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THIS ACTION IS FUNDED BY THE EUROPEAN UNION

ANNEX

to the Commission Implementing Decision on the financing of the support measure on monitoring and evaluation, audit, and communication of EU support to refugees in Türkiye

Action Document for Monitoring and evaluation, audit, and communication of EU support to refugees in Türkiye

MEASURE

This document constitutes the annual work programme in the sense of Article 110(2) of the Financial Regulation, and annual and multiannual action plans and measures in the sense of Article 9 of IPA III Regulation and Article 23(2) of NDICI-Global Europe Regulation.

1. SYNOPSIS

1.1. Action Summary Table

Title	Monitoring and evaluation, audit, and communication of EU support to refugees in Türkiye Commission Implementing Decision on the financing of the support measure on monitoring and evaluation, audit, and communication of EU support to refugees in Türkiye
OPSYS	OPSYS business reference: ACT-61949
ABAC	ABAC Commitment level 1 number: JAD.1361113
Basic Act	Financed under the Instrument for Pre-accession Assistance (IPA III)
Economic and Investment Plan (EIP)	No
EIP Flagship	No
Team Europe	No
Beneficiary of the action	The action shall be carried out in the Republic of Türkiye
Programming document	N/A

PRIORITY AREAS AND SECTOR INFORMATION

Window and thematic priority	N/A			
Sustainable Development Goals (SDGs)	Main SDG: 17			
DAC code(s)	91010 Administrative costs (non-sector allocable) (86%) 22010 Communications policy and administrative management (14%)			
Main Delivery Channel	60000 – Private Sector Institution			
Targets	<input type="checkbox"/> Climate <input type="checkbox"/> Gender <input type="checkbox"/> Biodiversity			
Markers (from DAC form)	General policy objective	Not targeted	Significant objective	Principal objective
	Participation development/good governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Aid to environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Gender equality and women's and girl's empowerment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reproductive, maternal, newborn and child health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Disaster Risk Reduction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Inclusion of persons with Disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Nutrition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	RIO Convention markers	Not targeted	Significant objective	Principal objective
	Biological diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Combat desertification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change mitigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Climate change adaptation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Policy objectives	Not targeted	Significant objective	Principal objective
	EIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EIP Flagship	YES		NO	

	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Tags:	YES	NO	
Transport	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Energy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Environment and climate resilience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Digital	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Economic development (incl. private sector, trade and macroeconomic support)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Human Development (incl. human capital and youth)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Health resilience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Migration and mobility	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Agriculture, food security and rural development	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rule of law, governance and Public Administration reform	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Digitalisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tags	YES	NO	
digital connectivity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
digital governance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
digital entrepreneurship	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
digital skills/literacy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
digital services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Connectivity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tags	YES	NO	
digital connectivity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
energy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
transport	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
health	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
education and research	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Migration	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reduction of Inequalities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COVID-19	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BUDGET INFORMATION	
Amounts concerned	Budget line: 15.020101.03 Total estimated cost: EUR 14 400 000 Total amount of EU budget contribution EUR 14 400 000
MANAGEMENT AND IMPLEMENTATION	
Implementation modalities (type of financing and management mode)	Project Modality Direct management through: - Procurement
Final date for concluding contribution / delegation agreements, procurement and grant contracts	At the latest by 31 December 2025
Indicative operational implementation period	72 months following the adoption of the Financing Decision

1.2. Summary of the Action

Due to its geographic position, Türkiye is a prominent reception and transit country for refugees and migrants. As a result of an unprecedented number of people arriving in the country, mainly due to the conflicts in Syria, Iraq and Afghanistan, Türkiye has been hosting more than four million refugees. This includes more than 3.6 million registered Syrians¹, and 330 000 registered refugees and asylum seekers² mainly from Afghanistan, Iraq, Iran and Somalia³.

The Facility for Refugees in Turkey (the "Facility") was set up at the end of 2015 to support Türkiye in meeting the challenges involved in hosting and integrating this large number of refugees. The Facility has been fully mobilised, i.e. committed and contracted, by the end of 2020 and implementation of Facility-funded projects is ongoing. Following the European Council conclusions of June 2021, the EU mobilised an additional package of support for refugees in Türkiye for 2021-2023.

This action - Support Measure - aims to cover expenditure related to data collection, analysis and systematic and objective assessment of the relevance, performance and success of the on-going or completed refugee support projects and interventions in Türkiye, and hence contribute to address the root causes of migration.

¹ <https://en.goc.gov.tr/temporary-protection27>

² A specificity of the Turkish asylum system is linked to the fact that the country has signed the 1967 New York Protocol of the 1951 Geneva Convention with a reservation. Accordingly, the vast majority of refugees in Türkiye cannot apply for fully-fledged refugee status but for "Conditional Refugee" status only, which, if granted, limits the stay in the country until the moment a recognised refugee is "resettled to a third country".

³ <https://www.unhcr.org/tr/en/unhcr-turkey-stats>

Migration is its principal objective⁴. It will complement and build on the results achieved within the framework of the Facility and the package of additional refugee support agreed in 2021, in continuation of two Support Measures⁵ funded under the Facility. It mirrors the latter in terms of the components proposed, i.e. monitoring and evaluation (M&E), audit, and communication. In this way, priorities such as sound financial management, awareness, visibility and understanding among the general public, the media, policy makers and other stakeholders within the EU, Türkiye and the international community should be ensured.

This action contributes to the Sustainable Development Goal (17) via promoting multi-stakeholder and participatory approaches to achieve its objectives.

1.3 Beneficiary of the Action

The action shall be carried out in the Republic of Türkiye.

2. RATIONALE

2.1. Context

Türkiye has been hosting the largest refugee community in the world, around 4 million refugees since 2015, and continues to make commendable efforts to receive, support and host them. Since 2015, the EU has mobilised EUR 9.5 billion for refugees and host communities in Türkiye. This includes as a key component of the 2016 EU-Turkey Statement⁶, the EUR 6 billion Facility for Refugees in Turkey⁷, with EUR 3 billion from the EU budget and EUR 3 billion from the EU Member States. From the Facility envelope over EUR 5.2 billion has been disbursed to date. Following the European Council's request of 24-25 June 2021 for the continuation of EU support to refugees and host communities in Türkiye for the period 2021-2023, the Commission in July 2021 allocated an additional EUR 3 billion to refugee support in Türkiye.

This action aims to cover support expenditure for the provision of services of monitoring, evaluation, audit, and communication among the priority areas of EU support to refugees in Türkiye and the Facility, including protection and basic needs, education, health, socio-economic support and migration and border management.

As concerns monitoring, a Facility Results Framework⁸ (RF) and a Theory of Change⁹ have been developed and updated in consultation with key stakeholders. Data relevant to the RF indicators are reported on by implementing partners (IPs) to contracting authorities and the European Commission (EC). The data consolidation process is supported by technical assistance that ensures the aggregation, analysis and visualisation of data. The technical assistance produces first-level analysis of the monitoring data collected quarterly and prepares the (Facility) Monitoring Reports¹⁰ (FMR). Moreover, the EC is supported in its duties to monitor refugee-funded actions, including verification of data through on-the-spot checks.

⁴ It is noted that all actions funded under the additional EU support to refugees for the period 2021-2023, following the European Council conclusions of June 2021, have the Internal marker and tag related to migration ticked as principal objective.

⁵ C(2019) 8101 final - Commission Implementing Decision of 19.11.2019 on the adoption of a support measure on monitoring and evaluation, audit and communication under the Facility for Refugees in Turkey

C(2017) 3378 final - Commission Implementing Decision of 23.5.2017 on the support measure on monitoring, evaluation, audit and communication of the Facility for Refugees in Turkey

⁶ <https://www.consilium.europa.eu/en/press/press-releases/2016/03/18/eu-turkey-statement/>

⁷ https://neighbourhood-enlargement.ec.europa.eu/enlargement-policy/turkiye/eu-facility-refugees-turkey_en

⁸ https://neighbourhood-enlargement.ec.europa.eu/system/files/2022-06/Facility%20Results%20Framework_Jun2022.pdf

⁹ https://neighbourhood-enlargement.ec.europa.eu/system/files/2022-06/Facility%20Theory%20of%20Change_Feb2022.pdf

¹⁰ <https://neighbourhood-enlargement.ec.europa.eu/system/files/2023-01/10th%20Facility%20Monitoring%20Report.pdf>

A strategic mid-term evaluation¹¹ of the Facility, completed in mid-2021, provided a comprehensive independent assessment of the Facility's intermediate results measured against its objectives, lessons learned and recommendations to improve both ongoing actions under the Facility as well as those supported under additional refugee assistance.

Audit activities are crucial to provide assurance on the correct implementation of EU funds. Previous Support Measures covered audits, verification missions and expenditure verification of actions financed under the Facility and additional EU support to refugees in Türkiye.

Communication on EU support to refugees remains a key priority, with the 2017 Communication Strategy for the Facility as the overall framework. It aims to enhance the visibility of refugee support-funded actions and raise awareness of EU support to both local and EU audiences. Activities that have taken place include press trips with European journalists and Member State representatives, events aimed at highlighting social cohesion and EU assistance to refugees and host communities through music, sports and art, television broadcasts promoting refugee support actions through human interest stories, and other audio-visual materials.

2.2. Problem Analysis

Short problem analysis

The portfolio covered by the action constitutes a complex set of interventions managed via different EU instruments (IPA III, NDICI, etc.), by several EC services and implemented by various partners under different contractual arrangements. Considering the size and importance of the contracts under direct management, it is imperative to properly monitor, evaluate and audit these projects, which should receive commensurate visibility, for the duration of their implementation and following their completion. This need is exacerbated by the politically sensitive environment in which EU refugee support is implemented (tensions between refugees and host communities, earthquakes of February 2023, etc.), including the accessibility of data.

Technical assistance is required to support the existing M&E system of a broad portfolio of interventions in humanitarian assistance, education, health, municipal infrastructure, socio-economic support and migration management. It will do so by tracking progress of the funded interventions against defined targets and measuring achievements of refugee support as a whole.

The main challenge for communication and EU visibility are increased anti-migrant rhetoric and negative opinions of the EU.

Identification of main stakeholders and corresponding institutional and/or organisational issues (mandates, potential roles, and capacities) to be covered by the action.

The action will involve the Directorate General for Neighbourhood and Enlargement Negotiations (DG NEAR), the Directorate General for Migration and Home Affairs (DG HOME) and the EU Delegation in Ankara, as well as all IPs and entities involved in or benefitting from the implementation of projects funded under EU support to refugees in Türkiye. It also includes international organisations, NGOs and relevant Turkish ministries. The latter will play a key role under the coordination of the Turkish Presidency Migration Management. For actions implemented by pillar assessed entities, IPs will be responsible for the monitoring and reporting as per the conditions of entrustment. Consequently, the Directorate General for Humanitarian aid and Civil Protection (DG ECHO) and the contracted pillar assessed entities will not actively be using the

¹¹ https://neighbourhood-enlargement.ec.europa.eu/strategic-mid-term-evaluation-facility-refugees-turkey-2016-201920_en

monitoring capacities enabled through this Support Measure. However, they will contribute to the current monitoring system by reporting on selected indicators on a quarterly basis. DG ECHO has specific complementary audit and communication arrangements in place. The action will also involve technical assistance/contractors that will be mobilised to ensure the proper monitoring, evaluation, audit and visibility of these projects and support the EU Delegation. As concerns communication, the EU is engaging with the Turkish ministries and public institutions as well as with the IPs responsible to ensure adequate visibility of EU funded actions.

2.3. Lessons Learned

This Support Measure will complement and build on the results achieved within the framework of the Facility and the package of additional support, in particular in continuation of the two Support Measures¹² funded under the Facility. The current technical assistance has shown that the development of quality logframes with sound intervention logic and measurable indicators and their alignment with the Theory of Change and RF are key factors for ensuring quality reporting on results achieved. The existence and development of a proper 'fit-for-purpose' projects' M&E system was also deemed essential. These aspects will be taken into account in the new action. In addition, online material should be more accessible to IPs and closer consultation process established in order to mitigate the turnover of IP staff, to ensure continuity and coherence. The reporting processes of monitoring missions should also be simplified to avoid the delays faced in the past years. Moreover, the future evaluation should be planned in a timely manner and use the Facility mid-term evaluation as a basis.

3. DESCRIPTION OF THE ACTION

3.1. Intervention Logic

The overall objective of this action is to ensure the tracking and measuring of results, the verification of the proper use of EU funding, and communication on the implementation of EU refugee support activities in Türkiye.

The specific objectives (outcomes) of this action are to:

1. Monitor and report on the performance of interventions funded under the Facility and additional EU support to refugees in Türkiye and evaluate evidence-based results;
2. Provide reasonable assurance of the correct implementation of EU support to refugees in Türkiye, including the Facility, as well as verify the legality and regularity of the underlying transactions and respect of the principle of sound financial management;
3. Inform the public on the impact of the EU support to refugees, raise awareness on and enhance the visibility of the Facility and additional EU support to refugees in Türkiye.

The outputs (OT) contributing to the corresponding specific objectives (outcomes) of this action are:

Contributing to outcome 1

OT-1.1: The RF is periodically reviewed and progress on the results is systematically reported.

¹² C(2019) 8101 final - Commission Implementing Decision of 19.11.2019 on the adoption of a support measure on monitoring and evaluation, audit and communication under the Facility for Refugees in Turkey
C(2017) 3378 final - Commission Implementing Decision of 23.5.2017 on the support measure on monitoring, evaluation, audit and communication of the Facility for Refugees in Turkey

OT-1.2: Interventions are regularly monitored and their performance in the achievement of their objectives are assessed and reported.

OT-1.3: Strengthened capacities of the IPs to monitor and evaluate their interventions (in particular Turkish ministries).

OT-1.4: Performance of ongoing and completed interventions is evaluated paying particular attention to the results measured against their objectives.

Contributing to outcome 2

OT-2.1: Reasonable assurance and/or verification that expenses are made in compliance with the EU Financial Regulation

OT-2.2: Mismanagements of EU funds is detected/prevented.

OT-2.3: Relevant ad hoc based financial and/or system and compliance audits, verifications are put in place.

Contributing to outcome 3

OT-3.1: The public is informed about EU values, policies and programmes in line with the objectives of the action.

OT-3.2: The public is informed about the EU support with the accompanying socio-economic transformation and its benefits and opportunities for refugees and host community.

3.2. Indicative Activities

Indicative activities which will be implemented with the support of external services may include, but are not limited to:

Activities related to OT-1.1

1. Operationalisation of the RF via periodical updates and mapping of the interventions' indicators and targets;
2. Strengthening data management protocols and systems to manage RF data and intervention results.
3. Collecting and analysing RF and action data and regular/ad-hoc reporting on the achievements of the EU support to refugees;
4. Updating the Data Management System (DMS)¹³ based on the RF and intervention results;
5. Providing continuous guidance to the IPs on reporting on RF data and intervention results and organising sectoral meetings for exchanging experience/feedback/contributions and presenting preliminary data analysis and findings;
6. Gathering qualitative data from the field through focus group discussions and/or surveys to measure the outcomes of the RF.

Activities related to OT-1.2

1. Carrying out regular/ad hoc monitoring missions by external experts to track the progress of the interventions, assess their performance and propose recommendations for corrective measures;
2. Providing guidance for the revision of the RF and logframes of the interventions, the development and revision of M&E plans and reporting systems of the IPs.

¹³ Data Management System (DMS) - An internal IT tool developed by external TA services (Technical Assistance to Support the Monitoring of Actions Financed under the Facility for Refugees in Turkey (IPA/2021/429-105 (Add. VI to the Contract-IPA/2018/393-877)) and owned by the EUD Türkiye that allows for the aggregation, analysis and visualisation of data. The cost associated with the licence and maintenance of the system will be covered by this Action.

Activities related to OT-1.3

1. Providing training and technical support/guidance to the IPs to strengthen their capacities in monitoring and reporting of their interventions.

Activities related to OT-1.4

1. Mobilising specialised expertise to carry out an independent final evaluation of interventions financed under EU refugee assistance;
2. Fine-tuning the evaluation methodology following a comprehensive desk review and developing a final evaluation matrix;
3. Carrying out field missions to collect data using a mixture of qualitative and quantitative data collection methods;
4. Disseminating the results of the final evaluation to all relevant stakeholders.

Activities related to OT-2.1

Carrying out verifications to check the legality and regularity of underlying transactions, and respect of the principle of sound financial management.

Activities related to OT-2.2

Detect/prevent mismanagement of Union funds.

Activities related to OT-2.3

Carrying out financial and/or system and compliance audits, verification missions.

Activities related to OT-3.1

1. Developing and implementing focused information and communication campaigns;
2. Implementing a new integral communication strategy;
3. Conducting surveys.

Activities related to OT-3.2

1. Organising outreach and networking events;
2. Ensuring coverage in European and Turkish media through press trips;
3. Enhancing media and social media presence.

3.3. Mainstreaming

All mainstreaming and cross-cutting issues will be taken into account in the monitoring, evaluation, audit of the actions concerned and communication activities.

Environmental Protection, Climate Change and Biodiversity

Following an environmental screening, Strategic Environmental Assessment (SEA), Environmental Impact Assessment (EIA), and Climate Risk Assessment (CRA) are not required.

The same M&E system will be used for reasons of efficiency and sustainability. Several measures will be taken to 'green' the action via the way the different issues are tackled (e.g. defining the evaluation questions), as well as the optimisation of missions/travel and online tools (e.g. interviews in a remote or hybrid mode).

Gender equality and empowerment of women and girls

As per OECD Gender DAC codes identified in section 1.1, this action is labelled as G0 because of the nature of the Support Measure. Nevertheless, gender disaggregated data will be used throughout the implementation of the monitoring, evaluation, and audit components. All efforts will be made to ensure the active participation of women and girls in the different project activities as well as to report on gender-specific activities and gender disaggregated data. In addition, communication activities will ensure a proper representation of women and girls in all their diversity and in all material that is to be developed.

Disability

As per OECD Disability DAC codes identified in section 1.1, this action is labelled as D0 because of the nature of the Support Measure. Nevertheless, disability data will be used whenever possible throughout the implementation of the monitoring, evaluation, and audit components. All efforts will be made to ensure the active participation of persons with disabilities in the different activities, with a special focus on the question of accessibility. In addition, communication activities will ensure a proper representation of persons with disabilities in all their diversity.

Conflict sensitivity, peace, and resilience

This action should be understood in the wider context of EU support to refugees and host communities in Türkiye, as well as EU overall support in the region. In this regard, the action will contribute to increasing social cohesion with host communities and refugee resilience in an inclusive and sustainable manner.

3.4. Risks and Assumptions

Category	Risks	Likelihood (H/M/L)	Impact (H/M/L)	Mitigating measures
External environment	Potential implications of the upcoming elections and increased political and social tensions, including towards refugees	High	High	EU engagement and related communication should not be interpreted as interference in the domestic issues or as an attempt to undermine local culture and religion. Close monitoring of the situation and communication shall be ensured for the action not to be impacted and mitigation actions taken at local level. Communication should focus on success stories.
External environment	Deteriorating security conditions and/or occurrence of a new disaster (e.g. earthquake)	Medium	High	The security situation may not allow monitoring, evaluation and audit missions to take place. Online alternatives will be put in place to the extent possible and the action will ensure flexibility in order to adapt in case of an emergency.
Planning, processes and systems	Access to data withheld by authorities	Medium	High	Continuous engagement with stakeholders will be crucial; high level meetings to be organised with authorised representatives of the relevant Ministries, where the need for access and the potential impact on the M&E work will be explained. If access to the data cannot be obtained internally, external resources who may be able to provide access to similar data sets may be considered.

External Assumptions

The main necessary conditions for a successful action are:

- **Cooperation:** work with relevant Turkish authorities in the context of a stable security environment will allow for proper provision of EU refugee support across Türkiye, and continuation of the contracting and implementation of additional EU-funded actions;
- **Availability of human resources:** qualified staff will remain available to provide M&E, audit and communication services;
- **Data accessibility:** All IPs will provide access to data in order to ensure a qualitative and meaningful M&E;
- **Stakeholder engagement:** Turkish authorities will actively participate and provide timely feedback and data, thereby sustaining long-term positive impact of EU refugee support.

3.5 Indicative Logical Framework Matrix

Results	Results chain: Main expected results	Indicators	Baselines (values and years)	Targets (values and years)	Sources of data	Assumptions
Impact	To ensure the tracking and measuring of results, the verification of the proper use of EU funding, and communication on the implementation of EU refugee support activities	1 Results Framework and intervention monitoring and reporting systems continue to be operational to reflect the EU support to refugee in Türkiye	N/A	N/A	N/A	
Outcome 1	Performance of interventions funded under the Facility and additional EU support to refugees in Türkiye effectively monitored and reported, and evidence-based results evaluated	1.1 Percentage of RF and intervention indicators (output and outcome) that are effectively monitored and reported 1.2 Number of monitoring missions to interventions 1.3 Percentage of monitoring mission reports assessed as satisfactory by EUD 1.4 Number of published evaluations on DG NEAR website	1.1. 97% of output indicators reported 82% of outcome indicators reported (December 2023) 1.2 114 missions (December 2023) 1.3 98% of completed mission reports are assessed as satisfactory (or better) 1.4 One (1) mid-term evaluation (December 2023)	1.1. 80% of output indicators reported against RF 70% of outcome indicators reported against RF 1.2 All interventions externally monitored at least once and in total 80 missions carried out 1.3 80% of completed mission reports assessed as satisfactory (or better) 1.4 One (1) evaluation	1.1.1 External TA team review of completed data templates by the IPs 1.1.2 Analysis of data quality assessment for RF indicators 1.2 Progress reports of external TA team 1.3 EUD-completed mission reports assessment forms after report finalisation 1.4 DG NEAR website (refugee assistance page)	The overall operating environment for the implementation of refugee assistance continues to be conducive. Transparent and open communication among all stakeholders is effective. The selected regions have a suitable environment to ensure access to target population for M&E purposes. IPs assume their obligations under the required monitoring and reporting arrangements of the refugee assistance.
Output 1 related to Outcome 1	1.1 Results Framework periodically reviewed and progress on the results systematically reported	1.1.1 Number of <u>Results Framework</u> monitoring reports	1.1.1 12 (Twelve) monitoring reports (December 2023)	1.1.1 Minimum one monitoring report per year	1.1.1 Monitoring reports on <u>Results Framework</u>	Data Management System is operationalised. Effective coordination and collaboration are established between different Contracting Authorities and IPs involved in the implementation of the refugee assistance. The management and operational structure in all organisations involved in the implementation of the refugee assistance is stable.

Output 2 related to Outcome 1	1.2 Regularly monitored interventions and their performance in the achievement of their objectives assessed and reported.	1.2.1 Number of <u>interventions</u> monitored	1.2.1 41 interventions (December 2023)	1.2.1 Each intervention monitored at least once upon their implementation duration	1.2.1 Monitoring mission reports	The monitoring experts are granted access to relevant files and action sites by all IPs. Baselines and targets are available in the action logframes to enable accurate performance measurement.
Output 3 related to Outcome 1	1.3 Strengthened capacities of the IPs, especially Turkish Ministries, in the M&E of their interventions.	1.3.1 Percentage of participants in external TA-run capacity-building events assessing the events as Good or Excellent	1.3.1 100% participants assessed the training event as Good or Excellent (June 2023)	1.3.1 Events assessed as Good or Excellent by at least 80% of participants	1.3.1 Post-event participant evaluations forms	IPs monitoring staff is interested and regularly attending in capacity building activities.
Output 4 related to Outcome 1	1.4 Final evaluation of refugee assistance completed on time.	1.4.1 Number of evaluations completed on time	1.4.1 One (1) mid-term evaluation	1.4.1 One (1) final evaluation	1.4.1 Evaluation plan/timetable	The evaluation experts are granted access to relevant files and action sites by all IPs. IPs comply with the interview schedule. Contracting authorities provide timely and quality inputs to the draft versions of the evaluation outputs.
Outcome 2	Reasonable assurance of the correct implementation of EU support to refugees in Türkiye, including the 'Facility' provided, as well as legality and regularity of the underlying transactions and respect of the principle of sound financial management verified	Number of verifications and audits as applicable	34 audits/verifications launched	Financial and/or system/compliance audits, verifications (approx. 45 verifications/audits)	N/A	Access to reliable data within the Turkish legal framework limiting the scope of verification (personal data protection). Access to supporting documentation of the underlying transactions (e.g. state supply office).
Outcome 3	Public informed on the impact of the EU support to refugees, awareness raised, and visibility enhanced of Facility and EU additional support to refugees in Türkiye	Percentage of population with a positive attitude	40%	20% increase	Surveys Opinion polls	The national authorities remain committed to engage and willing to communicate on the EU support to refugees and the EU-Türkiye cooperation on the matter.
Output 1 related to Outcome 3	3.1 Informed public about EU values, policies and programmes in line with the objectives of the action	3.1.1 Number of media coverage 3.1.2 Number of social media interaction 3.1.3 Number of participants in outreach events	Data in previous final report	30% increase	Project reports	
Output 2 related to Outcome 3	3.2 Informed public about the EU support with the accompanying socio-economic transformation and its benefits and opportunities for refugees and host community	3.2.1 Number of people reached via events 3.2.2 Number of media coverage 3.2.3 Number of social media engagement	Data from previous final report	30% increase	Project reports	

4. IMPLEMENTATION ARRANGEMENTS

4.1. Financing Agreement

It is not envisaged to conclude a Financing Agreement with the Republic of Türkiye.

4.2. Indicative Implementation Period

The indicative operational implementation period of this action, during which the activities described in section 3.2 will be carried out and the corresponding contracts and agreements implemented, is 72 months from the date of adoption by the Commission of this Financing Decision.

Extensions of the implementation period may be agreed by the Commission's responsible authorising officer in duly justified cases.

4.3. Implementation Modalities

The Commission will ensure that the EU rules and procedures for providing financing to third parties are respected, including review procedures, where appropriate, and compliance of the action with EU restrictive measures¹⁴.

4.3.1 Direct management (Procurement)

The support measure will be implemented in direct management by the EU Delegation to Türkiye.

4.4. Scope of geographical eligibility for procurement and grants

The geographical eligibility in terms of place of establishment for participating in procurement and grant award procedures and in terms of origin of supplies purchased as established in the basic act and set out in the relevant contractual documents shall apply, subject to the following provisions.

The Commission's authorising officer responsible may extend the geographical eligibility on the basis of urgency or of unavailability of services in the markets of the countries or territories concerned, or in other duly substantiated cases where application of the eligibility rules would make the realisation of this action impossible or exceedingly difficult (Article 28(10) NDICI-Global Europe Regulation).

4.5. Indicative Budget

Indicative Budget components	EU contribution (amount in EUR)
Methods of implementation – cf. section 4.3	
Outcome 1: Monitoring and Evaluation	8 000 000
Outcome 2: Audit	4 400 000
Outcome 3: Communication	2 000 000
Totals	14 400 000

¹⁴ [EU Sanctions Map](#). Please note that the sanctions map is an IT tool for identifying the sanctions regimes. The source of the sanctions stems from legal acts published in the Official Journal (OJ). In case of discrepancy between the published legal acts and the updates on the website it is the OJ version that prevails.

4.6. Organisational Set-up and Responsibilities

The EU Delegation to Türkiye is in charge of this Support Measure and the proper implementation of its different components.

For the monitoring component, the following arrangements will be established for the management of the external technical assistance:

- A steering committee will be held once a year with the participation of DG NEAR and EUD to monitor progress, compliance with quality standards and quality assurance of all deliverables, and to provide technical input and guidance to the contractor;
- Quarterly management meetings will be held with the participation of DG NEAR and EUD to review overall project progress and raising of any performance issues or proposals which need consideration by senior management;
- Monthly/bi-monthly management meetings will be held between the EUD and the contractor to review deliverables' progress and addressing any questions/issues raised by the contractor.

An inter-service steering group (ISG) will assist the evaluation team in the management of the evaluation component with the following responsibilities:

- Steering the evaluation exercise in all key phases (preparation and/ or provision of comments to the Roadmap and Terms of Reference, selection of the evaluation team, etc.);
- Providing input and information to the evaluation team, as well as quality control on the drafts of the report by mobilising the institutional, thematic, and methodological knowledge available;
- Ensuring a proper follow-up action plan after completion of the evaluation.

5. PERFORMANCE MEASUREMENT

5.1. Monitoring and Reporting

The day-to-day technical and financial monitoring of the implementation of this action will be a continuous process, and part of the implementing partner's responsibilities. To this end, the implementing partner shall establish a permanent internal, technical and financial monitoring system for the action and elaborate regular progress reports and final reports. Every report shall provide an accurate account of implementation of the action, difficulties encountered, changes introduced, as well as the degree of achievement of its results (Outputs and direct Outcomes) as measured by corresponding indicators, using as reference the logframe matrix.

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).

5.2. Evaluation

Having regard to the nature of the action, an evaluation will not be carried out for this action or its components. In case an evaluation is not planned, the Commission may, during implementation, decide to undertake such an evaluation for duly justified reasons either on its own decision or on the initiative of the partner.

5.3. Audit and Verifications

Without prejudice to the obligations applicable to contracts concluded for the implementation of this action, the Commission may, on the basis of a risk assessment, contract independent audit or verification assignments for one or several contracts or agreements.

6. STRATEGIC COMMUNICATION AND PUBLIC DIPLOMACY

Communication and visibility measures on EU support to refugees in Türkiye will be funded by this action.

All entities implementing EU-funded external actions have the contractual obligation to inform the relevant audiences of the Union's support for their work by displaying the EU emblem and a short funding statement as appropriate on all communication materials related to the actions concerned. To that end they must comply with the instructions given in the 2022 guidance document [*Communicating and raising EU visibility: Guidance for external actions*](#) (or any successor document).

This obligation will apply equally, regardless of whether the actions concerned are implemented by the Commission, the partner country, service providers, grant beneficiaries or entrusted or delegated entities such as UN agencies, international financial institutions and agencies of EU Member States. In each case, a reference to the relevant contractual obligations must be included in the respective financing agreement, procurement and grant contracts, and contribution agreements.

Effectiveness of communication activities on awareness about the action and its objectives as well as on EU funding of the action should be measured.

7. SUSTAINABILITY

By its nature, the Support Measure is contributing to the sustainability of all EU support to refugees in Türkiye by ensuring proper accountability, that lessons learnt are taking into account and success stories properly displayed. The findings stemming from its monitoring, audit and evaluation reports will be widely used and disseminated and will include recommendations whenever relevant. Altogether, this will ensure that the impacts are likely to continue beyond the lifespan of the action and the overall EU support. Nevertheless, the sustainability of the latter relies on the commitment and full ownership by the Turkish authorities, regardless of external assistance.