

Action Document for the EU Regional Trust Fund in Response to the Syrian crisis to be used for the decisions of the Operational Board

1. IDENTIFICATION

Title/Number	Social Cohesion of REfugees in Turkey (SCORE)		
Total cost	Total estimated cost: 5,000,000 EUR Total amount drawn from the Trust Fund: 5,000,000 EUR		
Duration	18 months		
Country	Turkey		
Locations	The provinces of Çankırı, Çorum, Denizli, Eskişehir, Karabük, Konya, Manisa, Mardin, Nevşehir, Ordu, Düzce, Kırıkkale, Sakarya, Yalova, and Samsun,		
Implementing Partners	Association for Solidarity with Asylum Seekers and Migrants (ASAM)		
Main Stakeholders	Municipalities, provincial representatives of the Directorate General of Migration Management, the Ministries of Health, National Education, Youth and Sports, Family, Labour and Social Services		
Aid method / Method of implementation	Direct management through a grant		
SDGs	Goal 10: Reduced inequalities Goal 3: Good health and well-being Goal 5: Gender equality		
DAC-code	43010	Sector	Multisector aid
Objectives	Overall Objective: To improve the well-being of refugee and host communities in Turkey. Specific Objective: To strengthen social cohesion for refugee and host communities.		
Main Activities	<u>Community Centre based Activities:</u> -To organise skills development such as conversational Turkish courses; -To organise awareness-raising and information sharing activities with refugees and host communities. <u>Municipal based activities:</u> -To establish structured networks/committees; -To support local authorities to improve services. <u>Media awareness activities:</u> -To train local media/press members on fact-based reporting		

2. RATIONALE AND CONTEXT

2.1. Summary of the action and its objectives¹

The overall objective of the action is to improve the well-being of refugee and host communities in Turkey, and the specific objective is to strengthen social cohesion for refugee and host communities.

In line with the Overall Objective of the EU Regional Trust Fund in Response to the Syrian Crisis, (EUTF Syria) "to provide a coherent and reinforced aid response to the Syrian crisis on a regional scale, responding primarily to the needs of refugees from Syria in neighbouring countries, as well as of the communities hosting the refugees and their administrations, in particular as regards resilience and early recovery", the Action will contribute to the second key priority of the Trust Fund: Reduce the pressure on countries hosting refugees by investing in livelihoods and social cohesion and supporting them in providing access to jobs and education that will benefit both refugees and host communities. This Action will contribute to the following Specific Objectives of the EUTF results framework: 1, access to basic education; 4, resilience and local development; and 5, access to health services.

2.2. Context

2.2.1. Country context

According to statistics released by Directorate General of Migration Management (DGMM) as of 27 September 2018², Turkey hosts 3.567.658 registered Syrian refugees, making it the country hosting the largest number of refugees in the world. The EU has recognized Turkey's generous response to the Syrian refugee crisis since 2011 by mobilizing EU Assistance to Syrians and host communities mostly affected by this migration flow, in particular through the Facility for Refugees in Turkey³.

Most of the migration towards Turkey results from the war in Syria, but Turkey also receives a significant number of refugees and asylum seekers from other countries such as Iraq, Afghanistan, Iran, and Somalia. As of 1 September 2018, UNHCR has registered 535,396 non-Syrian asylum seekers in Turkey.⁴

The impact of the refugee flow in the host communities is significant, with the caveat that many citizens often have little knowledge and interaction with refugees. In general municipalities hosting refugees have experienced difficulties to deal with this issue due to limited possibilities of investments focused on basic needs, well-being and harmonisation of refugee and host communities, becoming now one of the most pressing issues. The perception of some segments of the population is that refugees are receiving more attention and benefits than Turkish citizens. Due to this and also the current economic situation, the risk of social tensions has increased, leading to a bigger need for initiatives focusing on social cohesion.

¹ Please note - the objectives stated here should be coherent with those presented in the Logical Framework Matrix in annex 1 and in section 3.1

² http://www.goc.gov.tr/icerik3/gecici-koruma_363_378_4713

³ https://ec.europa.eu/neighbourhood-enlargement/news_corner/migration

⁴ Source: ASAM Registration Unit

2.2.2 Sector context: policies and challenges

Legal Framework

The legal framework providing protection to refugees and asylum seekers in Turkey is regulated by the Law on Foreigners and International Protection (the Law), which came into force in April 2014. The Law established DGMM under the Ministry of Interior as the authority responsible for foreigners and international protection, with its provincial network, the Provincial Directorates of Migration Management, in each of the provinces of this Action intervention.

Although Turkey ratified the 1951 Convention, it kept the geographical limitations which gives refugee status only to asylum seekers arriving from Europe (defined as Council of Europe Member States). Asylum seekers from beyond do not enjoy protection through the 1951 Convention. Under the Law, temporary protection is given *prima facie* to all persons coming from Syria, referred to as Syrians under Temporary Protection (SuTP). The rights granted to them include access to health, education, social assistance and access to the labour market. People from other countries of origin do not enjoy the same right which leads to tension even within the refugee community.

The Action will provide support to refugee and asylum seekers and empower them through social cohesion activities, Turkish language trainings, refugee committees and substantial cooperation with local authorities. The above activities are in line with the rights listed under article 89 of the Law stating the access to assistance and services applicants of international protection may benefit from and the harmonization process listed in article 96.

DGMM is officially the sole authority mandated to register and determine the status of refugees arriving to Turkey. However, due to the large caseload, from September 2013 to September 2018 registration of newcomers was carried out by ASAM in its headquarters in Ankara on behalf of UNHCR. Registered newcomers are referred to satellite cities to wait for the decision on their international protection application and search for durable solutions.

Service provision in the field

Apart from DGMM, various government institutions such as the Ministry of Family, Labour and Social Services, Ministry of Health, Ministry of National Education, Ministry of Youth and Sports and other authorities such as Municipalities have been providing services for refugees in their respective field of responsibility.

Complementary to the Government's provision of services, various civil society organizations have developed comprehensive protection mechanisms in line with national legislations and the [Regional Refugee Resilience Plan](#) (3RP) coordinated by United Nations agencies. Different types of community centres have been developed in coordination with state institutions. However to date, there is no official supervisory body coordinating the efforts of different community centres.

2.3. Lessons learnt

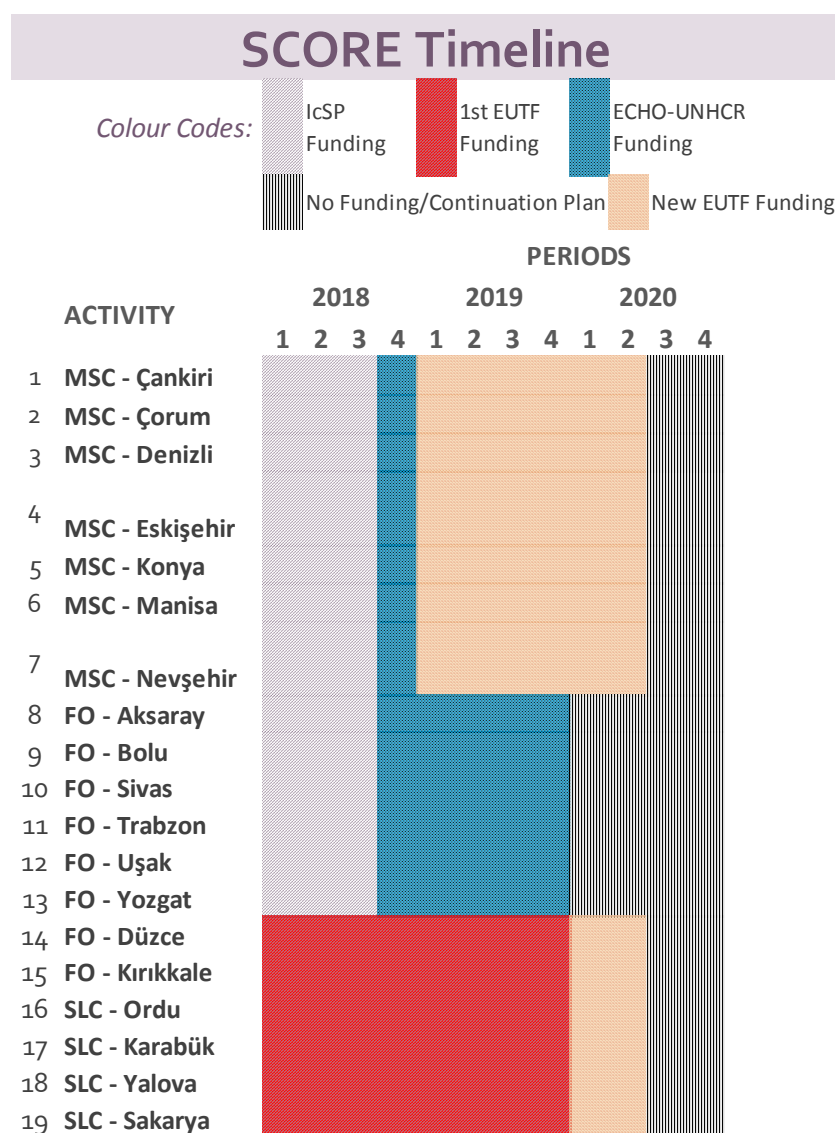
Community centres can be a bridge between refugees, host communities and local authorities. Experience evidenced that a bottom-up approach ensures inclusivity and representativeness, and promotes ownership and effective interventions. It also was proven that lack of interaction between refugee and host communities feeds into segregation. Interaction via targeted social cohesion activities reduces prejudice between the two communities.

Municipalities play a crucial role in achieving social cohesion between refugee and host communities at the local level, and community centres could support municipalities in dealing with refugee needs. Municipalities have a legal mandate to manage retirement homes, women's and children's shelters, health facilities, pre-schools, and food banks, as well as to address gaps when duties and services are not delegated to the other public institutions. The services are mainly provided to Turkish citizens, and the extent to which these services are provided to refugees differs considerably between municipalities. Municipalities have a limited capacity, and services are insufficient in face of the demand from the host communities. Community centres could offer a flexible response to the needs of the local authorities in responding to the refugee community.

National and local media play a pivotal role in promoting social cohesion. Biased reporting leads to increased social tension while fact based reporting contributes to better relations between refugee and host communities.

2.4. Complementary actions

- This Action would continue operations in some of the areas under the finalised ASAM project "Enhancing the Protection Mechanisms for International Protection Applicants in Turkey", funded under the Instrument contributing to Stability and Peace (IcSP) for an amount of EUR 7.5 million. The objective was to increase awareness on refugees and asylum seekers' rights and obligations, provide referrals to protection mechanisms in place, and support local authorities in the delivery of protection.
- This Action would continue some of the operations under the ongoing ASAM project "Enhanced Support to Asylum Seekers Affected by the Syrian and Iraqi Crisis in Turkey", funded under the EUTF Syria for an amount of EUR 10 million when it finishes on 5 December 2019. The objective of the on-going EUTF Action is to improve reception, integration and protection of refugees and asylum seekers affected by the Syrian and Iraqi crisis in Turkey with a specific focus on protection mechanisms, sustainable integration initiatives for refugees and strengthening the capacity of local authorities to receive refugees and asylum seekers in Turkey.
- This Action would be highly complementary to the ECHO funded UNHCR Action "Protection and Improved Access to Services for Refugees and Asylum Seekers in Turkey" with a total budget of EUR 33,100,000. While the EUTF would finance community centres and social cohesion activities, ECHO would cover protection related activities implemented from the community centres.
- The regional Danish Red Cross project "Addressing Vulnerabilities of Refugees and Host Communities in Five Countries Affected by the Syria Crisis" is funded under the EUTF for an amount of more than EUR 32 million in Turkey, and finances 11 community centres in complementary areas.



2.5. Donor co-ordination

The Government of Turkey's response to the Syrian crisis is led and coordinated by the Vice Presidency, while other line ministries and central/local government agencies are strongly involved. As a result of the protracted nature of the refugee presence in Turkey, there is an increasingly strong call for a multi-sector resilience based response.

The EU Delegation in Ankara is co-chairing with ECHO regular meetings of the EU Refugees and Migration Coordination contact group with EU Member States to share views and exchange information on a regular basis. It is also attending other coordination mechanisms that are in place on refugee-related matters in Turkey.

The EUTF management is in the lead to ensure coordination with EU Member States contributing to the Fund. Moreover, the Fund management will also coordinate with its selected implementing partners or other stakeholders on regional level or cross border issues.

At a broader level, the EU is contributing to overall donor co-ordination under the auspices of the United Nations in the framework of the 3RP that integrates humanitarian, development

and macro fiscal interventions to increase coherence between humanitarian and development and national and regional priorities.

3. DETAILED DESCRIPTION

3.1. Objectives/Expected Results⁵

The **Overall Objective** of the programme is to improve the well-being of refugee and host communities in Turkey.

The **Specific Objective** is to strengthen social cohesion for refugee and host communities

The **expected results** are:

1. 135,000 refugees are reached by 15 community centres that can respond flexibly to the changing needs at the local level;
2. Increased access of 80,000 refugees to education and health services in project areas through counselling and referral sessions;
3. Enhanced harmonisation of 42,000 refugee and host community members through social cohesion activities such as sport activities (at least 7,000 beneficiaries from host community);
4. Improved knowledge of Turkish language for 15,000 refugees to enable refugees to function better in society;
5. Strengthened network of refugee representatives and local actors such as municipalities in the 15 provinces;
6. Targeted response to requests of local authorities such as interpretation support;
7. 250 media members trained on refugee related matters report fact-based.

An indicative logframe is included in Annex 1.

3.2. Activities

a) Community centre based activities:

- 2.1. Provide 8,900 counselling and referrals per month to 4,400 refugees on access to education and health services. Through this activity, the centres will link the refugee's needs with the existing education and health related opportunities available through local authorities;
- 2.2. Provide financial and in-kind support to 7,500 refugees for access to educational opportunities;
- 2.3. Develop and disseminate informative materials with the aim to provide information about access to education and health services in project areas;
- 3.1. Organise weekly recreational activities with the aim of promoting social cohesion and inclusion in project areas such as sports activities with the participation of both refugee and host communities;

⁵ The overall objective and specific objectives should correspond with those given in the Logframe in Annex 1

- 3.2. Organise monthly informative sessions and awareness raising activities with refugees and host communities in project areas to disseminate correct information and decrease scaremongering by false rumours;
- 3.3. Organise bi-monthly peer information sessions between refugees and host communities of similar groups in project areas such as youth or women to discuss specific topics in a more informal manner;
- 3.4. Organise weekly psychosocial support activities and empowerment activities with vulnerable groups in project areas to increase their well-being and positive contribution to the local community;
- 3.5. Develop and disseminate informative materials such as videos, booklets and info spots promoting social cohesion and peaceful co-existence;
- 4.1. Organise 264 level A1 and A2 PEC certified Turkish language courses for 6,600 refugees with the aim to facilitate their social and educational inclusion;
- 4.2. Organise 594 conversational Turkish courses for 11,880 refugees to increase refugees' speaking skills and promote interaction between refugees and host communities through conversation.

b) Municipal and community based activities⁶:

- 5.1. Organise monthly community mobilization activities in project areas to ensure a community based participatory approach;
- 5.2. Organise regular meetings and round-table discussions with local actors such as other organisations and local authorities and refugee representatives;
- 5.3. Organise monthly meetings with relevant actors to establish a network between actors in the field to improve the provision of services given to refugees and host communities;
- 5.4. Organise monthly activities and monthly meetings with municipalities to increase the cooperation between ASAM centres and Municipality services;
- 5.5. Prepare a comprehensive and practical manual about social harmonisation that will be shared with 30 Municipalities at least 15 metropolitan/central district municipalities and 15 district municipalities with a comparatively high population of refugees) and other relevant authorities with the aim of achieving standardised activities in the proposed areas;
- 6.1. Provide support to local authorities based on their current needs such as interpretation support or information dissemination. Support will be given on ongoing and needs basis;
- 6.2. Organise quarterly social integration activities with/for local authorities based on their specific requests and needs such as celebration of international days and tea mornings.

c) Media awareness activities:

- 7.1. Organise 9 meetings for 250 national and local media members to promote fact based reporting in Turkey.

⁶Approximately 1,400 different types of activities will be organised

3.3. Risks and assumptions

Risks	Risk level (H/M/L)	Mitigating measures
Changes in policies and/or Government counterparts.	H	Developments will be closely monitored
Moving from the response phase to the rehabilitation phase, professional demands for project management have increased.	H	The implementing partner will increase professional criteria for its staff
Increased tension between host community and refugee community, considering recent economic developments.	H	Activities to promote social cohesion will be organised and the host community will be encouraged to benefit from the project activities: Balancing the intervention strategy benefiting both refugees (80%) and host communities (20%).
Limited access to the labour market aggravates the living conditions of refugees and asylum seekers.	H	Social cohesion activities and especially Turkish language trainings will help increase access to labour market.
Possible problems with procedures such as registration and referral to satellite cities.	M	Establish close contact with DGMM, Municipalities, Provincial Directorates of National Education, and Health, NGOs and INGOs to mitigate the possible procedural problems.
Security problems in the community centers due to increased tension.	M	Community centres will have security guards, and home visits of social workers will be arranged taking security measures. Efficiency of security equipment will be ensured by consulting to security service provider. Over the past years security measures are increased in centres where risks are relatively higher. Currently, there are no obvious security threats. However, it is planned to take necessary precautions regarding security.
Assumptions		
<ul style="list-style-type: none"> - The Vice-Presidency, DGMM, municipalities and key stakeholders continue their support to the proposed activities; - The number of refugees does not increase; - Resettlement quotas allocated to Turkey will not decrease; - The economic situation will not drastically worsen; 		

3.4. Cross-cutting issues

Social cohesion activities need to go beyond working with host communities, and need to consider all other needs that allows a person to be able to interact positively with other members of society. A well-functioning social cohesive society can be strived for only after other interlinking factors and cross-cutting issues are addressed.

Gender: Challenges for female refugees to integrate into Turkish society are great, noting obstacles to work outside the house, language barriers, and additional household responsibilities. Women and girls have faced various forms of gender-based violence and discrimination and they encounter risks of being forced to turn to negative coping mechanisms such as working illegally, child labour, and early and forced marriages.⁷ They need targeted support. Out of the total refugee and asylum seeker community, 55% are women and children⁸.

This Action will focus on the empowerment of female refugees. Activities will increase their capacity to navigate the systems in Turkey and their resilience so that they are less dependent on assistance. In addition to gender specific interventions such as social cohesion activities aiming to bring together women from refugee and host communities, the Action will use a gender sensitive approach to all project activities, including gender mainstreaming for gender equality, active promotion of women's empowerment, and participation in all spheres of life including education, employment, and art.

The Action will also align with the thematic objectives selected for Turkey for the implementation of the Gender Action Plan 2016-2020, to be pursued in all the EU actions in the country until 2020. These include the fight against all forms of Violence against Women and Girls, as well as equal access for girls and women to quality education and vocational education and training free from discrimination, and support to women's organisations and civil society organisations working for gender equality and women's and girls' empowerment.

Conflict sensitivity: The Action applies a conflict sensitive approach by following the 'Do No Harm Principle', in addition to activities that are aimed to enhance social cohesion and social integration. The Do No Harm Principle requires building harmonious relationships between the host and the refugee communities, and also between different refugee groups rather than creating unequal approaches that would offend both sides and provoke social tension. Activities will include refugees and host community members to promote social cohesion and integration.

Community based approach: A bottom-up participatory approach will ensure targeted activities and an effective programme by organising focus group discussions with refugees and asylum seekers and by establishing refugee committees to develop activities directly with the beneficiaries. Refugee committees will be crucial to understand the situation on the ground in terms of challenges with access to rights and services.

⁷ According to government figures in 3RP, 15 per cent of refugee girls between ages 15 and 17 years are married. People come from all over Turkey to the southeast to get married to Syrian women. Unregistered marriages can be part of a sex industry where short-term contracts are being created to legitimize prostitution. Centre for Transnational Development and Collaboration. October 2015. *Syrian refugees in Turkey: Gender analysis*.

⁸ UNHCR Turkey Caseload, 2017

Social Cohesion: An intervention strategy that benefits both refugees and host communities is key to enhance social integration. Both groups will benefit from social cohesion activities. National and local actors in the field of migration will also benefit from the Action so that they are able to cater for host communities and refugees to prevent social tensions among these groups. Another important group of beneficiaries are media members and students and faculties of communication departments at the universities, all of which play a significant role in shaping host communities perception and treatment of refugees. They will be provided with trainings to encourage the use of an inclusive, non-discriminatory media language supporting social cohesion.

3.5. Stakeholders

The primary stakeholders of this proposed action are:

- Municipalities - Municipalities are encompassing services in all sectors at the local level. Knowledge and experience of civil society organizations and community centres should be supported by municipalities' expansive reach within the local communities through collaborations, experience sharing, and effective planning and allocation of the sources available in the field.
- Provincial Directorate of the Ministry of Health - Enabling refugees to access health services is among the priorities of the community centres and this can only be done in cooperation with local authorities mandated to provide health services.
- Provincial Directorate of National Education (PDNE) - With PDNE, cooperation is necessary to enable refugees' access to education.
- Ministry of Family, Labour and Social Services (MFLSS) and its provincial branches- In Turkey, civil society organizations and community centres in the field of migration have to work under the auspices of MFLSS.
- Provincial Directorates Migration Management (PDMM) - Community centres should be in close contact with PDMMs to get the accurate and latest information on regulations about refugees' rights and obligations in Turkey and to inform refugees themselves of these.
- National and Local press members and press counsellors at the municipalities and governorates. Target groups are the groups who will be directly and positively affected by the project at the project purpose level, in this case the main group of beneficiaries will be Syrians constituting 60% of all beneficiaries and non-Syrian (especially Iraqi and Afghan) refugees and host communities.

3.6. Contribution to SDGs

This intervention is relevant for the 2030 Agenda. It contributes primarily to the progressive achievement of SDG(s):

- Goal 10: Reduced inequality. The Action will contribute in decreasing the inequality between the host and refugee communities in Turkey by improving, for instance, access to basic services.
- Goal 3: Good health. The Action will not only improve access to health services for refugees, but will also develop information material and develop specific health activities on the demand of local authorities.

- **Goal 5: Gender equality:** In addition to gender specific interventions such as social cohesion activities aiming to bring together women from refugee and host communities, the Action will use a gender sensitive approach to all project activities, including gender mainstreaming for gender equality.

3.7. Intervention Logic

The Turkish Government has requested more attention to the harmonisation of refugee and host communities through social cohesion activities. The intervention will take place in areas that have benefited from EU financed projects and that respond to the following criteria: less attended provinces with a high number of refugees, a lack of civil society organisations working with refugees, a gap in services provided to refugees, and a reported rise in social tension.

A well-functioning network of community centres in less attended provinces will help to organise the refugee community, and will serve as a link between the refugee population and the Turkish host community and its institutions, able to provide a range of services in close coordination with local authorities. This will in turn lead to improved social cohesion between refugee and host communities in Turkey. According to The International Crisis Group: “[V]iolence against refugees and asylum seekers is on the rise and the integration of Syrians into Turkish society remains extremely limited”⁹

This Action is built on three main pillars:

- The support that refugees need for their well-being and empowerment through services and activities offered in community centres;
- The strengthened cooperation with local authorities and community focal points;
- An increased understanding of the refugees' plight through fact-based media reporting.

Community centres will increase their efficiency by adopting a flexible approach, adjusting quickly to changing needs in the field. In Turkey, community centres have been operating intensively in the field of protection since 2014. This Action aims to support existing community centres to increase the efficiency and impact of the funding in areas that have been assessed as requiring further support. This is also in line with UNHCR's key considerations given in relation to community centres¹⁰.

The cooperation with local authorities will be strengthened to increase the sense of ownership of governmental agencies in the management of refugee related issues. Community centres are in close contact with state institutions such as Provincial Directorates (PD) of National Education, Health, Family, Labour and Social Services, Youth and Sports, and with municipalities, along with international organizations and other civil society organizations in the respective provinces. As for the state institutions, centres provide counselling to refugees on how to access rights and services, and usually refer them to specific institutions such as PD Health for family planning or PD Health for psychological treatment. The centres will provide

⁹ ‘Turkey’s Growing Refugee Challenge – Rising Social Tensions’, The International Crisis Group, October 2017. [<https://www.crisisgroup.org/europe-central-asia/western-europemediterranean/turkey/turkeys-growing-refugee-challenge-rising-social-tensions>]

¹⁰ ‘Community-Based Protection in Action’, Community-Based Protection Unit, Division of International Protection, UNHCR.

regular and ongoing support to local authorities, such as information dissemination to refugees, interpretation support or organising joint activities.

Community leaders, both from the refugee and migrant communities and host communities will be involved, giving an even deeper insight to the dynamics on the grounds. By also including community leaders, the Action ensures that refugees also gain an increased sense of ownership.

Along with the specific needs and dynamics of individual provinces, another issue which deserves attention in the context of social cohesion is the way national and local media represent and depict refugees. With the purpose of addressing negative reporting on refugee related issues, seminars with media and press members will be held so as to promote fact-based reporting on refugee related issues with the intent on mitigating the existing negative narrative.

4. IMPLEMENTATION ISSUES

4.1. Financing agreement, if relevant

In order to implement this action, it is not foreseen to conclude a financing agreement with the Government of the partner countries.

4.2. Indicative operational implementation period

The indicative operational implementation period of this action, during which the activities described in section 3.2 will be carried out is 18 months. A possible extension of the implementation period may be decided by the Manager, and will be immediately communicated to the Operational Board.

4.3. Implementation components and modules

4.3.1. Grant (direct management)

In order to be able to respond to immediate needs for interventions in the context of the Syrian crisis in favour of livelihood opportunities for and increase resilience of Syrian refugees and their host communities the direct award of grants is foreseen

An internal evaluation committee at EUD Turkey has technically assessed all project proposals received, which were shared with the Turkish Vice Presidency. Based on that evaluation, the Association for Solidarity with Asylum-Seekers and Migrants (ASAM) was identified as the most suitable implementing partner for this Action.

ASAM has established close working relations with DGMM, the key institution for refugee management in Turkey. From September 2013 to September 2018 registration of newcomers was carried out at ASAM headquarters in Ankara under the supervision of DGMM.

ASAM has successfully implemented an IcSP financed project which this Action would partially continue, and ASAM is currently managing a EUTF financed project which will end on 6 December 2019 and which would be partially continued under the current proposal.

ASAM is a trusted implementing partner for many international organisations, and currently operates in 48 provinces with 82 offices (see map below). This unique network allows for the necessary flexibility to adapt the Action to changing needs. Mobile teams, for instance, could easily adapt their areas of intervention.



4.4 Indicative budget

Budget	EU contribution (amount in EUR)	Indicative third party contribution, in currency identified
Grant agreement with ASAM	5 000 000	
Total	5,000,000	,

Costs for monitoring, evaluation, communication and visibility shall be included in the projects' budgets and included in each contract.

4.5. Performance monitoring and reporting

Monitoring shall be ensured primarily through EU Delegations in-country and in particular with the assistance of specific Trust Fund field and liaison officers posted within the EU Delegations. In addition, the EU Trust Fund has an independent Monitoring and Evaluation exercise to accompany all Fund programmes and ensure that targets are met and lessons learnt can be incorporated into other EUTF actions.

The purpose of the EUTF Syria Monitoring and Evaluation Framework is to assess, across various levels, the degree to which the Overall Objective of the Trust Fund has been achieved. Partners implementing this Action will comply with the ad hoc Monitoring and Evaluation Framework developed for the EUTF Syria as well as with the reporting requirements and tools being developed by the EU Trust Fund.

The implementing partner shall establish a permanent internal, technical and financial monitoring system for the Action and elaborate regular progress reports and final reports.

The Commission may undertake additional project monitoring visits both through its own staff and through independent consultants recruited directly by the Commission for independent monitoring reviews (or recruited by the responsible agent contracted by the Commission for implementing such reviews).

The monitoring and evaluation exercises noted above will represent milestones in the implementation of the activities. These regular assessments will constitute a basis for a possible decision of suspension or revision of activities, should the conditions on the ground not allow for their proper implementation.

With regard to the EU Facility for Refugees in Turkey (Facility) and EUTF Syria, the implementing partners will comply with the monitoring and evaluation requirements of the Facility. They will report quarterly on agreed Facility Results Framework indicators. This reporting requirement comes in addition to the obligations that partners have as part of their reporting against log frames. Each partner will only be required to be reporting on those indicators that directly correspond to their projects.

4.6. Evaluation and audit

Overall, evaluation of the EUTF is mandated by the Constitutive Agreement of the Fund (article 13): “The Trust Fund and the Actions financed by it will be subject to the evaluation rules applicable to EU external programmes, in order to ensure the respect of the principles of economy, efficiency and effectiveness.” Detailed provisions for the Evaluation of EUTF-funded Actions are defined by the strategy for portfolio evaluations.

To support the fulfilment of the mandate of the EUTF reinforcing the EUTF capacity to bring a change in the cooperation area, the projects will carry out a number of evaluations.

Projects should carry out a final evaluation, and one external audit per year. A mid-term evaluation may also be considered. Whenever possible, evaluations will be jointly carried out by partners.

If necessary, ad hoc audits or expenditure verification assignments could be contracted by the European Commission for one or several contracts or agreements.

Audits and expenditure verification assignments will be carried out in conformity with the risk analysis in the frame of the yearly Audit Plan exercise conducted by the European Commission.

4.7. Communication and visibility

Communication and visibility of the EU is a legal obligation for all external actions funded by the EU. Beneficiaries, host communities and administrations in Syria's neighbouring countries, the European public, EU Members States and other stakeholders of the Trust Fund need to be informed about the EU's efforts as the leading donor in the Syria crisis response. Insufficient visibility of the EU's actions weakens the EU's political traction in the region and its standing in Europe. Unsatisfactory recognition of knowledge of EU assistance also has a potential to negatively affect the EU's political efforts to resolve the Syria crisis and its future role in a post-peace agreement transition.

Communication and visibility is an important part of all EUTF Syria programmes and must be factored in to underline the programme's importance at all stages of the planning and implementation. Each implementer is required to draw up a comprehensive visibility, communication and outreach plan for their respective target country/community and submit a

copy for approval to the EUTF Syria Communication and Outreach Lead. The related costs will be covered by the project budgets. The measures shall be implemented by the implementing consortium/ia, and/or contractors, and/or grant beneficiaries. Appropriate contractual obligations shall be included in, respectively, procurement and grant contracts.

The global objective of the EUTF Syria communication and visibility campaigns, and hence of the implementing partner, is to improve recognition, public awareness and visibility of the comprehensive and joint EU efforts to effectively address the consequences of the Syrian and Iraqi crises. This should be done by highlighting the Action's real-life impact and results among defined target audiences in the affected region but also vis-à-vis the general public, donors and stakeholders in the EU Member States.

The Communication and Visibility Manual for European Union External Action together with specific requirements for the EUTF Syria serve as a reference for the Communication and Visibility Plan of the Action and the relevant contractual obligations. According to the EUTF Syria's Visibility and Communications strategy all communication and outreach campaigns must be evidence-based, people-oriented and easily understandable. Regional outreach and communication must be conflict sensitive, strategic, do no harm and mindful of the differentiation in messaging for beneficiaries and stakeholders in each country of operation of the Action. The campaigns must place the beneficiaries at the centre and thus ensure adequate ownership. Messaging should have a human face, be empathic, honest, transparent, direct, unambiguous, neutral and conducive to a highly sensitive human and political environment, in addition to being gender-sensitive and gender-balanced.

Furthermore, campaigns should also include components of participatory and engaging communication, where the beneficiary becomes a key actor. This will support the EUTF Syria's programmes in promoting social cohesion, inclusion, dialogue and help mitigate tensions and misperceptions between refugee and host communities.

Although Turkey is one of the beneficiary countries of the EUTF Syria, communication activities inside Turkey in relation to EU Trust projects are carried out within the framework of the EU Facility for Refugees in Turkey (Facility). While the above-mentioned key objectives and essence of the communication and visibility campaigns apply, the guidelines agreed between the Facility and the Turkish authorities need to be respected. Upon launch of the project, the EU Trust Fund Communication and Outreach Lead will refer the implementing partner to the Communications Lead for the Facility at the EU Delegation in Ankara for the Turkey component of the programme.

Annex 1 - Indicative Logframe matrix (MAX. 2 PAGES)

Important note: The overall objective should be one of the outcome statements in the Overarching EUTF Syria Results Framework. It should also use the associated performance indicator(s). The specific objective must be coherent with one result given in the EUTF Syria Results Framework (RF). Each Specific Objective must use the performance indicator(s) linked to the selected result from the RF.

Additional note: The term "results" refers to the outputs, outcome(s) and impact of the Action (OECD DAC definition).

	Results chain: Main expected results (maximum 10)	Indicators (at least one indicator per expected result)	Sources and means of verification	Assumptions
Impact (Overall objective)	Improved well-being of refugee and host communities in Turkey	Well managed migration policy is implemented	End-of-Programme Evaluation reports	N/A
Outcome(s) (Specific Objective(s))	Strengthened social cohesion for refugee and host communities	Number of migration management policies implemented with EUTF support	Evaluation reports and ROM reports	Assumptions indicated below
Other Results (Outputs and/or Short-term Outcomes)	1. Enhanced community cohesion capacities among Syrian refugees and host communities	1.1 Number of active community centres providing social cohesion activities. 1.2 Number of refugees and host community members benefiting from peer information, outreach activities and extracurricular activities, such as sports and culture (disaggregated by gender, refugee/host population, and type of activity)	QIN and ROM reports, Primary Data Collection Tool, and Case Management System	The Vice-Presidency, DGMM, municipalities and key stakeholders continue their support to the proposed activities; The number of refugees does not increase; Resettlement quotas allocated to Turkey will

	Results chain: Main expected results (maximum 10)	Indicators (at least one indicator per expected result)	Sources and means of verification	Assumptions
	2. Strengthened local systems and service delivery capacities in target areas.	2.1 Number of staff trained in target institutions disaggregated by gender 2.2 Number of municipalities with improved services for refugees	QIN and ROM reports, Project reports, Primary Data Collection Tool, Meeting Minutes, Field Monitoring Visit report, Attendance List, and Satisfaction Survey	not decrease; The economic situation will not drastically worsen;
	3. Fact based media reporting contributes to alleviating social tension in the target areas	3.1 Number of national and local media members trained on fact based reporting 3.2 Number of individuals reached with information campaigns	Pre- and Post-Surveys, Press/media Scan, Attendance List, QIN and ROM reports	