



# FAQ on Emergency Social Safety Net

## WFP Turkey

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### What is the ESSN?

Launched nationwide on 28 November 2016, the Emergency Social Safety Net (ESSN) is a multi-purpose cash assistance scheme for more than one million of the most vulnerable refugees living in Turkey, where the people we help can decide how to use the money they receive to cover essential needs like food, fuel, rent and bills.

### Which organizations are involved in implementing the ESSN?

The ESSN demonstrates the power of partnership: It is implemented in collaboration between the World Food Programme (WFP), the Turkish Red Crescent (TRC), also known as Kızılay, and the Turkish Ministry of Family and Social Policies (MoFSP). The Disasters and Emergency Management Presidency (AFAD) provides overall coordination of the programme.

### Who funds the ESSN?

The ESSN is funded by an initial contribution of €348 million from the European Union and its member states.

### How is the ESSN different from other humanitarian assistance programmes?

The ESSN works through, and builds upon, existing national social assistance programmes: applications and assessments are aligned with government

procedures. Each applicant is assessed through a questionnaire and record checks to establish who most needs our help. Nationwide in scope, the programme aims to reach around a million people with multi-purpose cash that they can use to cover their essential needs. The ESSN builds on the hospitality and generosity of the Turkish people and its Government, promoting social cohesion and positively impacting host communities, where refugees will spend their money, boosting local economies. The ESSN is an embodiment of WFP's commitments at the World Humanitarian Summit, where representatives of donors and aid agencies committed to making emergency aid financing more efficient and effective, as part of the so-called Grand Bargain.

### Why cash?

Because it gives people choice, brings them a sense of normalcy and empowers them to manage their family's priorities to meet their essential needs. With cash assistance, nothing perishes; people get what they need when they need it. Cash assistance is cost-effective and appropriate for Turkey, where markets and financial infrastructures are strong.

### Who can apply?

Registered families of non-nationals living in Turkey under international protection or temporary protection. The programme will select those who are most in need, such as large families, the elderly, and people with disabilities. Female-headed households

will also be prioritised. Those who are employed with a valid work permit, or own registered assets in Turkey will not be eligible to receive assistance.

## How and where can one apply?

The ESSN application form can be collected and submitted at local subsidiaries of the MoFSP, the Social Assistance and Solidarity Foundations (SASFs) or the TRC/Kizilay Service Centres, which are spread across the country. Information regarding the nearest SASF office or TRC/Kizilay Service Centre can be obtained by calling 168, the toll-free TRC/Kizilay information line.

## How long will the assessment process take once an application is received?

The assessment process will take roughly four weeks once an application is received. Both eligible and non-eligible applicants will receive notification via SMS message.

## How much is the ESSN entitlement?

An ESSN card will be distributed to each family that is found eligible. The card will be charged during the first week of each month with 100 Turkish liras (c. €28) per family member. This amount will be enough to cover some of the family's essential needs, helping towards providing stability, adequate accommodation and food on the table.

## How can the ESSN card be used?

The card can be used to make a payment at any shop or withdraw cash at any ATM machine. Through the use of debit cards, the ESSN will allow families the freedom to purchase anything from food and clothing to rent and utilities.

## How long will the assistance last?

Eligible families will continue to receive assistance as long as they continue to be eligible, and as long as they are found to be in need. Funding is currently in place to support this assistance programme until the end of May 2017. However, it is expected that the programme will continue until the end of 2018.

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**Website:** [wfp.org/countries/turkey](http://wfp.org/countries/turkey)

## For families already receiving support through the Kizilaykart, do they qualify for the ESSN?

Families living in communities and currently supported through the Kizilaykart can apply to receive assistance under the ESSN, but they will not be able to receive assistance from both programmes at the same time.

## What about families living in camps?

Families living in camps are not eligible for the ESSN at the moment. Under the existing cost-sharing agreement with AFAD, WFP aims to continue supporting families living in camps through the Kizilaykart and calls on the generosity of donors to fund this assistance.

## How is accountability to affected populations ensured?

In the ESSN, Accountability to Affected Populations is ensured through the transparent provision of information on the programme to the affected population; consultation with beneficiaries (women, men, children, elderly, people living with disabilities, and other vulnerable groups) at different stages of the programme cycle in order to inform improvements in the programme; and the establishment of a formal and comprehensive complaints and feedback mechanism in order to receive information from the affected population and respond appropriately when specific complaints are made. The TRC/Kizilay Call Centre, which people can call free of charge, acts as a hub for information, responding to enquiries, complaints, feedback, appeals and supporting referrals (including protection concerns).



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