

FOCUS GROUP DISCUSSION FINDINGS

SOCIAL BEHAVIOUR

Together with other topics, Focus Groups with refugees and host communities analyse their perceptions and behaviour around issues on child marriage, child labour and peer bullying to develop targeted messages, participatory communication approaches and support communities to adopt safer practices. To enable communities to discuss openly and in-depth, questions around these topics were not included in the assessment survey.

CHILD MARRIAGE

Girls who drop out of school are reportedly subject to being married off through religious leaders as Turkish law does not permit marriage for girls under 18 years old.

The reasons for child marriage, as reported in the FGD, are a lack of income in the families, a perception of security and prospects of a better life if the child is married, and the common practice of child marriage in certain regions of Syria.

Both refugees and local community suggest the need to increase awareness among communities and engage with parents and religious leaders on the prevention of child marriage.

"Many families have more than 3 children. It is hard to upkeep. So, they marry off young girls. Others have lost or left their father in Syria, so they marry off their children for protection."

Refugee man, FGD in Ankara

PEER BULLYING

Peer bullying between children at school is often the result of misunderstanding and conflict brought about by cultural differences and language barriers. Peer bullying is one reason why children do not want to go to school. Syrian families reported that bullying by local children increases when local parents have negative perceptions of refugees.

Refugees inform that social activities at the centre have helped children to socialise and interact. However, in addition to psychosocial support, there is need to organize meetings and activities with children, parents and school teachers.

Children in the Focus Groups suggest through youth activities, TRCS can collaborate with schools to organize anti-discrimination seminars, social activities and anti-bullying campaigns for children, parents and teachers. Children participating in TRCS youth activities can act as peers to promote an enabling environment and strengthen relationship between refugee and local children.

"We can organize a session at our school and invite TRCS to share a presentation about the youth activities at the centre. There should be more events, so that we can understand the culture of Syrians and make more friends."

Local child, FGD in Sultanbeyli/Istanbul

CHILD LABOUR

Children would prefer to study, but some refugee children drop out of school and work in the agriculture sector or factories, often due to poor economic conditions.

Participants in the FGD suggest the need for awareness among family members and school teachers to prevent child labour, to support families to cover school expenses and provide psychosocial support.

"Poverty is the main reason for child labour. In Syria, children did not have to work but due to poor economic situations here, children must work."

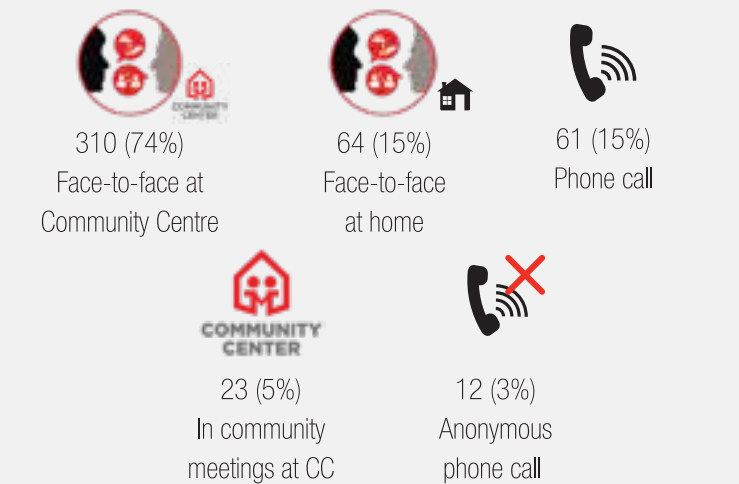
Refugee woman, FGD in Bagcilar/Istanbul



PARTICIPATION AND FEEDBACK

HOW WOULD YOU PREFER TO ASK QUESTIONS OR RAISE COMPLAINTS TO TRCS ABOUT ITS SERVICES? HOW WOULD YOU PREFER TO RAISE SENSITIVE COMPLAINTS? (Top five)

General complaints or feedback



Sensitive complaints

(complaints related to sexual exploitation/abuse, corruption or breach of RCRC fundamental principles or code of conduct by staff/volunteers)

Communities prefer to use the similar channels to share sensitive complaints. 74% respondents prefer face-to-face privately in CCs, 14% privately at home, 8% by telephone, 3% in community meetings at CC, 3% mentioned other channels.

DO YOU KNOW PRINCIPLES OF THE TRCS AND HOW THEY WORK?	ARE YOU TREATED RESPECTFULLY BY TRCS STAFF AND VOLUNTEERS?
No 277 (66%)	Yes 376 (90%)

DOES ANYTHING STOP YOU FROM SHARING FEEDBACK OR COMPLAINTS?

No 216 (51%)	Yes 138 (32%)
(language barrier, illiteracy, political influence)	
"We like to participate in advisory committee meetings. But we speak less in the meeting because it is a forum for the migrants."	
Local woman, FGD in Ankara	

DOES TRCS CC STAFF ASK FOR YOUR OPINION?

Yes	151 (36%)
Sometimes	115 (27%)
No	125 (30%)

"We would like a forum of our own, where we can share our decisions and feedbacks about the activities in the community centre."

Youth group participant, FGD in Adana

HAVE YOU USED THE COMPLAINTS BOX IN CC?
No 362 (86%)

HOW WOULD YOU LIKE TRCS CC TO RESPOND TO YOUR COMPLAINTS OR FEEDBACK? (Top five)

	Face-to-face privately	305 (73%)
	Phone call	89 (21%)
 COMMUNITY CENTER	During community meetings at Community Centre	23 (5%)
	Anonymous phone call	19 (5%)
	Other	16 (4%)
Other: "Face-to-face at home", "Do not know", "WhatsApp", "Any mechanism"		

A common observation was that the word 'complaint' had a negative connotation and hence the term 'feedback' is preferred.

DO YOU KNOW HOW TO CONTACT TRCS CC FOR QUESTIONS OR TO SHARE FEEDBACK?

Yes, CC visit 252 (60%)	Yes, phone call 208 (50%)
Yes, WhatsApp 27 (6%)	No, I don't know 46 (11%)

HAVE YOU CALLED THE 168 CALL CENTRE?
No 228 (54%)



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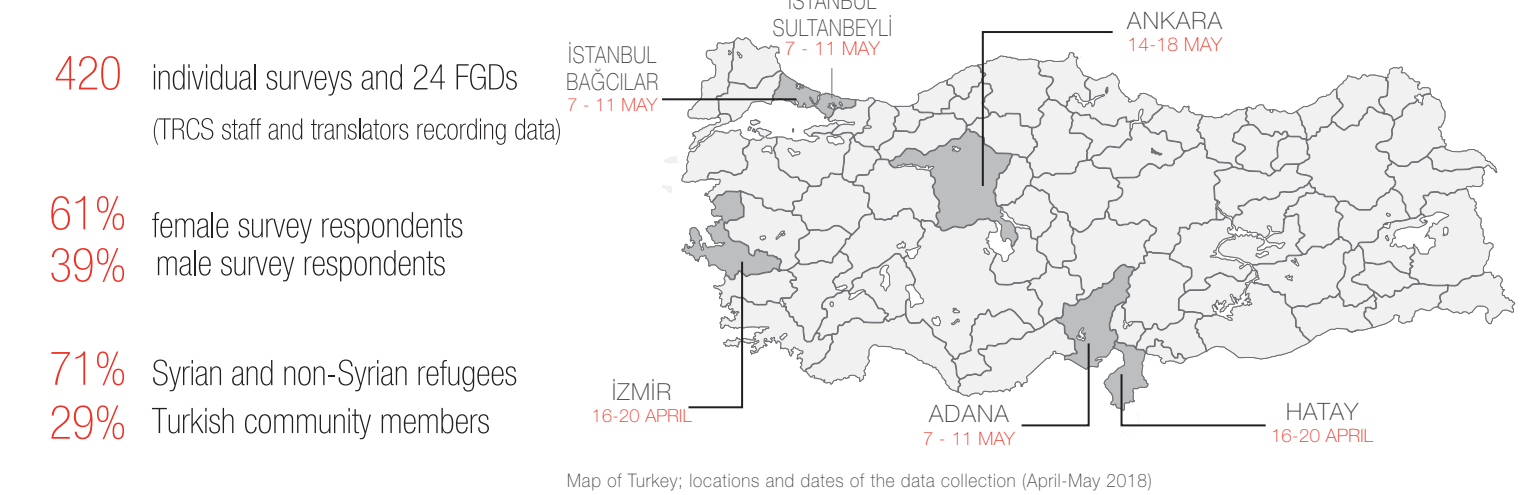


SUMMARY OF THE ASSESSMENT REPORT

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

TURKISH RED CRESCENT SOCIETY
COMMUNITY-BASED MIGRATION PROGRAMME

This Community Engagement and Accountability (CEA) assessment gives an analysis of refugee and host community information needs in Turkey, looking at people's access to, and preferred communication channels; community structures; social cohesion and behaviours; preferred mechanisms for raising concerns and sharing feedback; and the capacity of staff and volunteers at Community Centres (CC) operating under the Turkish Red Crescent Society's (TRCS) Community-Based Migration Programme.



CEA puts people and communities at the centre of programming to support the delivery of accountable and effective services. TRCS Community Centres adopt a community-based approach to implement protection, livelihood, health education, psychosocial support (PSS) and social cohesion activities. The findings of this assessment will guide adjustments to ongoing operations.

The assessment report covers the following sections:

- 1 INFORMATION NEEDS**
Looking at community awareness of, and interaction with, TRCS Community Centres (CC), this section assesses what information communities have received, what is missing, and what matters most to them. Different groups such as men, women and children have different needs and use different communication channels. The data is being used to plan CEA approaches and activities, and to develop targeted messaging.
- 2 COMMUNICATION CHANNELS**
This section examines people's access to, and use of, communication channels and awareness of TRCS' social media. This will guide TRCS on how it shares information about programme and other issues with communities.
- 3 COMMUNITY STRUCTURE, SOCIAL COHESION & BEHAVIOUR**
Exploring the structure of refugee communities, this section looks at how local communities and refugee communities inter-relate, and emerging risks and unsafe practices. This helps inform social cohesion activities and community engagement approaches to ensure inclusive, participatory and improved strategies encouraging communities to adopt safer practices.
- 4 PARTICIPATION AND FEEDBACK**
This section investigates how communities have been involved in program design and their preferred options for sharing feedback, concerns and complaints. This will help inform the planning and adaption of feedback mechanisms, and enhance community participation.



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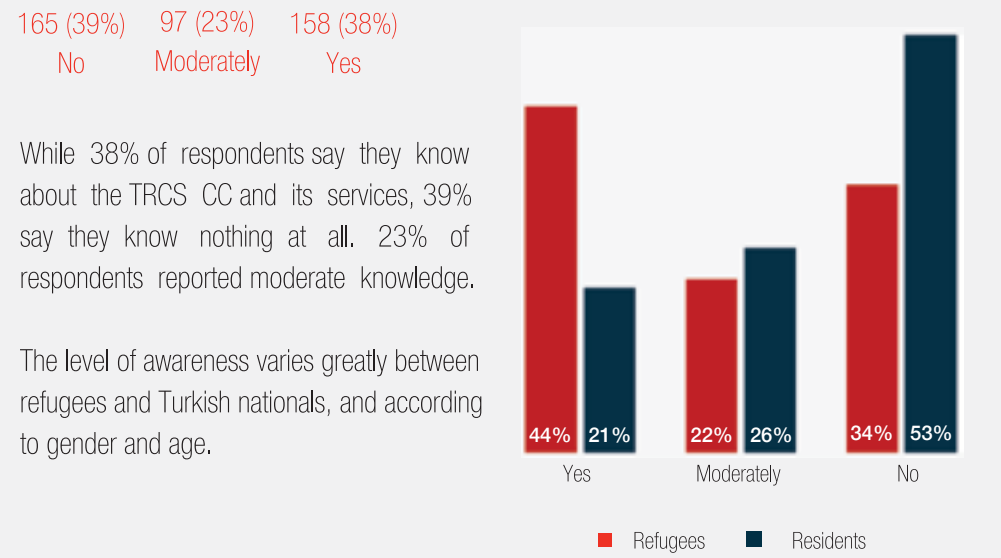


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INFORMATION NEEDS

DO YOU KNOW ANYTHING ABOUT THE TRCS CC AND ITS SERVICES? (Top five)



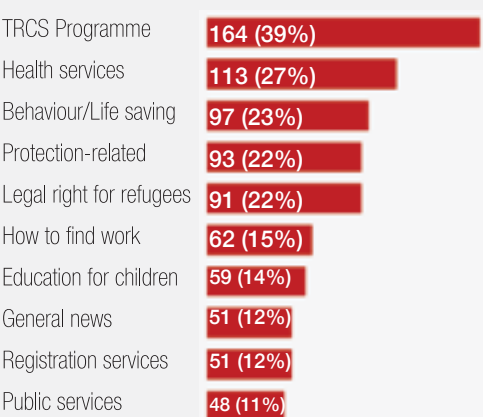
WHAT SERVICES DO YOU ACCESS IN THE COMMUNITY CENTRE? (Top five)



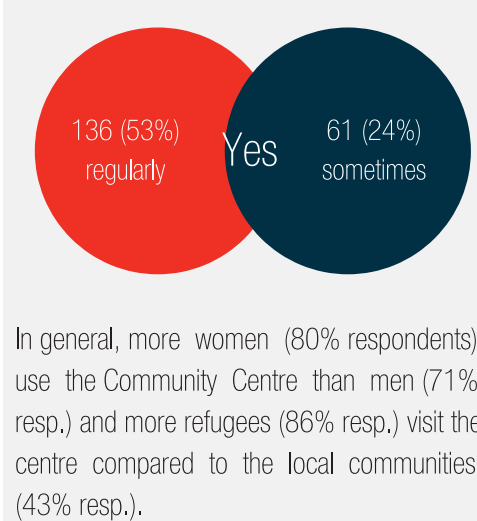
HOW DID YOU LEARN ABOUT TRCS COMMUNITY CENTRES? (Top five)



WHAT INFORMATION DO YOU NEED RIGHT NOW? (Top ten)



DO YOU USE THE CC?



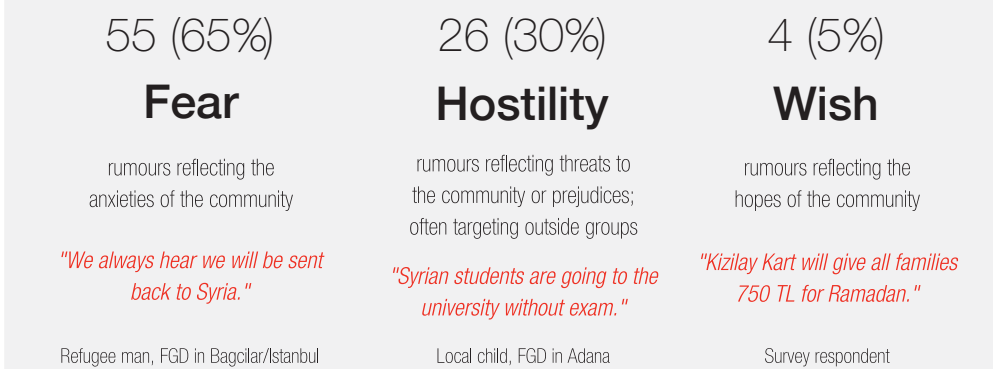
HOW WOULD YOU PREFER TO RECEIVE INFORMATION ABOUT THE CC SERVICES AND OTHER TOPICS? (Top five)



ARE YOU AWARE OF RUMOURS SPREADING?

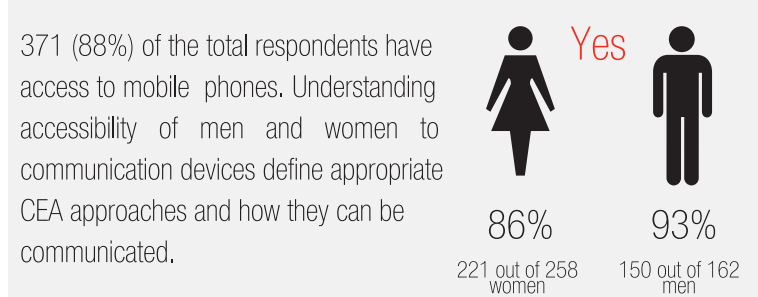
Rumours are one of the root causes of misunderstanding between local and refugee communities contributing to discrimination and conflicts.

96 (23%) of respondents report there are rumours spreading among local and refugee communities. 85 of them have been categorised as follows:



COMMUNICATION CHANNELS

DO YOU OWN A MOBILE PHONE?

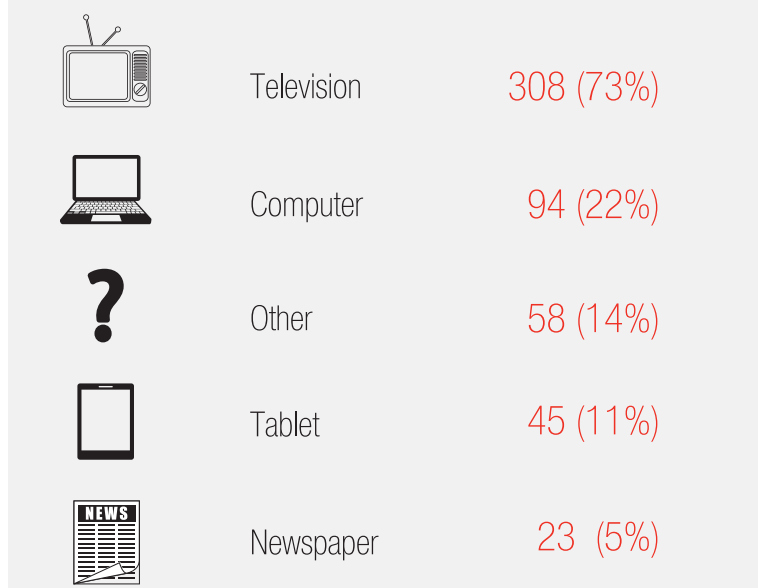


WHAT DO YOU DO MOST WITH YOUR PHONE? (Top five)



DO YOU USE OTHER COMMUNICATION DEVICES OR CHANNELS?

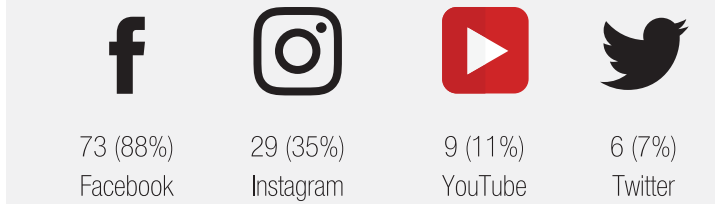
14% of respondents use mobile phones which is recorded in the 'others' category. Focus Groups report that television channels such as TRT are popular among the refugees but most do not understand the Turkish language.



HAVE YOU VISITED TRCS CC ON SOCIAL MEDIA? (Top three)



WHICH SOCIAL MEDIA DO YOU USE FOR CC? (Top five)



Respondents suggest for improvement of TRCS Facebook page with regular updates of activities, information about the centre along with a dedicated call line to ensure communities are informed about the services and can contact TRCS when needed. The Facebook pages should also be translated to Arabic.

"Community Centre (CC) should have a Facebook page with photos and words, for us to learn Turkish, ask questions and have conversations. Some words are the same in Arabic but mean differently in Turkish. We want a CC Facebook page in Arabic."

Refugee man, FGD in Ankara

Yes: 49 (12%)
7% of refugees, 21% of residents

7% of the refugee respondents used to listen to radio in their country

HAVE YOU USED MERHABA UMUT (HELLO HOPE) APPLICATION ON YOUR PHONE?



COMMUNITY STRUCTURE AND SOCIAL COHESION

HOW ARE DECISIONS MADE IN REFUGEE COMMUNITY? (Top five)



HOW DO THE REFUGEE COMMUNITY LIVE IN THE CITY? (Top five)



RATE THE RELATIONSHIP BETWEEN REFUGEES AND HOST COMMUNITIES

Except in Hatay, residents in Adana, Ankara, Izmir, Bagclar and Sultanbeyli in Istanbul rate their relations with refugees as mostly poor.

However, refugees in all cities rate their relationship with locals as good or fair.

WERE THERE ANY CONFLICTS IN THE LAST 3 MONTHS? WHAT WERE THE REASONS? (Top three)

