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# Building Stronger Communities: CLIP 2 Impact Report 2021-2022

Improving community-based social services for refugees and vulnerable residents of the host community (Community-Based Local Initiatives Project – CLIP 2).

## Project Overview

The Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ) has been implementing the project named “Improving community-based social services for refugees and vulnerable residents of the host community” (Community-Based Local Initiatives Project – CLIP 2) since January 2021. Between January 2021 and December 2022 CLIP 2 technically and financially supported 25 non-governmental organisations (NGOs), mainly local initiatives, in Adana, Aksaray, Ankara, Bursa, Elazığ, Gaziantep, Istanbul, Kilis, Kırşehir, Konya, Kütahya, Nevşehir, Sakarya, Trabzon and Van. Thus, CLIP 2 supports the implementation of the localisation agenda of the Grand Bargain launched during the World Humanitarian Summit 2016. The main objective of the project is to strengthen the personal and socio-economic resilience of refugees and vulnerable residents of the host community by supporting civil society organisations in providing social services and improving cooperation and coordination between NGOs as well as between NGOs and relevant state institutions. CLIP 2 works on the interface of humanitarian and development-oriented support and contributes to the operationalisation of the Humanitarian-Development-Peace Nexus.

CLIP 2 has four intervention areas:

- improving services for refugees and residents of the host community in the areas of legal, social, and psychosocial advice and support,
- improving access to non-formal education services for refugees and residents of the host community,
- improving services for inter-cultural exchange and fostering social cohesion,
- capacity development and strengthening cooperation networks through a Civil Society Network for Localisation and Peer Support (ADA Türkiye) which employs a mentoring perspective with a particular focus on knowledge and experience sharing among project partners at various levels. Well-established larger NGOs (mentors) provide support to local initiatives (mentees).





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## Results and Achievements

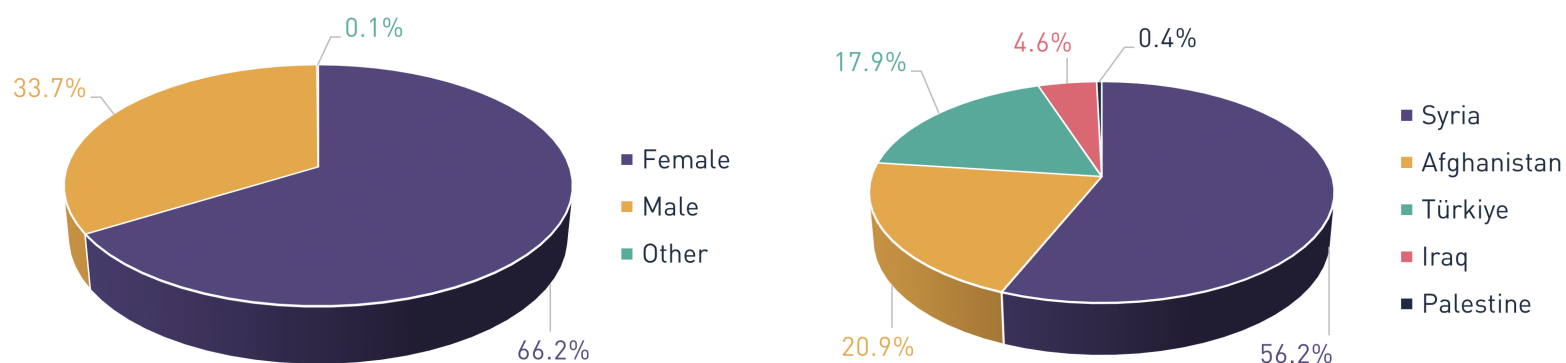
This factsheet summarises CLIP 2's main results and achievements based on an external evaluation that took place in the summer of 2022 as well as the project's internal data monitoring. CLIP 2's quantitative and qualitative monitoring aims at collecting and analysing sufficient data to:

- make informed decisions on the steering of the project,
- provide recommendations for further actions,
- support accountability to its commissioning parties, political partners in Türkiye, implementing partners and beneficiaries.

The external evaluation provided valid data on the results of the project's interventions based on the OECD/DAC Criteria of relevance, effectiveness, impact, coherence, and sustainability.

The evaluation utilised a mixed methodology with qualitative and quantitative data collection tools. A staff survey with 104 implementing partners staff and a beneficiary survey with **820** beneficiaries, as well as **10** Focus Group Discussions (FGDs) with **71** beneficiaries in eight provinces and **12** Key Informant Interviews (KIs) with staff from various partners were conducted.

**820** participants in the beneficiary survey: Breakdown by gender and nationality.









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## Effectiveness

The project is seen to have been highly effective in terms of achieving its targets: all targets are either achieved or overachieved.

- Until the end of 2022, the project has reached over 80,000 beneficiaries, around 49,000 individuals benefitted from protection services, more than 25,000 individuals benefitted from social cohesion activities and more than 4,500 individuals benefitted from non-formal education.
- Around 60% of all beneficiaries were women and more than 700 activities to promote gender equality have been implemented.
- 84% of the beneficiaries reported that the information and counselling sessions helped them very much, much or somewhat in increasing their knowledge about their legal, education, or health rights.
- In addition, 56% of the beneficiaries said the services made them feel more confident. The FGD outcomes also demonstrate the same finding; information and counselling sessions were assessed helpful in coping with difficult living conditions, e.g. unemployment and increasing self-confidence.
- The majority of the respondents also reported that the CLIP 2 partner organisations are inclusive and ensure a healthy, safe and discrimination-free environment. The organisations provided their services respecting different genders, age groups, nationalities, and persons with disabilities. 76% of the surveyed beneficiaries are of the opinion that the organisations provide a safe space for them.
- In terms of education services, the language courses were primarily rated as effective for daily communication rather than employment. More than half of the respondents said that participation in language courses helped them to improve their Turkish language skills. In the FGDs a few beneficiaries

expressed the need to tailor the courses more to the language level of the participants.

- According to the results of the staff survey, the organisations supported by CLIP2 comply with data protection regulations (confirmation by 95% of respondents), apply ethical principles to ensure non-discrimination (94%) and gender-equality (90%), have a gender-sensitive approach (89%), and cover different age groups (86%) and nationalities (90%).

## Relevance

- The most important needs of the affected populations were identified as basic needs support and legal counselling services, closely followed by access to education and social and (inter-) cultural activities. Psychosocial counselling and support are especially needed by non-Syrian persons and Turkish citizens.
- In general, the assistance provided by the implementing partners was indicated as appropriate or relevant to the needs of the beneficiaries.
- 82% of beneficiaries stated that the services provided were easy to access for different groups in terms of timing, transportation, childcare possibilities, among others. The same was said for persons with disabilities (80%).
- Participatory mechanisms are in place and the staff is receptive to learn from the feedback or complaint provided by beneficiaries. However, the beneficiaries often have little awareness of the participatory mechanisms.
- In terms of Capacity Development measures, 82% of the surveyed partner staff indicated that the CD provided by GIZ met their needs much or very much, and 68% of staff of local initiatives who received training by mentor organisations stated that these trainings met their needs much or very much.



## Efficiency

Cost efficiency of social services, especially in the context of crisis and forced displacement, is hard to measure and this was not part of the present evaluation. Its focus was on the evaluation of quality and impact of the project services. Here we only assess the time-benefit ratio of the services and the responsiveness of staff.

- Concerning efficiency of the support/services, 68% of the respondents said the support/service they received was provided satisfactorily in the time available.
- 86% of the respondents think the trainer/facilitator was helpful and responsive to their concerns or questions.

## Impact

In terms of wellbeing of beneficiaries;

- The social cohesion activities had a positive impact in introducing the beneficiaries to people from other nationalities and made a positive contribution to increasing interaction among different nationalities: 37% of the beneficiaries were interacting with other nationalities before the activities, and this increased to 57% after the activities. Afghan, Syrian and Turkish respondents were the top three nationalities who experienced increased interaction with people from other nationalities after their participation in social cohesion activities.
- The education services had a positive impact on skills and knowledge-building. The majority of surveyed beneficiaries stated that the courses helped them to develop relevant skills for daily life (65% much/very much, 23% somewhat). In addition, the respondents confirmed that the services helped them to develop relevant skills for employment (44% much/very much, 33% somewhat) and contributed to the improvement of their living conditions (44% much/very much, 30% somewhat).
- Basic protection and protection from gender-based violence (GBV), individual protection assistance (IPA), and case management (CM) trainings were considered beneficial by the majority of surveyed beneficiaries. The respondents confirmed that the participation in protection services increased their self-confidence and emotional strength much/very much (56%) or somewhat (26%). Furthermore, the beneficiaries stated an increased awareness of gender stereotyping, inequalities and gender-based violence (53% much/very much, 29% somewhat) and feel more able to prevent or resist gender-based violence (49% much/very much, 30% somewhat).

In terms of organisations;

- Mentee organisations who received technical, management, or organisational capacity development from the Peer Support Network stated that the provided trainings helped them much, very much or somewhat to improve the quality of services (66% much/very much, 20% somewhat), to better reach out to vulnerable groups (67% much/very much, 21% somewhat) and to improve their organisational capacities (64% much/very much, 31% somewhat).
- Partner staff who participated in trainings on basic protection and GBV prevention/response provided by GIZ stated that the trainings helped them much or very much to improve protection services (80%, 6% somewhat), design specific services for vulnerable groups (72% much/very much, 14% somewhat) as well as to develop more target group specific services to address GVB (69% much/very much, 20% somewhat).
- Staff who participated in management or organisational development trainings provided by GIZ indicated that these trainings helped them to improve their planning, management and monitoring of services (75% much/very much, 8% somewhat) as well as their organisational strategies, e.g. vision, mission, service planning (67% much/very much, 12% somewhat).
- In the staff survey, respondents expressed the challenge of balancing the intensive training schedule of GIZ and mentoring organisations with service delivery to vulnerable people.







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## Sustainability

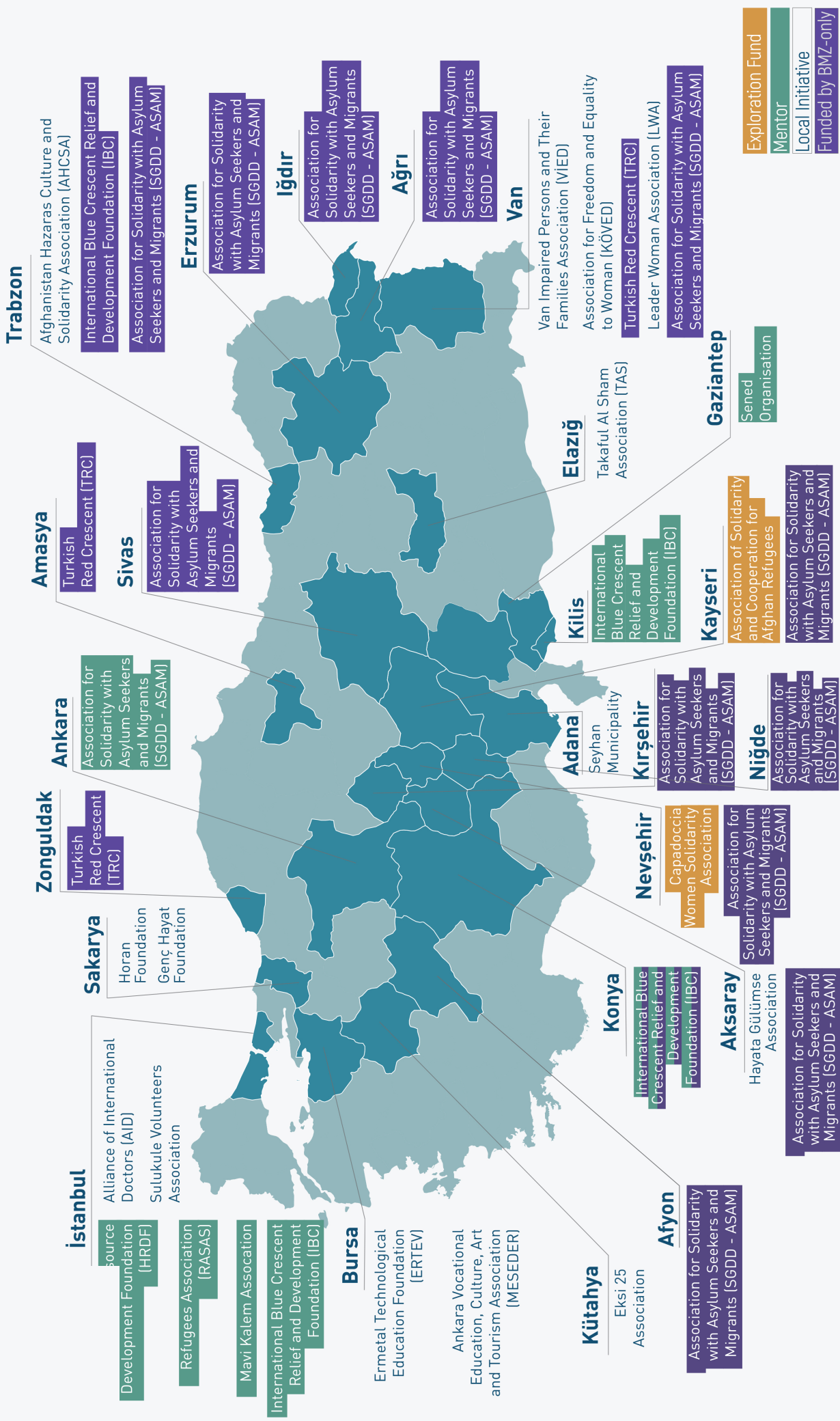
- 41% of the beneficiaries believe participation in the services will have a longer-term positive effect on their living conditions and 65% of the participants think they will maintain the gains at least 6 to 12 months. Additionally, women are more positive about the long-term impact than men.
- The Peer Support Network has had a positive impact on the partners' daily operations and has been found to be useful in increasing access to vulnerable people, establishing new referral pathways, improving the provision of needs-based services to vulnerable persons, and helping to improve cooperation.

## Implementing partners





# Community-Based Local Initiatives Project (CLIP 2) Implementing Partners (2021-2022)







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**Published by**

Deutsche Gesellschaft für  
Internationale Zusammenarbeit (GIZ) GmbH

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**Ankara, 2023**