited a large number of aid agencies and community groups offering psycho-social assistance services, in-kind relief goods, cash support, translation services, legal assistance

and Turkish language courses, among others.

STL assessment teams also interviewed Syrian associations engaged in assisting the Syrian refugees in Istanbul. Syrian associations run schools, medical centers and charity services. It is stated by the Syrian volunteers that there are 67 registered Syrian associations in Turkey, around 20 of which are located in Istanbul. These NGOs mostly focus on education, medical services, aid-in-kind, and support to orphans.

In terms of structured psycho-social support and case management through community centers, there are 5 Turkish NGOs and a Municipality that run 7 centers, as can be seen in the map below. Four of these are on the European side, run by ASAM (Association for Solidarity with Asylum Seekers and Migrants)/SGDD (Sığınmacı ve Göçmenlerle Dayanışma

Derneği), HRDF (Human Resource Development Foundation)/IKGV (İnsan Kaynağını Geliştirme Vakfı) and STL (Support to Life)/Hayata Destek Derneği. Three are on the Asian side, with the Turkish Red Crescent Mavi Hilal (Uluslararası Mavi Hilal İnsani Yardım ve Kalkınma Vakfı) / IBC (International Blue Crescent Relief and Development Foundation) and the Municipality of Sultanbeyli running a community center each.



I am 26 years old, my husband died in the war. I have a son and a daughter with her eyes disabled. I am in desperate need of help. Please help me."

A young Syrian Mother, Focus Group Meeting, Bağcılar

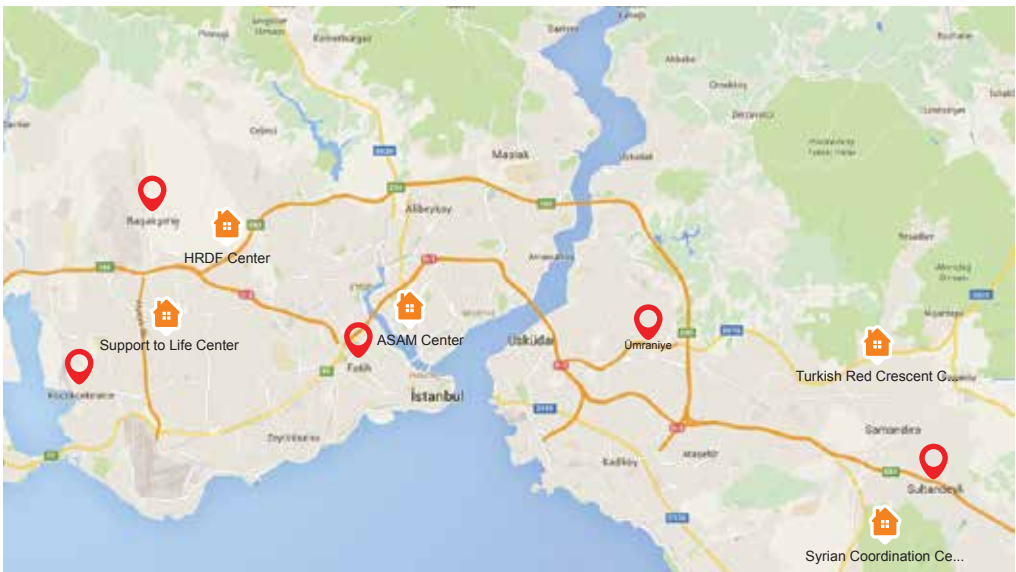


Figure 45: Assistance and Protection Provided by NGOs

## 5. Conclusions and Recommendations

Preliminary findings were presented and recommendations were composed in collaboration with diverse local and national stakeholders engaged in providing services and protection to refugees in Istanbul and throughout Turkey. The recommendations cover both short-term and long-term solutions.

### 5.1 Data Collection, Information Sharing and Coordination

Stakeholders need to improve data collection, information sharing channels and coordination efforts related to refugees, particularly data related to the urban refugee profile, their vulnerabilities, capacities and needs as the foundation for humanitarian programming and protection.



*It's better here than it is in Syria right now. Although Turkey is very expensive, most important we still feel safe here. But we're not leading a normal life. Right now we're staying here because of the war in Syria. We thought about going to Europe but the trip is very hard and people are dying while crossing the sea. Either way we want to go back to Syria"*

Syrian Man (44) residing in Fatih, Focus Group Meeting, Fatih

With regards to data collection, there are a number of targeted needs:

- Service mapping: Mapping of public and private institutions providing services and protection to Syrian refugees for the identification of effective referral pathways.
- Mental health and psycho-social support needs: Many refugees are observed to be psychologically disturbed by experiences related to the violence in Syria and the displacement as a result.
- Cash assistance needs: Identification of needs for material and social assistance for

social protection as well as cash for livelihoods support.

- Market and labor analysis: The employment capacity and business potential of the Syrian refugees is not fully known. As work permits become available, it is necessary to know the level of education and professional training of refugees as well as current working conditions. Analysis can help identify abuse in terms of working conditions in the formal and informal economy.

Platforms/networks to share information, good practices and coordinate actions to avoid duplication and create synergies, among local actors and between local, Syrian and international actors.



*There are too many beggars, women and children here. Most of the women are pregnant, we feel sorry for them. I had asked once, if there is anything I can do, but they said 'No'... I hear that the rents have so much increased here. 15 people are living in one house. They each pay individually. They do theft because of hunger and poverty"*

Turkish Citizen (52), Host Community Focus Group Meeting, Bagclar



*Syrians are too relaxed here, if we moved there, we wouldn't be relaxed like that. When they came here, first our children were afraid of them. But now we are all fine, living together in peace. I should also add that Syrians are victims of war, but Turkish people are victims of life"*

Turkish Man (41), Host Community Focus Group Meeting, Sultanbeyli

## 5.2 Humanitarian Assistance

### Protection programs

- Legal rights awareness programs and support services: particularly in regards to the registration process and information seminars for new arrivals to Istanbul.
- Mental health and psycho-social support interventions: particularly woman and child-focused support, as they are the more vulnerable populations.
- Case management and social work: can support refugees navigate the bureaucratic process primarily related to school enrollment and healthcare access.

### Life skills and livelihood support

- Trainings should be available for both Arabic and Turkish language and open to refugees and the host community. This is critical for refugees as a pre-condition for skills development in terms of employment.
- Vocational, entrepreneurial, and agriculture-related training programs need to be established in accordance with the existing potential for income generation.

### Cultural exchange and social cohesion opportunities

- Mobilization of refugee communities is necessary to facilitate the harmonization of refugees and the local population. Committees for refugees to come together and advocate would be beneficial, with priority given to women and young people to participate in the local municipalities.
- Creation of spaces where the refugee population and host community can come together, complemented with communication campaigns promoting a positive image of refugees.
- Social cohesion as cross-cutting to all humanitarian programming.

## 5.3 Institutional Capacity

Organizational and operational capacity is vital in strengthening actors to provide services and

protection. Some elements to building capacity:

- Establishing a common language among aid organizations.
- Streamlining data collection and reporting and sharing findings amongst actors.
- Developing the technical capacity of work in the field of protection and humanitarian aid.
- Developing operational capacity and identifying gaps between existing regulations and practices/experiences in the field with relevant officials and key stakeholders to come up with solutions.
- Facilitating an enabling environment for the creation of strong local actors in terms of financial stability and sustainability to ensure comprehensive and effective humanitarian programming and protection for Syrian refugees.

Both Turkish and Syrian aid agencies need to be part of the response. These organizations need to be attuned to humanitarian principles and action.

Staff working with refugees must be supported in order to ensure their personal psychological needs are met so they are able to work effectively and safely.

Coordination and cooperation among NGOs – Turkish, Syrian and international - working on different issues in the field needs a shared platform as well as shared technical competencies.

Local government, Municipality and NGO cooperation needs further attention. Best practices in public-NGO cooperation in the field of humanitarian aid and protection should be identified and shared with actors working in the field.

## 5.4 Social Responsibility

Instruction in politically correct and sensitive language for the state authorities, NGOs and the media is key, as discriminatory terms and speech splinter relationships and create alienation between the host and the refugee community.



- Awareness workshops and/or toolkits for media could raise awareness on appropriate language and conduct.
- Communication campaigns to dispel discriminatory trends can be organized to manage hostilities on the part of local communities and municipalities, contributing to social cohesion.

Voluntary action needs to be fostered particularly among youth, both Turkish and Syrian.

Corporate social responsibility initiatives should be developed. It is important to engage the private sector, particularly as because they present valuable resources and can become strategic partners for employment, housing, health care, education, psycho-social support and social cohesion.

Academic and educational institutes should be venues for seminars, workshops and conferences to be available and open for refugees to share their experiences about their own situation and needs. This will significantly compensate for the lack of data and evidence as the basis for improved humanitarian programming as well as advocacy work.

## 5.5. Advocacy

Based on the key findings, of the assessment, recommendations for each government body are developed below:

### Ministry for Internal Affairs

- Need for the assignment/re-location of personnel and infrastructure in order to expedite the official registration process in Istanbul and elsewhere.
- Temporary Protection period needs to be clarified and re-evaluated.
- Non-refoulement as well as a smooth registration process needs to be monitored.
- The general budget needs monitoring for advocacy on proper allocation towards rights of Syrians under Temporary Protection.
- Harmonization policies along with

web-based and printed resources need to be available for refugees.

### Ministry of Justice

- Legal support needs expansion. Currently budget for legal aid is determined according to census data, which does not account for the refugee population. This leads to inadequate legal aid given the fact that allocation for refugees into the legal aid budget is not a reality.
- Legal aid budget monitoring and advocacy is needed.

### Ministry of National Education (MoNE)

- Temporary Education Centers in Arabic as complementary to and supportive of formal education in Turkish schools needs a re-definition of purpose and consequently upgrading of curriculum.
- The MoNE needs to focus on better serving Syrian children at public schools. While augmenting physical infrastructure, increasing the capacity of teachers to deal with psychologically affected children and the ability to teach Turkish as a Second Language are priorities.
- Older Syrian school children need accelerated learning tools to ensure their inclusion in formal education.
- Inclusion of refugee and migration issues into the national curriculum is needed in order to create the foundation for tolerance and social cohesion among the public in Turkey.
- Refugee rights, migration management, humanitarian aid and social protection need to be offered in coursework at universities to cultivate specialization and professional training.

### Ministry of Health

- Health care centers and staff need additional sensitivity and awareness training in dealing with refugees.
- Translators need to be hired in order to make fundamental improvements to health care provision.

- Development and monitoring of the infant vaccination schedule needs to be enforced.

### **Ministry for Labour and Social Security**

- In addition to Turkish language, vocational skills and entrepreneurial trainings should be developed for refugees in order for them to gain new skills and employment opportunities.
- Inspections to work places need to be monitored in order to check that they are complying with legislation on work permits and work conditions.
- Refugees with professional qualification from an accredited educational institution in Syria should be able to work in Turkey within their professional sector. This should be facilitated by the relevant government offices in terms of lenience in bureaucracy.

### **Ministry of Internal Affairs and Migration Administration**

- Systematic and sound identification of vulnerable cases among the refugee population, accompanied with appropriate interventions and social assistance, whether material or in cash.
- Specialized facilities should be available to victims of violence, exploitation and trafficking.
- Child and women protection mechanisms available for Turkish citizens need to be opened up to the refugee population.

### **Prime Ministry Migration and Humanitarian Aid Consultancy**

- The role of aid organizations in the delivery of services and protection to refugees needs to be defined for the optimal engagement of NGOs in the process of humanitarian aid and migration management.

## 6. Terminology

**Assessment:** The set of activities necessary to understand a given situation, entails the collection, up-dating and analysis of data pertaining to the population of concern (needs, capacities, resources, etc.), as well as the state of infrastructure and general socio-economic conditions in a given location/area (UNHCR).

**Advocacy:** Advocacy refers in a broad sense to efforts to promote, in the domain of humanitarian aid, respect for human rights, humanitarian principles and humanitarian law with a view to influencing the relevant political authorities, whether recognized governments, insurgent groups or other non-state actors. (ALNAP).

**Asylum:** The granting, by a State, of protection on its territory to persons from another State who are fleeing persecution or serious danger. A person who is granted asylum may be a refugee. A person who has left his or her country of origin and has applied for recognition as a refugee in another country and whose request or application for refugee-status has not been finally decided by a prospective country of refuge is formally known as an asylum-seeker.

**Capacity Building:** A process by which individuals, institutions and societies develop abilities, individually and collectively, to perform functions, solve problems and set and achieve their goals (UNHCR).

**Civil Society:** Refers to structures independent from governments such as non-governmental organizations and human rights groups, independent activists and human rights defenders, religious communities, charities, universities, trade unions, legal associations, families and clans. Domestic civil society represents one of the most critical sources of humanitarian assistance and civilian protection during humanitarian emergencies (OCHA).

**Code of Conduct:** A common set of principles or standards that a group of agencies or organizations have agreed to abide by while providing assistance in response to humanitarian emergencies. The most commonly referred to

Code of Conduct is the one of the International Red Cross and Red Crescent Movement and Non-Governmental Organizations in Disaster Response (OCHA).

**Humanitarian Principles:** As per UN General Assembly Resolution 46/182 (19 December 1991), humanitarian assistance must be provided in accordance with the principles of humanity, neutrality and impartiality. Adherence to these principles reflects a measure of accountability of the humanitarian community.

- **Humanity:** Human suffering must be addressed wherever it is found, with particular attention to the most vulnerable in the population, such as children, women and the elderly. The dignity and rights of disaster-affected people must be respected and protected.
- **Neutrality:** Humanitarian assistance must be provided without engaging in hostilities or taking sides in controversies of a political, religious or ideological nature.
- **Impartiality:** Humanitarian assistance must be provided without discriminating as to ethnic origin, gender, nationality, political opinions, race or religion. Relief of the suffering must be guided solely by needs and priority must be given to the most urgent cases of distress. (OCHA)

**Internally Displaced Persons (IDPs):** Persons or groups of persons who have been forced or obliged to leave their homes or habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who have not crossed an internationally recognized State border (OCHA).

**Migrant:** A person who chooses to move not because of a direct threat of persecution or death, but mainly to improve their lives by finding work, or in some cases for education, family reunion, or other reasons. Unlike refugees who cannot safely return home, migrants face no such impediment to return. If they choose to return home, they will continue to receive the protection of their government (UNHCR).

**Protection:** A concept that encompasses all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of human rights, refugee and international humanitarian law. Protection involves creating an environment conducive to respect for human beings, preventing and/or alleviating the immediate effects of a specific pattern of abuse, and restoring dignified conditions of life through reparation, restitution and rehabilitation (OCHA).

**Refugee:** A person, who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership to a particular social group or political opinion, or

for reasons owing to external aggression, occupation, foreign domination or events seriously disturbing public order in either part or the whole of his country of origin, is compelled to leave his place of habitual residence in order to seek refuge outside his country of origin and is unable or, owing to such fear, is unwilling to avail himself of the protection of his country of origin (OCHA).

**Vulnerability:** The conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of an individual or community to the impact of hazards and threats (ISDR).<sup>33</sup>

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33. Relief Web Glossary of Humanitarian Terms <http://www.who.int/hac/about/reliefweb-aug2008.pdf>

# 7. Appendices

## 7.1 Appendix I: Household Survey Questionnaire

Complete Before The Interview	املا قبل الاستجواب
Date التاريخ ..... / ..... / 2015 اليوم الشهر Month Day	
Interviewer Name: _____ إسم المحاور	
Interviewee Name: _____	
Interviewee GSM No: _____	
Location ID: _____ تعريف/هوية المكان	District / :   1- Sultanbeyli 2- Ümraniye 3-Fatih 4-Küçükçekmece 5-Bağcılar 6-Başakşehir
Neighbourhood/ _____ Address	_____

Consent: We are conducting a survey with the aim of having a better understanding of the living conditions of Syrian refugees in Istanbul. I would like to ask you some questions about your family. The survey usually takes about one hour to complete. Any information that you provide will be kept strictly confidential and anonymous and will not be shown to other people. This is voluntary and you can choose not to answer any or all of the questions if you want; however we hope that you will participate since your views are important. Do you have any questions? May I begin now?

YES \_\_\_\_\_ NO \_\_\_\_\_

الموافقة المسبقة:

نحن بصدد إجراء مسح لفهم الظروف المعيشية للاجئين السوريين وسوف نقوم بطرح بعض الأسئلة حول عائلتكم . هذه الدراسة تستغرق عادة حوالي ساعة واحدة لإكمالها. سيتم الاحتفاظ بالمعلومات التي ستقدمها بسرية تامة ولن تظهر للآخرين. هذا العمل طوعي ويمكنك اختيار عدم الإجابة على بعض أو حتى جميع الأسئلة إذا كنت لا تريد، ولكن نحن نأمل بمشاركةك حيث أن وجهة نظرك الخاصة تهمنا. هل لديك أي أسئلة؟ هل يمكنكني البدء الآن؟

نعم \_\_\_\_\_ لا \_\_\_\_\_

### Section 1– Demographics

### القسم 1 - المعلومات الشخصية

A family is defined as a group of people who spend from the same budget.

Female headed household(FHH) is a house headed by women where there is male partner that is temporarily not present, and of FHHs where the female head is separated, divorced, widowed or single.

1.1	What is the sex of the interviewee? CIRCLE	Male = 1 = ذكر	Female = 2 = أنثى		1.1	
1.2	What is the age of the interviewee? (in years)	..... years	ما هو عمر المجيب؟		1.2	
1.3	What is the relationship of the interviewee with the head of the family	Head of family	1		1.3	
		Wife / Husband	2			
		Daughter /Son	3			
		Mother /Father	4			
		Mother / Father in law	5			
		Other _____	6			
1.4	What is the sex of the family head? CIRCLE	Male = 1 = ذكر	Female = 2 = أنثى	ما هو جنس رب الأسرة؟ ضع دائرة	1.4	
1.5	Is there any female member in your family who missed her husband? CIRCLE	Yes = 1	No = 2		1.5	
1.6	What is the age of the head of family? (in years)	..... years		ما هو عمر رب الأسرة؟ (بالسنوات) ؟	1.6	
1.7	How many families living in the shelter?	.....(in numbers)			1.7	
1.8	Total number of family members	.....(in numbers)			1.8	
1.9	What is your preferred language? CIRCLE	Arabic = 1	Turkish = 2	Kurdish = 3	Other = 4	1.9
1.10	How many family members are in the house?	سنوات العمر / Years old	إناث / Females	ذكور / Males	مجموع / Total	كم من أفراد الأسرة هم... 1.10
		0 – 4 (under 5)	□	□	□	
		5 – 17 years	□	□	□	
		18– 59 years	□	□	□	
		≥60	□	□	□	

1.11	How many family members have specific	Pregnant and lactating women	<input type="text"/> (in numbers)	نساء حوامل والمرضعات	1.11 كم من أفراد الأسرة في أي من هذه الظروف؟
		Have any disability (physical and/or mental i. e.g. a person who cannot climb stairs e, blind person, hearing and balance disorders; physical disabilities include impairments which limit other activities of daily living, such as severe sleep disorders; mental disability: learning disabilities, mental retardation, etc)	<input type="text"/> (in numbers)	لديهم إعاقة	
		Chronically ill; i.e asthma, diabetes, epilepsy, Parkinson, Alzheimer etc)	<input type="text"/> (in numbers)	مصابين بأمراض مزمنة	
		Temporal functional limitations/injured	<input type="text"/> (in numbers)		
		Others (specify)	<input type="text"/> (in numbers)	غيرها (حدد)	
1.12	Is there any orphan and/or child under 18 that is not member of your immediate family? If yes, how many? An orphan is a child under 18 whose mother and father are both dead. If no, write 0.	<input type="text"/> orphans	هل يوجد أي يتيم أو طفل دون سن ١٨ عاماً؟ إذا كان الجواب نعم، كم يتيم أو طفل؟ إذا لم يكن هناك الأيتام، ضع ٠.	1.12	

## Section 2– Arrival Profile

## القسم 2 - معلومات حول الوصول

2.1	Place of origin CIRCLE ONLY ONE OPTION	1 – Dera 2 – Deyrizor 3 – Aleppo 4 – Hama 5 – Humus 6 – Idlip 7 – Kuneytire 8 – Lazkiye 9 – Rakka 10 – Damascus 11 – Suveyde 12 – Rif Şam 13 – Tartus 14 – Other		مكان المنشأ ضع دائرة حول خيار واحد	2.1
2.2	Where was your point of entry?	1 – Hatay, 2 – Kilis 3 – Gaziantep 4 – Şanlıurfa 5 – Mardin 6 – Mersin 7 – Other			2.2
2.3	Why did you decide to settle in Istanbul?	1 – Job opportunities 2 – Family/relatives/networks 3 – Plans of resettlement outside Turkey 4 – Diversity 5 – Rental opportunities 6 – Access to services such as education facilities 7 – Safety and security 8 – Political stability 9 – Climate			2.3
2.4	When did you arrive in Istanbul? Use the codes on the right	1 أقل من شهر 1 Less than 1 month ago 2 منذ 1 إلى 3 أشهر 2 1-3 months ago 3 منذ 4 إلى 6 أشهر 3 4-6 months ago 4 منذ 7 أشهر إلى سنة 4 7 months-1 year ago (included) 5 منذ 1-2 سنوات 5 1-2 years ago 6 منذ 3-4 سنوات 6 3-4 years ago 7 قبل بدء الصراع في سوريا 7 Before the conflict started in Syria			2.4
2.5	How many members of the family are registered (If answer is No, please fill 2.6)	Registered by DGMM / Emniyet	<input type="text"/>		2.5
		Pending registration by DGMM / Emniyet	<input type="text"/>		
		Not registered nor pre-registered	<input type="text"/>		

2.6	If you are not register, what is the reason? Use the codes on the right	1 – New comer 2 – No information about registration 3 – Do not want to register		2.6
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### Section 3 – Shelter and Hygiene

### القسم 3 -

3.1	Type of housing CIRCLE ONLY ONE OPTION	Apartment /House	1	ما هو نوع السكن الذي يعيشون فيه حالياً؟ ضع دائرة لخيار واحد فقط	3.1
		Unfinished shelter	2		
		Makeshift shelter	3		
		Tent	4		
		Shop	5		
		Single Room	6		
		Tenement house Gecekondu	7		
		Collective Shelter (Mosque, Cemevi, etc.)	8		

3.2	Type of occupancy CIRCLE ONLY ONE OPTION	Owned apartment/house	1	مملوكة	نوع الإقامة ضع دائرة حول خيار واحد	3.2
		Rental	2	إيجار غير مفروشة		
		Free	3	إيجار مفروشة		
		Shared	4	مشترك		
		Assistance	5	مساعدة		
		Others (specify)	6	غيرها (حدد)		

3.3	Do you have all utilities to run your household? (Answer as Yes= 1 / No = 0 / Partially = 2)		Yes	No	Partially		نوع الإقامة ضع دائرة حول خيار واحد	3.3
		Electricity				الكهرباء		
		Water				المياه		
		Gas / Propane				الغاز البترولين		
		Communication (Internet/Phone)				الاتصالات (الانترنت/التلفون)		
Heating				التدفئة				

3.4	If renting, how much do you pay for your accommodation per month?	_____ TL	قيمة بدل الإيجار الشهري	3.4
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3.5	Number of families living in the shelter	_____		3.5
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3.6	Number of people living the shelter Occupied by your HH	_____		3.6
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3.7	Number of rooms Occupied by your HH	_____	عدد الغرف	3.7
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3.4	Does your household have enough soap and hygiene items?	Yes = 1 = نعم	No = 0 = لا	هل لدى أسرتك صابون ومواد للتنظيف كاف؟	3.4
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### Section 4 – Protection

### القسم 4 -

4.1	What is the primary problem you are facing most here as a Syrian living in Turkey? (multi-response)	The first	The second	4.1
	1- Contradictory moral values	_____	_____	
	2- Unemployment	_____	_____	
	3- Discrimination	_____	_____	
	4- Religious intolerance	_____	_____	
	5 - Intolerance to foreigners	_____	_____	
	6- Loneliness and miscommunication	_____	_____	
	7- Drug use	_____	_____	
	8- Exploitation of our labour	_____	_____	
	9- Racism	_____	_____	
	10- Poverty	_____	_____	
	11- Cultural and linguistic assimilation	_____	_____	
	12- Lack of Turkish language	_____	_____	
13- Access to services (education, health, social and legal services)	_____	_____		

4.2	How safe do you feel in the community? CIRCLE ONLY ONE OPTION	1 – Safe 2 – Moderately safe 3 – Not safe 4 – Don't know	4.2
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4.3	Do you have ikamet (residency permit)?	Yes = 1 = نعم	No = 0 = لا	4.3
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4.4	Which institution do you trust most in Turkey? (multi-response)	The first	The second	4.4
	International organisations (UN, UNHCR, EU Consulates)	<input type="checkbox"/>	<input type="checkbox"/>	
Municipality	<input type="checkbox"/>	<input type="checkbox"/>		
Mosques	<input type="checkbox"/>	<input type="checkbox"/>		
Syrian Fellowship organisations	<input type="checkbox"/>	<input type="checkbox"/>		
Turkish Government	<input type="checkbox"/>	<input type="checkbox"/>		
Labour unions and Chambers	<input type="checkbox"/>	<input type="checkbox"/>		
Courts	<input type="checkbox"/>	<input type="checkbox"/>		
Parliament	<input type="checkbox"/>	<input type="checkbox"/>		
Police	<input type="checkbox"/>	<input type="checkbox"/>		
Political parties	<input type="checkbox"/>	<input type="checkbox"/>		
Educational institutions	<input type="checkbox"/>	<input type="checkbox"/>		
Social security and health institutions	<input type="checkbox"/>	<input type="checkbox"/>		
Media	<input type="checkbox"/>	<input type="checkbox"/>		

4.5	Which institution do you trust least in Turkey? (multi-response)	The first	The second	4.5
	International organisations (UN, UNHCR, EU Consulates)	<input type="checkbox"/>	<input type="checkbox"/>	
Municipality	<input type="checkbox"/>	<input type="checkbox"/>		
Mosques	<input type="checkbox"/>	<input type="checkbox"/>		
Syrian Fellowship organisations	<input type="checkbox"/>	<input type="checkbox"/>		
Turkish Government	<input type="checkbox"/>	<input type="checkbox"/>		
Labour unions and Chambers	<input type="checkbox"/>	<input type="checkbox"/>		
Courts	<input type="checkbox"/>	<input type="checkbox"/>		
Parliament	<input type="checkbox"/>	<input type="checkbox"/>		
Police	<input type="checkbox"/>	<input type="checkbox"/>		
Political parties	<input type="checkbox"/>	<input type="checkbox"/>		
Educational institutions	<input type="checkbox"/>	<input type="checkbox"/>		
Social security and health institutions	<input type="checkbox"/>	<input type="checkbox"/>		
Media	<input type="checkbox"/>	<input type="checkbox"/>		

## Section 5 – Access To Education and Health

## القسم 5

5.1	What is the level of education completed CIRCLE ONLY ONE OPTION	Head of the household/ رب الأسرة	Wife/ Mother/ Caretaker الوصي الزوجية/الأم	ما هو مستوى التعليم المنجز؟ ضع دائرة حول خيار واحد لا شيء	5.1
	None	1	1		
Knows how to read and write	2	2		يستطيع القراءة والكتابة	
Primary school	3	3		المرحلة الابتدائية	
Intermediate/complementary school	4	4			
Secondary school	5	5		المرحلة الثانوية	
Technical course	6	6		دروس مهنية	
University	7	7		جامعة	

5.2	How many of your children (4-17 years old children) did NOT attend school last week?	Boys / الفتيان / <input type="checkbox"/>	Girls/ الفتيات / <input type="checkbox"/>	كم من أطفالك (الأطفال بين 4-17 سنة) لا يذهبون إلى المدرسة في الأسبوع الماضي؟	5.2
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5.3	How many of your children (4-17 years old children) did NOT attend school for 1 year or more?	Boys / الفتيان <input type="checkbox"/>	Girls/ الفتيات <input type="checkbox"/>	كم من اطفالك (الأطفال بين 4-17 سنة) لا يذهبون إلى المدرسة لسنة أو أكثر؟	5.3
5.4	How many of them (4-17 years old children) are attending any non-formal education activities in last week?	Boys / الفتيان <input type="checkbox"/>	Girls/ الفتيات <input type="checkbox"/>	كم من اطفالك (الأطفال بين 4-17 سنة) يشاركون في أي نوع من الأنشطة التعليمية غير نظامي في الأسبوع الماضي؟	5.4
5.5	If all children are enrolled in school skip to 5.8, If not, what are the main reasons for non enrollment? DO NOT READ BUT TICK ALL REASONS MENTIONED			إذا جميع الأطفال يذهبون إلى المدرسة إنتقل إلى 5.8، إذا لا، ما هي الأسباب الرئيسية لعدم الالتحاق؟ لا تقرأ بس ضع رمز لكل الأسباب المذكورة .	5.5
1	Cannot afford to pay for tuition/cost (textbook, transportation to the school etc.)	<input type="checkbox"/>		لا تقراً بس ضع رمز لكل الأسباب المذكورة . لا يستطيعون دفع الرسوم الدراسية / التكلفة (الكتب، المواصلات، الخ)	1
2	No school in the community / Distance	<input type="checkbox"/>		لا توجد مدرسة في المجتمع المحلي / بعيدة	2
3	No space in school	<input type="checkbox"/>		عدم وجود أماكن شاغرة بالمدرسة	3
4	Children need to stay at home and assist the family with household chores	<input type="checkbox"/>		الاطفال يحتاجون يبقوا بالمنزل للمساعدة في قضاء الأغراض المنزلية/ شغل البيت	4
5	Children need to work	<input type="checkbox"/>		الاطفال بحاجة للعمل	5
6	Newly/non-registered arrived	<input type="checkbox"/>		قادمون جدد / بطريقة غير شرعية	6
7	Attending informal school (Quran)	<input type="checkbox"/>		يدرس بخلوى	7
8	Customs/tradition/lack of awareness	<input type="checkbox"/>		العادات / التقاليد / قلة الوعي	8
9	Insecurity	<input type="checkbox"/>		عدم الأمان	9
10	Bullying	<input type="checkbox"/>			10
11	Transport	<input type="checkbox"/>			11
12	Disability	<input type="checkbox"/>			12
13	Traumatized	<input type="checkbox"/>			13
14	Not – willing to go	<input type="checkbox"/>			14
15	Others (specify)	<input type="checkbox"/>		غيرها (حدد)	15
5.6	If children is working, How many of your children is working ( 5- 18 years old children)?	Boys / الفتيان <input type="checkbox"/>	Girls/ الفتيات <input type="checkbox"/>		5.6
5.7	If children are working, what type of work they are involved?	1 – Textile 2 – Service sector 3 – Industrial production 4 – Other			5.7
5.8	Do you have access to health? (Answer as Yes= 1 / No = 0 / Partially = 2)	Yes = 1 = نعم	No = 0= لا	Partially = 2 =	5.8
5.9	If you don't have access to health, what are the main reasons to not access? DO NOT READ BUT TICK ALL REASONS MENTIONED				5.9
1	Cannot afford to pay for service including medicine	<input type="checkbox"/>			1
2	No health facility in the neighborhood / Distance	<input type="checkbox"/>			2
3	Don't know language so, can not explain my problem to health professional	<input type="checkbox"/>			3
4	Cannot afford to pay for transportation fee to reach	<input type="checkbox"/>			4
5	Newly/non-registered arrived	<input type="checkbox"/>			5
6	Health professional reluctant to provide service	<input type="checkbox"/>			6
7	Insecurity	<input type="checkbox"/>			7
8	Don't trust health professionals	<input type="checkbox"/>			8
9	Disability	<input type="checkbox"/>			9
10	Others (specify)	<input type="checkbox"/>			10

Section 6 – Income and Livelihood Sources

القسم 6- مصادر الدخل والمعيشة

6.1	How many family members have worked in the last 30 days?	_____	كم واحد من افراض الاسرة قاموا بالعمل في ال 30 أيام الماضية؟	6.1	
6.2	Do you have regular income?	Yes = 1 = نعم	No = 0= لا	6.2	
6.3	What is the average monthly income (TL)? (In numbers)	_____		6.3	
6.4	In the last 30 days, what were the three main sources of cash/income to sustain your household? (Use the codes below - If other specify)	Main source _____ Second source _____ Third source _____	المصدر الأولي _____ المصدر الثاني _____ المصدر الثالث _____	من خلال ال 30 أيام الماضية، ما هي أهم ثلاث مصادر الرئيسية للنقد / دخل لإعالة أسرته؟ (استخدم الرموز الآتية - وإذا أُخري حدد)	6.4
	Agricultural waged labor	1	العامل الزراعي المأجور		
	Non-agricultural waged labor (casual labor, skilled labor, provision of services)	2	عامل مهجبال غير الزراعة (عامل يومي ، عامل تقني ، عامل مأجور ، توفير الخدمات)		
	Regular paid salary	3	العمالة الماهرة		
	Formal commerce	4	التجارة الرسمية		
	Informal commerce	5	التجارة غير الرسمية		
	Remittances	6	التحويلات		
	Gifts from family/relatives	7	هبات من الأسرة / الأقارب		
	Sale of food aid (food vouchers or parcels)	8	بيع المساعدات الغذائية (وردت من المنظمات غير الحكومية وبرنامج الأغذية العالمي، واللجنة الدولية للصليب الأحمر)		
	Sale of non-food assistance	9			
	Cash from humanitarian/charitable organizations	10	نقد الناتج من المنظمات الإنسانية / خيرية		
	Food voucher	11			
	Begging	12	تسول/شحاذة		
	Other (specify)_____	13	غيرها (حدد)		
6.5	What were the 3 main sources of cash/income that sustained your household in Syria, before coming? (Use the codes above - If other specify)	Main source _____ Second source _____ Third source _____	المصدر الأولي _____ المصدر الثاني _____ المصدر الثالث _____	ما هي أهم ثلاث مصادر رئيسية للنقد / الدخل التي كانت تعتمد عليها أسرته في سوريا، قبل مجيئه؟ (استخدم الرموز الآتية - وإذا أُخري حدد)	6.5

Section 7 – Expenditures

القسم 7 - النفقات

7.1	How much money (including voucher) on the following foods have you spent during last 30 days for your family consumption? هل انقفت المال (بما في ذلك القسائم) على الأطعمة التالية خلال الشهر الماضي لاستهلاك العائلي؟ If not bought: write 0 0 إذا لم تصرف : اكتب 0 0	What is the value of the food that was consumed in the household and was not purchased (e.g.own production, gathering/hunting, donation, food aid, credit, exchange) ما هي قيمة الطعام الذي كانت تستهلكه العائلة، دون أن يتم شراؤه (الإنتاج ، وجمع / صيد، التبرع، مساعدة غذائية، الائتمان، وتبادل)	7.1		
مقارنة الأرقام (دون فواصل) Round up the figures (no comma) Turkish Lira spent last month					
a	Bread, pasta	_____	_____	a	خبز ، معكرونه
b	Cereals (sorghum, millet, maize, wheat)	_____	_____	b	الحبوب (الذرة الرفيعة، الدخن، الذرة، القمح)
c	Tubers (potatoes)	_____	_____	c	الدرنات (البطاطس)
d	Groundnuts/beans/pulses	_____	_____	d	الفاول / حبوب / البقوليات
e	Milk/yoghurt/cheese	_____	_____	e	الحليب / اللبن / الجبن
f	Oil, fat, gee	_____	_____	f	زيت ، دهنون
g	Sugar, sweets	_____	_____	g	السكر ، الحلويات
h	Canned food (tomato paste, tuna, meat)	_____	_____	h	المواد الغذائية المحبلة (صلصة طماطم ،تونة ،لحم)
i	Fresh Meat/Chicken/eggs/fish	_____	_____	i	لحم / بيض / سمك
j	Fresh Fruits and vegetables	_____	_____	j	الفواكه والخضروات الطازجة
k	Other foods (condiments, spices, salt, etc.)	_____	_____	k	الأغذية الأخرى (بهارات ،توابل ،ملح، الخ
l	Cooked/processed food eaten at home or outside by the family	_____	_____	l	الطعام المطهو / الجاهز الذي تم تناوله من قبل الأسرة في المنزل أو خارجه

7.2	7.3 What is the estimated amount spent by the household during LAST MONTH for the following items:	ما هو المبلغ التقديري الذي أنفقته الأسرة خلال الشهر الماضي على البنود التالية		7.2
Write 0 if there is no expenditure		نسبة جملة المصروفات خلال الشهر الماضي Turkish Lira spent LAST MONTH		اكتب 0- اذا لا توجد مصروفات
	TOTAL expenditure by the household in the last month	__	__	مجموع النفقات من قبل الأسرة في الشهر الماضي
1	Food expenditure	__	__	1 نفقات الغذاء
2	Health expenditures	__	__	2 نفقات الصحة
3	Education expenditures	__	__	3 نفقات التعليم
4	House rent	__	__	4 إيجار المنزل
5	Drinking water	__	__	5 مياه الشرب
6	Alcohol, wine, tobacco	__	__	6 الكحول، النبيذ والتبغ
7	Soap and other household items	__	__	7 الصابون وغيرها من المواد المنزلية
8	Transport	__	__	8 المواصلات
9	Electricity	__	__	9 الكهرباء
10	Agricultural and livestock inputs (animal forage, livestock, seeds, fertilizers, tools, etc)	__	__	
11	All the rest of expenditures (milling, labor, ceremonies, firewood, clothing, etc.)	__	__	11 كل ما تبقى من نفقات (الطحن، والمستلزمات الزراعية، والعمل، والاحتفالات، والنقل، وخشب الوقود، والملابس، الخ)

## Section 8 – Food Consumption

## القسم 8 - النفقات

8.1	How many days in the last 7 days has your household eaten the following food items, and what was the main source of each food item consumed?  ASK LINE BY LINE FOR EACH ITEM BOTH QUESTIONS Write 0 for foods not eaten over the last 7 days Use codes below for the food sources - If there are several sources for a same food, indicate the main source	كم يوم في الأسبوع الماضي تناولت فيه عائلتك الأطعمة التالية وما هو المصدر الأساسي للحصول على كل صنف منها؟  اسأل السؤالين لكل بند على حدة؟ اكتب 0 في المربع المقابل للطعام الذي لم يتم أكله خلال الـ 7 أيام الماضية أستخدم الرموز أدناه لمصادر الطعام، إذا كان المصادر متعددة لنفس الطعام أذكر المصدر الرئيسي		8.1
	Food item	عدد الأيام التي أكل فيها نوع الطعام الأسبوع الماضي (0-7) a) Number of days when the food was eaten last week (0 to 7)	Type of food	
1	<b>Cereals, Grains and Cereal Products</b> (Rice, maize, wheat, bulgur, millet, other cereal)	__		1
2	<b>Bread and Pasta</b>	__		2
3	<b>Roots, Tubers</b> (Potato; Cassava Tuber/Flour)	__		3
4	<b>Nuts and Pulses</b> (Bean lentils; Chick peas, green peas)	__		4
5	<b>Vegetables:</b> spinach, rockets, other dark green leaves, Onions, garlic, tomatoes, cucumber, radish, cabbage, lettuce, tomato paste	__		5
6	<b>Fruits:</b> banana, apple, citrus, lemon, melon etc. mango,	__		6
7	<b>7.1.1.1.1 Meat</b> (Beef; Goat; Chicken, turkey, sheep, other meat)	__		7
8	<b>7.1.1.1.2 Red flesh meat.</b>	__		8
9	<b>Eggs</b>	__		9
10	<b>Fish</b> (Dried/Fresh/Smoked Fish, Other Sea-food)	__		10
11	<b>Sugar/Sugar Products/Honey</b> (Sugar; Sugar Cane; Honey; Jam; Jelly; Sweets/Candy/Chocolate; Other Sugar Product, Biscuits, Pastries, Cakes)	__		11
12	<b>Milk/Milk Products</b> (Fresh/Powdered/Soured Milk; Yogurt; Lebneh, Cheese; Other Milk Product)	__		12
13	<b>Fats/Oil</b> (olive Oil; other vegetable oil,	__		13
14	<b>Butter;</b> Margarine; Other Fat/Oil)	__		14
15	<b>Spices/Condiments</b> (Tea; Coffee, Nescafe/Cocoa; Salt; Spices; Yeast/Baking Powder; ketchup/Hot Sauce; Maggy cubes; Powder; Other Condiment)	__		15

## Section 9 – Coping Strategies

## القسم 9 - استراتيجيات التأقلم

9.1	During the last 30 days, did you experience lack of food or money to buy food?	Yes = 1 = نعم	لا انتقل لي القسم 9 0= No skip to question 9.3	هل واجهت الأسرة نقص في الطعام خلال الشهر الماضي	9.1
9.2	During the last 7 days, how many times (in days) did your household had to employ one of the following strategies to cope with a lack of food or money to buy it?	Number of days عدد الأيام 0 -7		خلال الأيام السبع الماضية، كم مرة (في الأيام) اضطرت أسرته أن تتبع إحدى الاستراتيجيات التالية للتعامل مع نقص الغذاء أو نقص المال لشراؤه؟	9.2
1	Relied on less preferred, less expensive food	___		تعتمد على الأطعمة الغير محبذة، والأرخص ثمناً	1
2	Borrowed food or relied on help from friends or relatives	___		اقتراض الغذاء أو الاعتماد على المساعدة من الأصدقاء أو الأقارب	2
3	Reduced the number of meals eaten per day	___		تخفيض عدد الوجبات المتناولة يومياً	3
4	Spent days without eating	___		نقبي لأيام كاملة من دون أكل	4
5	Restrict consumption by adults in order to young-small children to eat?	___		تقليل استهلاك البالغين ليتسنى للأطفال الصغار تناول الطعام؟	5
6	Send household members to eat elsewhere	___		إرسال أفراد الأسرة لتناول الطعام في مكان آخر	6
7	Reduced portion size of meals	___		تقليل حجم وجبات الطعام	7
8	Restrict consumption of female household members.	___		تقليل استهلاك الفتيات، والمسنين و / أو أفراد الأسرة الممتدة (الزوجة الثانية)	8
9.3	During the past 30 days, did anyone in your household have to do one of the following things because there was not enough food or money to buy it?	Insert the code below 1-3		خلال الشهر الماضي، هل كان على أحد من أفراد أسرته القيام بالأعمال التالية بسبب عدم توافر الغذاء أو المال لشراؤه؟	9.3
1	Selling household goods (radio, furniture, television, jewelry etc..)	___		بيع السلع المنزلية (الإذاعة، والأثاث، والتلفزيون، والمجوهرات الخ)	1
2	Sell productive assets or means of transport (sewing machine, wheelbarrow, bicycle, car, livestock..)	___		بيع موجودات منتجة أو وسائل النقل (آلة الخياطة، عربة، دراجة، سيارة، الخ)	2
3	Reduce essential non-food expenditures such as education, health, etc..	___		تخفي ض النفقات الأساسية الغير غذائية مثل التعليم والصحة، الخ	3
4	Spent savings	___		إنفاق المدخرات	4
5	Bought food on credit or borrowed money to purchase food.	___		اقتراض المال / الغذاء من المقرض رسمي / البنك	5
6	Begging	___		تسول	6
7	Withdrew children from school	___		سحب الأطفال من المدرسة	7
8	Have school children (6 -15 years old) involved in income generation	___		هل على أطفال المدارس (6- 15 سنة) المشاركة في زيادة الدخل؟	8
9	Marriage of children under 15!	___			9
10	Accept high risk, illegal, socially degrading or exploitative temporary jobs? (e.g. theft, prostitution)	___		قبول المخاطر العالية، والوظائف المؤقتة الغير قانونية أو المهين المستغلة اجتماعياً؟ (مثل السرقة، والدعارة)	10
11	Sent an adult household member sought work elsewhere (regardless of the usual seasonal migration)	___		إرسال أحد أفراد الأسرة البالغين للعمل في مكان آخر (بغض النظر عن الهجرة الموسمية المعتادة)	11
	1 = No, don't have 2 = Yes 3 = I don't know				

## Section 10 – Humanitarian Assistance

## القسم 10 - المعونة الغذائية والمساعدات الإنسانية الأخرى

10.1	(a) Have you received any kind of assistance over the last 3 months. هل تلقيت أي نوع من المساعدة خلال ال 3 أشهر الماضية؟ 0 = No / 1 = Yes	(b) Do you receive this assistance regularly? هل تتلقى هذه المساعدة بشكل منتظم؟ 0 = No, it was just once/ فقط مرة واحدة فقط 1 = It was regular, but don't receive it any more كانت منتظمة، ولكن لم أعد أتلقاها بعد الآن 2 = Yes, I still receive it periodically نعم، أنا لا تزال أتلقاها بصورة دورية	(c) Source / المصدر 1. Government / حكومة 2. Other agency / منظمات أخرى 3. Family/friends / العائلة / الأصدقاء 4. Don't know / NA / لا أعلم
	Food assistance (voucher) / المساعدات الغذائية (قسمة)	___	___
	Food assistance (In kind)	___	___
	Health care/drugs / الرعاية الصحية / الأدوية	___	___
	Education / التعليم	___	___
	Psychosocial support / تقديم الدعم النفسي	___	___
	Fuel subsidy / إعانة في الوقود	___	___
	Shelter / مأوى	___	___
	Furniture/clothes / أثاث / ملابس	___	___
	Other non food items / مواد أخرى غير غذائية	___	___
	Cash / مساعدة نقدية	___	___

## 7.2 Appendix II: Focus Group Discussion Questions - Syrian Refugees

### Target Group

In Sultanbeyli, Ümraniye, Fatih, Bağcılar, Küçükçekmece and Başakşehir one Focus Group (FG) will be conducted for each FG category. The focus group will target two categories of people:

- Syrian Adult Males Ages +18
- Syrian Adult Females Ages +18

### Selection of Participants

Each focus group should be comprised of 6-10 participants. The panel of participants should be as homogeneous as possible. Minimal family relations between the participants is recommended. Participants will be selected in consultation with muhtars, local NGOs, the networks of Syrians' met during data collection. Although diversity in the group could be hard to accomplish with the refugees from the Syrian Civil War, the evaluator of the FG shall try to remain conscious about the backgrounds of the participants and the representativeness of the participants' sample.

### Place of the Interview:

The place of the interview should be chosen in a neighborhood where Syrian refugees are living. Proximity to FG participants should be considered. It can take place in a room of a local NGO, in a communal space found with the help of the mukhtar, or in a space where Syrian refugees usually gather. The room should have a door for privacy, and comfortable seating arrangements.

### Duration of the Interview:

One FG should last no more than two hours.

### Focus Group Implementing Staff:

Focus groups will be conducted by an STL moderator, with the help of a volunteer. The moderator will be responsible for facilitating the discussion and taking notes. The moderator should create an inclusive environment and refrain from providing his/or own opinions in discussion. He/she is expected to cover all of the questions, get all participants to talk (although all participants do not have to answer each question), and ask probing questions for more complete answers. Examples of topics to

ask about as follow-up questions are included in the questions. To get fuller responses, the moderator may also ask things like:

*"Can you please give an example?"*

*"Can you explain what you mean by that?"*

*"Can you tell me more about that?"*

### Focus Group Meeting Procedure:

Before the start of the FG, the moderator will introduce themselves and the volunteer, describe Support to Life and the objectives of the focus group discussions. He/she will also explain the expectations of the focus group and that all responses will remain confidential. He/she will also ask for verbal consent for participation from each group member. An introduction template is provided below:

*"Thank you for coming today. You have been asked to participate in a focus group conducted by Support to Life. Support to Life is a humanitarian organization helping communities meet basic needs and rights. My name is X, and I will be facilitating our discussion today. This is X, and she will be helping translate and take notes. The goal of the focus group is to better understand the needs of Syrians living here. You can choose whether or not to participate in the focus group and stop at any time. There are no right or wrong answers to the focus group questions. We want to hear many different viewpoints and would like to hear from everyone. We hope you can be honest even when your responses may not be in agreement with the rest of the group. In respect for each other, we ask that only one individual speak at a time in the group and that responses made by all participants be kept confidential. Do you understand this information and agree to participate fully under these conditions?"*

After the introduction and consent, participants should complete the FG participant form (name, gender, age, province of origin, length of time residing in Turkey (in months), length of time residing in current city, language preference)

### Questions

1. When did you arrive the Turkey? What difficulties did you face during crossing the border? Is this first destination? Why did you choose this destination?
2. How do you spend a common day in this city?

### Legal status

3. Can you please tell us about the registration process with AFAD? How did you receive information about the registration process, if at all? (PROBE: How easy was it to get information about registration?)
4. What have you found difficult, or others you know have found difficult, about registering with AFAD? About getting a residence permit?
5. From your experience, what are the reasons why people register with AFAD or ikamet? What are the reasons they do not?
6. Are you aware of your rights? How do you receive information about your rights?

### Protection Relations with host community

7. How are the relations between the Syrians here and Turkish people? In what ways do you interact/communicate? How often?
8. How do you like Turkish people in your neighborhood so far?
9. Do you think that you are facing discrimination in Istanbul? How?
10. Have you heard about any story about young girls at your age, have difficult when they go out? If you have, what do you think should be done to prevent these problems?

### Labor

11. Do your children attend school? If no, what does prevent them from going to school?
12. Do your children participate in non-formal education activities? If no, what does prevent them from not participating in that kind of activities?
13. Do children have to work? In what sectors?
14. Do you work? Do your family members work?
15. What sectors do you work in? How are the conditions like?

#### For only female group:

16. How common is it for girls at school age to get married here? Why do you think they get married? Is this different from when you were in Syria?

### Security, Psychosocial Needs

17. Do you feel safe in this city/neighborhood? What types of situations or actions make you feel unsafe?
18. Do you think that you have enough privacy in your house?
19. Have you ever been forced for internal displacement in Turkey?
20. Do you socialize with Syrians or host community? If yes, where, when? If no, what is the barrier?

### Assistance

21. What kind of assistance is available for Syrians here? (Ex. Food, shelter, education, or health services)? Who is providing it?
22. Do you get enough information about assistance providers and assistance types? How?

### Migration pattern and Future Plans

23. Do you feel satisfied with this city? Why and why not?
24. What do you plan to do in future (stay here, move to another place in Turkey, move to a third country, go back to Syria)?
25. Is there anything else you would like to talk about regarding conditions or needs here?

## Preparation/action plan

- List of name of participants to the Focus **Group**. It should include:
  - name (?) of participants
  - city of origin
  - age
- How to **thank** the participants who accepted the Focus Group
- How to **introduce** of the research team and of the research project
- Hypothesis How to interpret the answers of the questions asked
- Recalling Take the permission of the interviewed person for the use of interview talk or the take of pictures

### Needed material:

- pens
- book
- recording device

### Outcomes of the meeting:

- list of the participants of the meeting
- draft notes of the focus group

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