

*Proje Tanıtımı***PIPS: Türkiye’de Entegre Koruma Hizmetlerinin Sağlanması Projesi¹****Umutcan Yüksel²****Öz**

PIPS: Entegre Koruma Hizmetlerinin Sağlanması Projesi, Türkiye’de uygulanan bir insani koruma projesidir. Proje, toplum temelli ve uzmanlaşmış koruma hizmetlerini entegre halde sunarak krizden etkilenen bireylerin haklarına, yükümlülüklerine ve hizmetlere erişimini kolaylaştırmakta, ve bu sayede en hassas mülteci gruplarının iyilik halinin artırılmasını ve korunmasını amaçlamaktadır. Avrupa Birliği Sivil Koruma ve İnsani Yardım Operasyonları tarafından finanse edilen proje, Welthungerhilfe ve uygulama ortakları olan İnsan Kaynaklarını Geliştirme Vakfı, Lider Kadınlar Derneği ve Mülteciler Derneği tarafından Mardin, İstanbul ve Diyarbakır’da yürütülmektedir. Bu proje tanıtımıyla, PIPS’in genel hatları ve projenin önemli çıktıları ortaya konulmaktadır.

Anahtar Kelimeler: Mülteci Koruması, Türkiye’deki Mülteciler, İnsani Yardım, Vaka Yönetimi, Toplum Temelli Koruma

¹ PIPS is a Italian Project implemented by Welthungerhilfe and its partners to address protection issues and concerns of conflict affected population. The project is funded by the European Union Civil Protection and Humanitarian Aid Operations.

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*Project Presentation***Provision of Integrated Protection Services (PIPS³) in Türkiye⁴****Umutcan Yüksel⁵****Abstract**

PIPS: Provision of Integrated Protection Services is a humanitarian protection project implemented in Türkiye. It aims to improve the well-being and protection of the most vulnerable refugees by facilitating access to rights, entitlements, and services, through the provision of comprehensive community-based and specialised protection services delivered via close collaboration with and capacity building of local actors, including statutory service providers and duty-bearers. The project is funded by the European Union Civil Protection and Humanitarian Aid Operations and implemented by Welthungerhilfe and its implementing partners, namely Human Resource Development Foundation, Leader Women Association, and Refugees Association in Mardin, Istanbul and Diyarbakir. This presentation provides the general feature and the important outcomes of PIPS.

Keywords: Refugee Protection, Refugees in Türkiye, Humanitarian Assistance, Case Management, Community-Based Protection

³ This document covers humanitarian aid activities implemented with the financial assistance of the European Union. The views expressed herein should not be taken, in any way, to reflect the official opinion of the European Union, and the European Commission is not responsible for any use that may be made of the information it contains.

⁴ PIPS is a humanitarian Project implemented by Welthungerhilfe and its partners to address protection issues and concerns of conflict affected population. The project is funded by the European Union Civil Protection and Humanitarian Aid Operations

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The war in Syria, which began in 2011, continues to be the cause of the largest number of refugees and internally displaced persons (IDPs) in the world. According to the Presidency of Migration Management (PMM) of Türkiye, 3,652,234 million Syrian refugees are registered under Temporary Protection.¹ In addition, Türkiye's geographic location makes it a key transit and destination country for mixed migration from other countries in the wider region. UNHCR estimates that 324,596 people of other nationalities, the majority of whom are from Afghanistan, Iraq, and Iran, are registered under International Protection (IP). This large presence has significant adversities on host communities and public services. Türkiye has been making commendable efforts in receiving and hosting a high number of refugees and continues to address the humanitarian and development needs of refugees and persons eligible for subsidiary protection.

Despite the presence of social assistance programs (e.g., Emergency Social Safety Net – ESSN²), as well as the availability of access to rights and basic services granted through respective laws and regulations such as health, education, employment, refugees still encounter various challenges due to attitudinal, environmental, and structural barriers and vulnerabilities such as lack of language, poverty, lack of documentation, etc. In response to these challenges, NGOs play a vital role in providing necessary services and humanitarian assistance to address refugees' vulnerabilities and protection risks and support statutory services for refugees. Welthungerhilfe is one of those leading humanitarian agencies carrying out a protection project: “*Provision of Integrated Protection Services*” Project (hereafter PIPS). The project aims to improve the well-being and protection of the most vulnerable refugees by facilitating access to rights, entitlements, and services, through the provision of comprehensive community-based and specialised protection services delivered via close collaboration with and capacity building of local actors, including statutory service providers and duty-bearers.



The project is funded by the European Union Civil Protection and Humanitarian Aid Operations³ and implemented by Welthungerhilfe and its implementing partners, namely Human Resource Development Foundation, Leader Women Association, and Refugees Association in Mardin, Istanbul and Diyarbakir.

¹ Statistics on Number of Syrians registered under Temporary Protection. (2022). Presidency of Migration Management. Access address: <https://www.goc.gov.tr/gecici-koruma5638>

² Emergency Social Safety Net Program. (2022). Turkish Red Crescent. Access address: <https://kizilaykart.org/>

³ European Civil Protection and Humanitarian Aid Operations. DG ECHO. (2022). Access address: https://civil-protection-humanitarian-aid.ec.europa.eu/index_en



Focused Target Group

PIPS Project avoids recognising the refugee population in Türkiye as a large community composed of individuals. With this in mind, it aims to identify and reach the most vulnerable refugees living in rural areas and outskirts of urban areas. This group include refugees living around water wells in remote and underserved

agricultural areas, persons with disabilities, Yazidis who have experienced severe protection risks and serious human rights violations in their country of origin, non-Syrian refugees (Afghans, Iraqi, Iranian, Uyghurs, African) who often remain off the radar, survivors of and those at-risk of gender-based violence.

Project Components

Services and humanitarian assistance provided under the project are as follows:

Community-based Protection (CBP)

- CBP, through solidarity groups composed of refugees carrying out peer-to-peer information dissemination, identification, and safe referral of at-risk community members and contributes to protection monitoring and reporting activities at the field level.

Awareness Raising

- Awareness raising on rights and available services, gender-based violence (including male participation sessions), child protection, peer bullying, social assistance schemes, access to registration and civil documentation, and so forth.

Case Management Interventions

Case Management interventions in the form of:

- Facilitative support (translation, transportation, accompaniment, information counselling) to ensure refugees' access to their rights and services provided by state and humanitarian actors.
- Legal counselling and assistance to ensure refugees' legal residence in Türkiye, protection under the law, and enjoy their rights, including access to health, education, social assistance, psychological support, and access to the labour market.
- Field Interpretation Service (FIS) to support refugees who lack adequate Turkish competency, in taking appointments and communicating with state service providers in-person, online, and via phone.

Mental Health and Psychosocial Support (MHPSS)

- Psychoeducation Sessions for groups on stress management and positive coping mechanisms, self-care for the caregivers of persons with disabilities, and promotion of help-seeking behaviour.
- Structured MHPSS sessions for groups (for 6 weeks) on how to cope with stress, depression, anxiety, and isolation; parenting skills; prevention of and protection from gender-based violence against women and men; and peer bullying.
- Women Support Groups composed of at-risk and vulnerable participants of structured MHPSS group sessions provided a safe and welcoming space for peer solidarity and socialisation.

Capacity Building for Localisation under the Grand Bargain⁴

- System strengthening of statutory and municipal services providers and local and national civil society organisations and NGOs through provision of various supports including trainings on humanitarian protection, protection mainstreaming, disability inclusion, refugee rights, cross-cutting issues of age, gender, and diversity in service provision.
- Placement of trained protection personnel in grassroots CSOs to support the identification of the most vulnerable and at-risk refugees and their safe referral to Welthungerhilfe and its implementing partners for case management interventions.

Protection Monitoring

- Protection monitoring activities aim to inform Welthungerhilfe's project design and response; to support prioritisation of humanitarian needs by inter-agency protection actors, donors, UN agencies; and to contribute to strategy development (i.e., Regional Refugee and Resilience Plan⁵).

Coordination

The project is implemented in coordination with state and humanitarian agencies under respective inter-agency coordination platforms⁶ to ensure harmonisation, and complementarity in humanitarian response and avoid duplication in service provision. To ensure effective coordination, Welthungerhilfe



⁴ The Grand Bargain Workstream on Localization. (2022). International Federation of Red Cross and Crescent. Access address: <https://gblocalisation.ifrc.org/>

⁵ Syria Regional Refugee and Resilience Plan. (2022). UNHCR and UNDP. Access address: <https://www.3rpsyriacrisis.org/>

⁶ Inter-Agency Coordination Structure in Türkiye. (2022). Access address: <https://www.refugeeinforturkey.org/img/images/OrganigrammeUpdatedEN.png>

joins and initiates inter-agency needs assessment studies, provides inputs to 3RP, inter-agency information management system on a monthly basis, and initiates and supports harmonised and quality service provision through workshops and trainings, participates in Provincial Migration Board meetings and Protection Working Group meetings at local and national levels and donor consultation meetings. Welthungerhilfe does not only attend all local, regional and national interagency coordination meetings but also initiates decentralised and localised coordination with relevant actors. The approach of establishing localised working groups and task forces greatly contributes to the coordination of activities and advocating on behalf of the refugees.

Project Achievements

The project has been filling a significant gap in the humanitarian response in Mardin, Istanbul and Diyarbakir, playing a bridge role between statutory service providers and refugees, as well as further contributing to the protective environment building through system strengthening efforts.

PIPS have contributed to increasing the awareness of the targeted communities on their rights, services available for them and how to reach those services, as well as providing tailored case management interventions to the most vulnerable members. While the project is ongoing until 21 September 2023, Welthungerhilfe and its partners reached 18,939 individuals between August 2020 and June 2022 through different components of the PIPS Project:

Community-Based Protection

143 community members have actively participated in women, community and youth solidarity groups in contributing to project activities. This component empowered communities to play a leading role in protection by taking an active role and taking responsibility for the design, planning, implementation and monitoring of most needed activities. Solidarity groups also played an important role in facilitating protection in urban and rural areas. With the CBP and the whole-of-society approach, solidarity groups promoted sustainable and durable solutions, considering communities' existing capacity and resources and speaking up for various groups. At the same time, solidarity groups supported the planning of strategies to prevent and reduce the protection risks of individuals and communities, to address and mitigate the consequences of violence, coercion and deprivation, to address root causes and to use the capacity of local resources and community resilience effectively. These groups led to a participatory process for the project.

Awareness Raising

5,027 individuals have been provided with awareness-raising and group information dissemination activities. Subjects included but not limited to access to the Conditional Cash Transfer for Education, COVID-19 Information, Access to and Navigation through E-Government Platform, Access to the ESN, Temporary Protection, ID

Verification procedure, Gender-Based Violence, Early/Forced and Child Marriages, Procedures to Obtain Travel Authorization and its Importance, Women's Human Rights, Child Labor, Marriage and Divorce procedures, Issuing Rental Contract, Procedures of New Born Registration and Its Importance and, Family Reunification.

Case Management Interventions

7,502 individuals have been supported through case management interventions, including direct provision of specialised services and referrals to statutory and humanitarian service providers. Specific actions included protection information counselling, legal counselling, MHPSS services, facilitative support to access health services, and rent assistance. Out of 7,502 individuals, a total 3,013 were referred to external service providers.

Table-1: Major protection risks of individuals supported by Welthungerhilfe's case management team

Protection Risks of Individuals supported with Case Management Interventions	Frequency
Denial of resources, opportunities or essential services (including access issues)	84%
Psychosocial distress	7%
Neglect	4%
Violence (physical abuse)	3%
Abuse (sexual abuse)	2%

Table-2: Major vulnerabilities of individuals supported by Welthungerhilfe's case management team

Vulnerabilities of Individuals supported with Case Management Interventions	Frequency
Limited Turkish proficiency	48%
Inability to meet basic needs and extreme poverty	24%
Chronic Disease and Disability	12%
Single Parent	8%
Lack of registration and civil documentation	8%

Mental Health and Psychosocial Support

1,032 individuals have been supported with individual psychological counselling. The MHPSS activities were structured in a way to enable participants to benefit from the social support system, encourage them to share emotional well-being, identify their needs, and develop self-confidence. The needs and requirements of each case were considered when planning the session schedule and adapted as needed during the psycho-social support cycle. With the upsurge of COVID-19, the need for MHPSS support has increased, thus, MHPSS teams strived to ensure to provide the necessary modules for support. In the event of cases that surpassed the skills of

mental health (such as needing psychiatric care), the individuals were referred to mental health facilities. 1,072 individuals participated in group counseling sessions to increase participants' knowledge on economic, physical, sexual, and psychological problems by emphasising the importance of experience-sharing and peer solidarity for coping with stress and problems.

Capacity Building

This component is the unique activity of PIPS, as the system strengthening in the forms of trainings and sensitisation greatly contributed to protective environment building efforts. 310 individuals have participated in capacity building activities and reported increased knowledge on international standards, principles and framework with regards to the refugee protection, it is often linked to the findings of protection monitoring reports which enabled Welthungerhilfe and partners to identify protection risks and the nature of threats that resulted in mitigating the attitudinal risks and barriers. Furthermore, the capacity building activities also contributed to the localisation agenda through strengthening the technical know-how capacity of stakeholders. Acknowledging the role of local actors (particularly local authorities, mukhtars, and local CSOs) in reaching most vulnerable groups, capacity building activities resulted in utilising the recipients as safe identification and referral points, hence diversified the beneficiary identification sources for case management interventions.

Protection Monitoring

Ten protection monitoring reports have been produced with a prior focus on protection risks and access issues on social assistance, health, livelihood, and education, social cohesion and empowerment. These reports have contributed to the review of the project activities and development of new strategies and measures to protect the most vulnerable refugees accordingly.

Accountability

PIPS Project seeks to ensure high-quality responses that meet refugees' needs and have the highest level of accountability towards the served individuals and the communities. In adhering to the "Accountability to Affected Populations" (AAP) commitments, Welthungerhilfe has a robust Complaint and Response Mechanism (CRM) adapted to the context. To ensure a wholesome and systematic implementation of AAP, there are various tools and channels in place across all areas of operation. These include:

- Standard Operating Procedures on safe and confidential handling of complaints and feedback
- Safe and Accessible Channels: Hotline number, email, WhatsApp/Telegram
- Portable and Center-based Complaints Boxes
- Child Protection Policy and Procedures

- Policy Against Sexual Violence
- Posters to promote reporting procedures and channels for complaints and feedback
- Mandatory introduction Welthungerhilfe's commitment to ensure AAP in all project activities
- Regular beneficiary satisfaction surveys

More about the Project and its achievement can be found at the website of Welthungerhilfe: www.welthungerhilfe.org