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COMMUNITY CENTRES AND LOCAL INITIATIVES PROJECT (CLIP)

Results at a Glance

PROJECT OVERVIEW

The Community Centres and Local Initiatives Project (CLIP) has been implemented by GIZ since 2017 on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) with the aim of improving social services of Community Centres (CCs) and Local Initiatives (LIs) for refugees and vulnerable residents of the host community in Turkey. CLIP has supported 11 Community Centres and 6 community initiatives that provide services in the fields of social cohesion, non-formal education and protection. Since February 2019 thanks to the one-of-its-kind co-financing between the BMZ and the European Union through its Humanitarian Aid Operations department (ECHO), CLIP has implemented the Local Initiative Fund

in Turkey (LIFT) as part of the "Leave No One Behind – Support to Localised Assistance Intervention Action". Through LIFT, 20 community-based local initiatives have received support to implement activities mainly in the field of protection.

In addition to financial support, CLIP also provides capacity development to its implementing partners and staff of public authorities in thematic areas as well as on management skills and organisational development. Moreover, CLIP provides opportunities for exchange between its implementing partners and state institutions with the aim of harmonising the social service delivery.

RESULTS AND ACHIEVEMENTS

This factsheet summarises CLIP's main results and achievements on the basis of two external evaluations as well as the project's internal data monitoring. CLIP'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 Turkey, implementing partners and beneficiaries.

Starting in early 2020, CLIP conducted its second annual progress evaluation by contracting a third party. The evaluation included two surveys with a randomized sample of 1244 beneficiaries. The surveys started in 2020 but were delayed due to Covid-19 and had to be conducted partially online.

The annual progress evaluation covered the following aspects:

- 1) a survey on CLIP's contribution to enhancing social cohesion among beneficiaries of different nationalities that participated in CC activities,
- 2) a satisfaction survey aiming at measuring relevance, quality and impact of different activity categories across beneficiary groups,

- 3) a staff survey with staff from partner organisations, Focus Group Discussions (FGDs) and Key Informant Interviews (KIIs) to receive reliable inputs from implementing partners.

The evaluation criteria (relevance, coherence, effectiveness, efficiency, impact, sustainability) of the Development Assistance Committee (DAC) of the Organisation for Economic Co-operation and Development (OECD) were used in the analysis and recommendations.

In addition to the annual evaluation, an interim project evaluation was conducted by a third party focusing on the performance of the "Leave-No-One-Behind Action", which is the part of CLIP that is co-funded by ECHO. This co-funded part focuses primarily on services in the area of protection while the entire CLIP also includes non-formal education and social cohesion measures.

As with the annual evaluation, the OECD-DAC evaluation criteria were used for the analysis. Moreover, the evaluation also assessed the project's contribution to gender equality as well as the compliance with the do-no-harm approach. As part of the evaluation, KIIs were conducted with commissioning parties, political partners, GIZ staff and representatives of UN working groups. FGDs took place with staff of implementing partners.

RESULTS

Relevance:

CLIP has put a strong focus on and undertaken consistent efforts to assure relevance across project areas.

The social services provided by the implementing partners were found to target the most important needs of the affected populations.

Relevance of the services delivered was assured through thorough needs assessment, both formally and informally. 88.4% of the beneficiaries reported that their needs were taken into account.

CCs and LIs contributed to the knowledge of many beneficiaries about their legal, education or health rights through information and counselling sessions (83.6% confirmed that they increased their knowledge in these areas).

85.7% of the beneficiaries found the delivery of the activities and services appropriate to their abilities and 81.6% were satisfied with the information they received.

Capacity Development measures responded to the conducted needs-assessment and were perceived as beneficial.

Effectiveness:

The evaluations conclude that the project has been enormously effective.

The project is seen to have been very effective in terms of achieving its targets: all targets are either largely achieved or overachieved. Despite an initial negative impact of the Covid-19 pandemic, an effective and flexible response allowed for timely adaptation.

So far, the project has reached over 300,000 beneficiaries including around 120,000 from particularly vulnerable groups.

Until May 2021, around 130,000 individuals benefitted from protection activities, 55,000 individuals benefitted from social cohesion activities and 26,000 individuals benefitted from non-formal education activities.

80.1% of surveyed beneficiaries found the information they received in CCs and LIs useful to their daily lives.

83.9% beneficiaries reported that their life and employment related skills improved.

Many beneficiaries wanted to attend further activities as a result of previous participation (77.5%).

A majority (83%) reported that staff explained things clearly and 96.9% found staff to be welcoming, helpful and friendly.

Capacity development measures for the staff of implementing partners and state institutions were effective in improving skills in protection and project management.

91% of all participants showed increased knowledge, 89% rated the knowledge as relevant or highly relevant for their work.

Challenges: High staff turnover, loss of networking opportunities and difficulties in turning content online due to Covid-19.

Partnerships and cooperation were implemented on multiple levels, e.g. cooperation with governmental partners was used to establish effective referral pathways. Harmonisation efforts facilitated quick resolution of issues.

The exchange coordinated by GIZ resulted in an increased use of synergies between implementing partners.

Efficiency:

CLIP was systematically cost-efficient in its implementation.

▶ Grant customisation according to the partner's capacities resulted in maximisation of efficiency.

▶ Budgets of implementing partners were thoroughly screened and subsequently monitored.

▶ Cost-efficiency was assured by the prevention of overlap with other projects as well as through flexibility in approach, especially during the Covid-19 pandemic.

▶ Capacity Development measures were extremely cost-efficient given their low share of the budget and great effectiveness.

The survey results show positive feelings of beneficiaries regarding the efficiency of activities and services.

▶ Most of the beneficiaries think that the services are well-advertised (79%), easy to enrol in (88.7%), easy to get to (75%), easy to access for persons with disabilities (55%) and held at a suitable time (83%).

▶ Considering the activity environment, 91.7% reported feeling comfortable with the venue set-up.

Impact:

The evaluations indicate that the project improved the well-being of a large number of beneficiaries.

Impact on Social Cohesion:

Thanks to CC activities,

▶ 80.4% of the refugees reported feeling safer in their local environment since participating in CC social cohesion activities.

▶ 74% felt that they have access to safe spaces where they feel protected from discrimination or violence since participating in activities.

▶ 55.8% of surveyed beneficiaries interacted with people of different nationalities before the CC activities. After participating in the social cohesion activities 70.8% reported interacting with people of different nationalities.

Impact on beneficiaries' overall well-being:

Thanks to the services of CCs and LIs:

▶ 71.9% of the surveyed beneficiaries stated that they have access to services they need (legal advice, social services).

▶ 66.2% reported an improvement in their mental health.

▶ 75.4% feel more self-confident and emotionally stronger to deal with stress and tension in their daily life and 77.1% feel more able to solve problems after their participation in CC/LI activities.

▶ Over 75% of the surveyed beneficiaries stated being confident enough to deal with the demands of everyday life as a result of their participation.

Sustainability:

The project, to a fair extent, has produced sustainable, long-term results.

Sustainable impact has been achieved on an individual level. Activities were found to have a long-lasting impact on the well-being of beneficiaries.

It was found difficult to assure sustainability of activities in a fast-changing environment.

Capacity development was successful in improving individual capacities, but further measures are needed in terms of organisational development.

Many NGOs lack longer-term sustainability, exit and communication strategies.

93.8% of implementing partners reported that they actively involve government institutions in the local environment. Yet, cooperation with state institutions could be strengthened with regards to sustainability and exit strategies. Likewise, the systematic promotion and institutionalisation of cooperation structures and synergies could be enhanced.

Coherence:

Good coordination with actors in the field was established to complement services and avoid duplication.

Relevant contributions to the plans and objectives outlined in Turkish, international, European and BMZ strategic documents were made.

Gender Equality and Do-No-Harm Approach:

Gender equality has been successfully mainstreamed throughout project activities.

Gender equality and empowerment have been addressed through information provision and awareness-raising activities, PSS services, consultations, employment and vocational services.

No evidence exists implying that the project did any harm; the project included refugees as well as members of the host community to avoid tensions. Beneficiaries made use of Feedback and Complaint Mechanisms; yet, some were concerned that these mechanisms would change the way they are perceived.

Implementing Partners

