POST INTERVENTION MONITORING
DAMAGED HOUSE REPAIR PROGRAMME IN SYRIA

August 2023

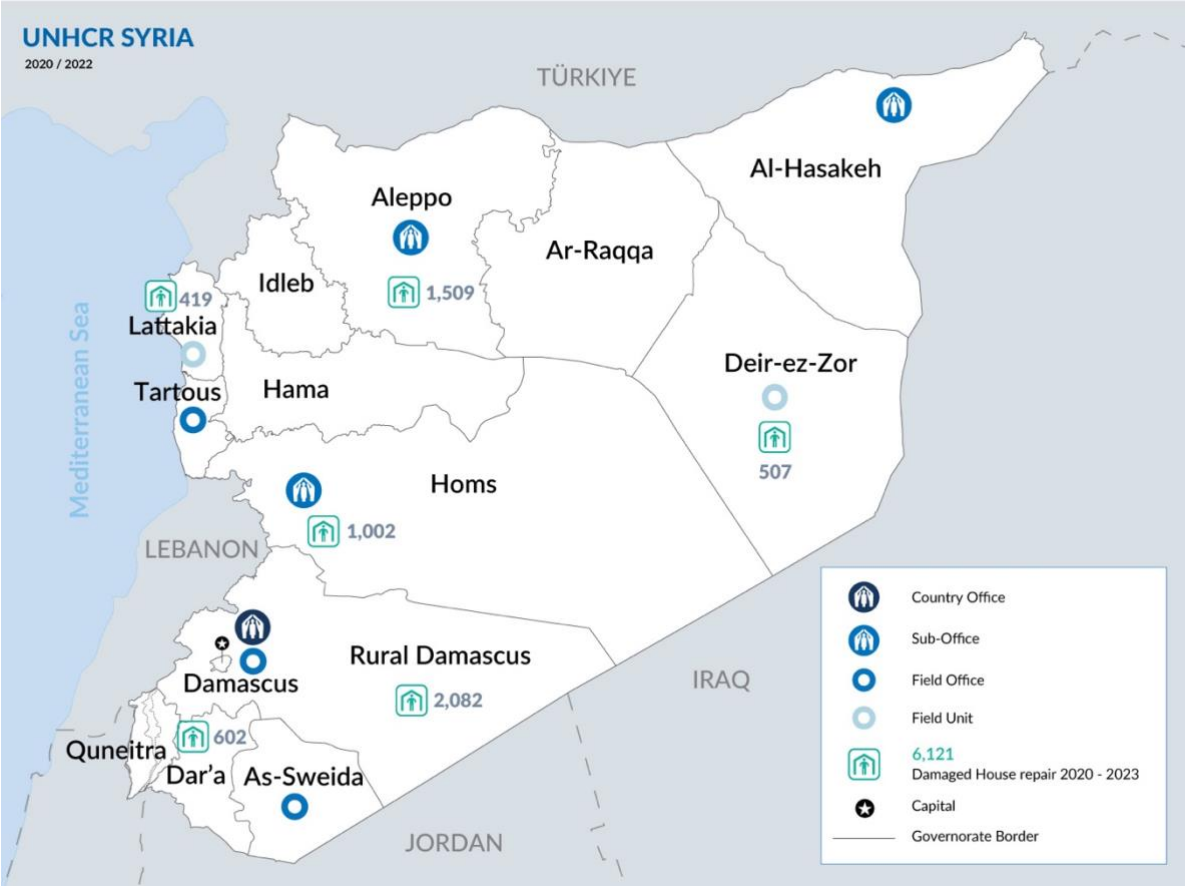
Acknowledgements

The Post Intervention Monitoring (PIM) of the Damaged House Repair Programme was initiated by UNHCR in October 2022 to assess the impact of UNHCR's intervention to support house repair. Sincere appreciation goes to beneficiaries who participated in the data collection process. UNHCR Syria also thanks the partners below for their support to the PIM exercise.

Background

An estimated 5.9 million people need shelter assistance in Syria according to the 2022 Humanitarian Needs Overview. The needs are diverse and range across different groups, including newly displaced families, households suffering long-term and multiple displacements, people staying in sub-standard collective shelters and in informal settlements, and households remaining in or returning to their own damaged homes, and/or holding short-term occupancy agreements which expose them to risk of eviction.

UNHCR and partners have also identified through their own assessments the needs and vulnerabilities of boys and girls, and men and women of different ages and backgrounds. In line with its shelter strategy and following an inter-sectoral area-based approach, UNHCR provided support to returnees and affected communities through repairing their damaged houses.



In 2020 and 2021, UNHCR repaired 4,261 houses for 4,803 households in six governorates of Rural Damascus, Homs, Aleppo, Deir-ez-Zor, Latakia, and Dar'a in partnership with six national and international NGOs. Meanwhile, in 2022, 1,860 houses for 2,019 households were repaired in these six governorates to provide a longer-term shelter solution for returnees and affected communities.

Beneficiaries of the Damaged House Repair Programme include returnees who voluntarily returned to their area of origin, internally displaced persons (IDPs) living on rent, or other vulnerable community members affected by the crisis. Priority is given to households including owners and tenants in their partially damaged but structurally safe housing units, who have eligible occupancy documents (ownership/tenure documents or alternative documents recognized nationally).

Rehabilitation of damaged houses refers to all types of repairs and maintenance work including the replacement of missing elements to make the residential units inhabitable. The term "houses" include all types of residential units such as apartments and individual homes. The damaged house repair programme includes preparatory work (debris removal and cleaning), closure of openings in internal and external walls, plastering and painting of internal areas, replacement of doors and windows, repair of floors, toilets, water and sanitation (WASH) facilities, and electrical works (cabling and installation of lamps).

Accountability to affected people

Accountability to affected people is a commitment to the intentional and systematic inclusion of the expressed needs, concerns, capacities, and views of those affected and in need of protection and assistance.

AAP Operational Guidance, September 2020. UNHCR/OG/2020/02

UNHCR regularly conducts post-monitoring exercises with communities that benefitted from its programmes. This is part of UNHCR's accountability to the people it serves through listening and responding to their needs, perspectives, and priorities. This ensures these communities are meaningfully and continuously involved in decisions that directly impact their lives.

From 1 October 2022 until 31 December 2022, UNHCR conducted a Post Intervention Monitoring (PIM) exercise with households who benefitted from the Damaged House Repair Programme. This exercise aim to:

a. Measure the level of satisfaction of the affected population benefiting from the programme
b. Provide reliable data to measure whether the programme met beneficiaries' needs and priorities and achieved the intended purpose
c. Provide relevant information on the programme's design and its results, such as selection of beneficiaries, safety of and respect to interviewees during the exercise, impact on the lives of people, quality and quantity of assistance, functionality of complaint mechanisms in place, and risks encountered during the implementation of the programmes
d. Demonstrate if the programme targeted the most vulnerable families while respecting the selection criteria and being implemented in a timely manner, thus providing concrete evidence to inform the future programme design for 2023 and beyond.

Methodology

a. Location and timeframe

The PIM assessed the interventions implemented by UNHCR's partners in six governorates in 2020 and 2021. In October 2022, UNHCR prepared the tool for data collection, and coordinated with partners on informing beneficiaries regarding the exercise. Partners carried out the data collection exercise from 1 November until 31 December 2022, with close monitoring by UNHCR staff.

b. Selection

UNHCR used 95% Confidence Level (CL) with +/-5% Margin of Error (ME) to determine the PIM sample size. The PIM was household-based, and the random selection of participants was based on two parameters (Governorate and partner) using a stratified sampling method. The sample size was set as 400 out of 4,261 households who benefited from the programme in 2020 and 2021. The data collection was carried out either via home visits or via phone/hotline

depending on the context in the different governorates and the outreach capacity of the partners.

Partner	Rural Damascus		Homs		Aleppo		Deir-ez-Zor		Latakia		Dar'a		Total	
	#houses repaired	Interview	#houses repaired	Interview	#houses repaired	Interview	#houses repaired	Interview	#houses repaired	Interview	#houses repaired	Interview	#houses repaired	Interview
Greek Orthodox Patriarchate of Antioch (GOPA)			255	25	298	30			174	17			727	72
Première Urgence Internationale (PUI)	412	39	457	43	199	18	105	10	94	9	75	7	1,342	126
Adventist Development and Relief Agency (ADRA)	162	15			137	14							299	29
Aoun			155	14									155	14
Danish Refugee Council (DRC)	449	42			215	20					128	13	792	75
Secours Islamique France (SIF)	459	51	88	8	201	18					198	20	946	97
Total	**1,482**	**147**	**955**	**90**	**1,050**	**100**	**105**	**10**	**268**	**26**	**401**	**40**	**4,261**	**413**

c. Data collection tools

UNHCR developed a draft questionnaire, which was finalized with partners' feedback. The data was collected directly from beneficiaries through an in-person or phone interview conducted by a partner staff who was responsible to input the data into the questionnaire via KoBo[1]. Each interview process took approximately 15-20 minutes.

d. Staff in charge of collecting data

Partners, in collaboration with UNHCR field offices, identified staff from their teams to oversee the data collection of the questionnaire. At UNHCR's request, partners assigned staff and volunteers who were not involved in the Damaged House Repair Programme, to the extent that this was possible, thus avoiding conflicts of interest and ensuring transparency. UNHCR facilitated training sessions for 25 assigned enumerators before launching the data collection phase.

e. Analysis of the data

UNHCR analyzed the data collected and shared the results with partners accordingly, aiming to inform programming and improve implementation.

[1] *Kobo is an open-source app for collecting survey data. It is part of KoBo Toolbox and can be accessed by the app (cellphone) or through web forms (laptop or computer). Most of the users are staff working in humanitarian settings, as well as aid and development researchers.*

Considerations

- **Integrity of PIM results:** UNHCR and partners ensured quality, accuracy, and reliability of data and transparency of PIM results by minimizing errors. The full package of data collected – including the raw data compiled by the enumerators – was shared with each partner along with the analysis to demonstrate the full integrity of the exercise.
- **Safe environment:** UNHCR ensured that PIM was carried out in a safe environment with the informed and voluntary engagement of the affected population.
- **Confidentiality:** The PIM questionnaire was anonymous and no identifiable information (i.e. name, registration number) was captured or shared with any third party.
- **Accountability:** UNHCR ensured that partner staff provided timely and accurate information to beneficiaries regarding the exercise to improve transparency and reduce opportunities for fraud.
- **Age and gender diversity (AGD) perspective:** AGD considerations were adopted, particularly during PIM interviews with older persons and persons with disabilities. Most interviews were conducted with the head of household/primary caregiver while different family members were consulted during the interview when needed (unless the interview was conducted via phone).

An elderly couple at their house repaired through UNHCR's Damaged House Repair Programme in Al-Hanano, Aleppo Governorate.

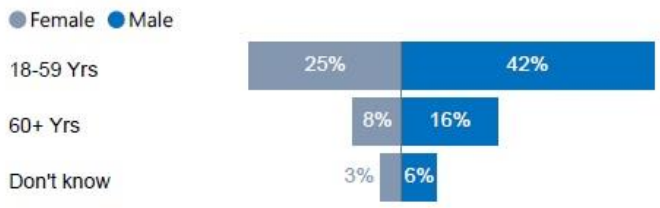
413 Interviews in **6** Governorates (20 Sub-District & 37 Communities)

Profile of individuals interviewed

Age and Gender

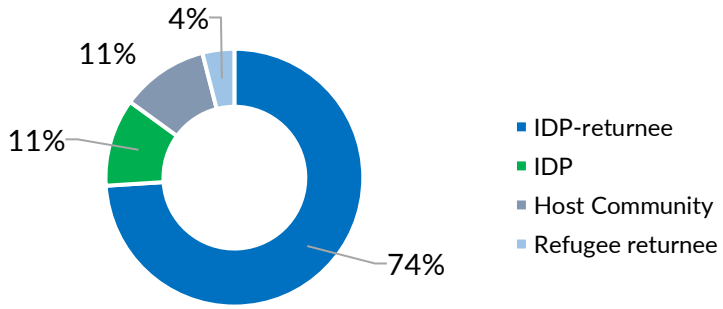
Of the total individuals interviewed, 64% were male and 36% were female; 67% of participants were between the ages of 18 and 59, 24% were 60 years and above, and 9% did not disclose their age.

Age Gender Disaggregation of Interviewee



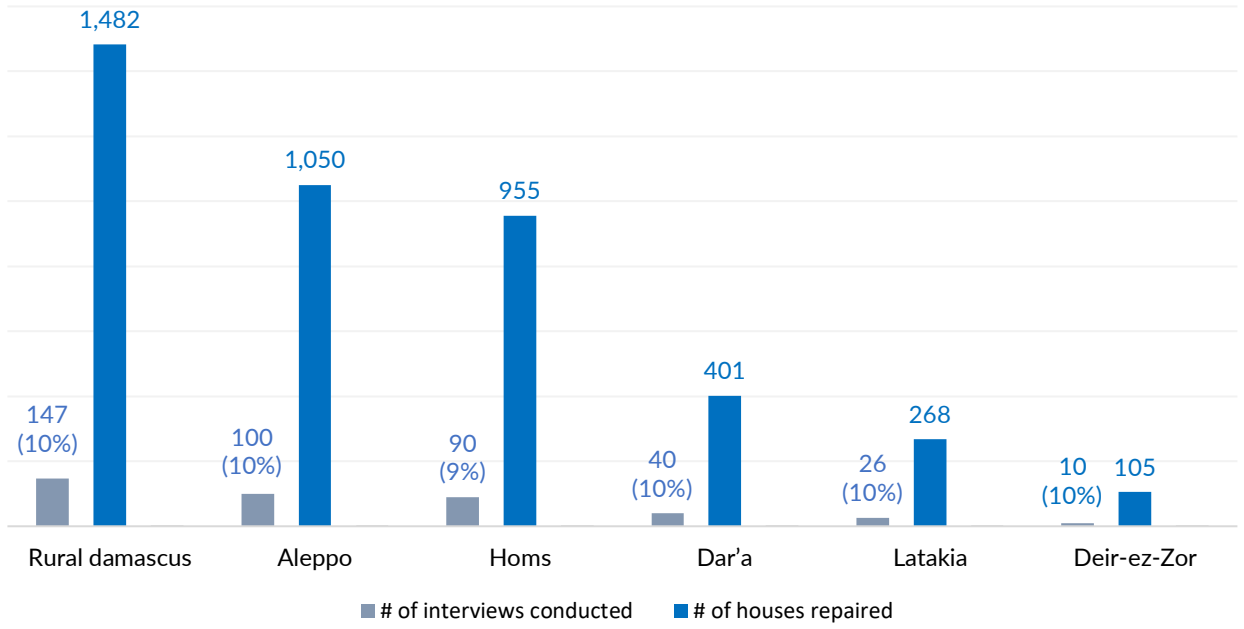
Status of Individuals Interviewed

Of those interviewed, 74% were IDP returnees, 11% were IDPs, 11% were affected host communities, and 4% were refugee returnees.



Geographic Locations

Interviews targeted households in the Governorates where the programme was implemented in 2020 and 2021. Rural Damascus recorded the highest number of interviews: 36%, followed by Aleppo: 24%, Homs: 22%, Dar'a: 10%, Latakia: 6%, and Deir-ez-Zor: 2%. The number of interviews was in line with the sample size assigned to each Governorate.



Modality of conducting interviews

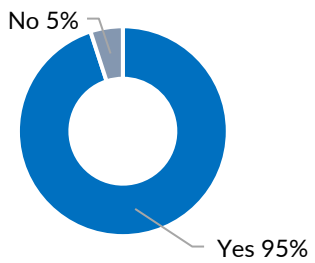
Of the interviews conducted, 83% were done via phone calls while the remaining 17% were through home visits, with the selection of modality considering the specific context in each Governorate and the outreach capacity of partners.

Findings and Comparative Analysis

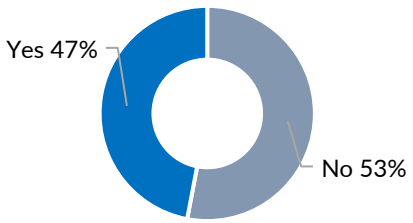
KEY FINDING #1: The community agreed that the programme prioritized the most vulnerable households.

Of participants surveyed, 95% stated that the most vulnerable households such as women-headed households, households with older people/chronically ill members, members having physical or mental disabilities, households hosting displaced people for at least three months, and large families were given priority for this programme as opposed to 5% who indicated the opposite. Of participating households, 47% reported that they understood the reasons why they were selected as beneficiaries of the programme, compared to 53% who claimed not to have been informed of the selection criteria.

Programme prioritized vulnerable households



Awareness of selection criteria



KEY FINDING #2: Households were consulted before repairs on their houses were conducted, and houses were repaired within the assigned timeframe.

Of those surveyed, 95% stated being consulted about the work that would take place in their houses before the start of repair works. Furthermore, 99% of respondents stated that their houses were repaired within the timeframe assigned for implementation as informed by the partner and/or the contractor.

Recommendation: *Continue to keep communities abreast of the selection criteria for the programme, as well as the repair works that will be conducted in their houses and strengthen consultation practices with communities throughout the repair work.*

Recommendation: *As the needs for this intervention are immense and beyond the resources and the capacity of humanitarian actors, the programme should continue to prioritize the most vulnerable households among the returnee population.*

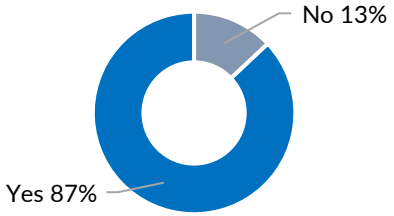
KEY FINDING #3: Households did not experience safety risks during the repair works and were treated with respect by UNHCR and partners.

Over 99% of those surveyed reported not facing any safety or security issues during the repair works, and 96% of participants indicated being treated with respect by the relevant partner/UNHCR staff during the programme implementation.

KEY FINDING #4: Repair works efficiently met households needs

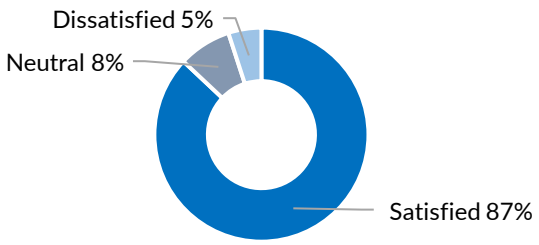
Of participants surveyed, 87% reported that their needs were addressed in the most efficient manner. Meanwhile, 13% of participants stated that their needs could have been met more efficiently, namely through vouchers: 40%, cash assistance: 36% and other means: 24%. The households who selected "other means" were referring to additional needs such as electricity, furniture, water tanks, and additional doors and windows that they would have liked to receive as part of the assistance package.

Repair works met the needs



KEY FINDING #5: Most households were satisfied with the overall quality of repair works

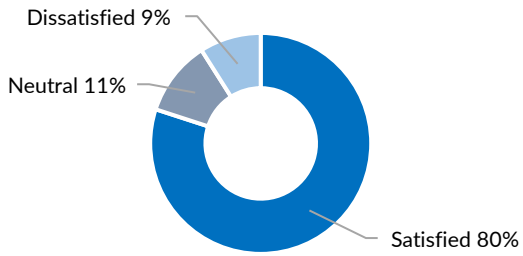
Of surveyed households, 87% were satisfied with the quality of the labour conducted and the overall repair works.



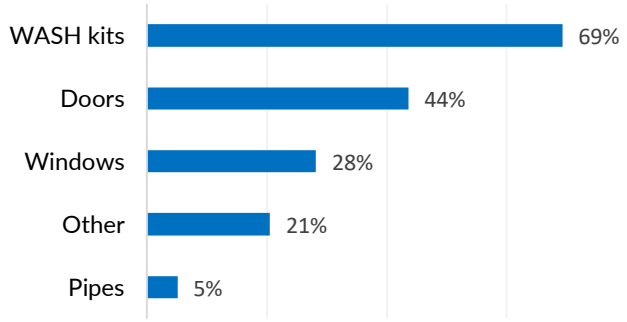
KEY FINDING #6: Most households were satisfied with the quality of materials.

Of those surveyed, 80% expressed their satisfaction with the quality of the items and materials used during the repairs. Among the remaining 20%, 11% were neutral regarding the quality of items and materials while 9% stated their dissatisfaction, particularly in relation to water, sanitation and hygiene (WASH) kits: 69%, doors: 44%, windows: 28%, and others such as electricity/WASH accessories: 21% and pipes: 5%.

Satisfaction with the quality



Dissatisfaction in items



Recommendation: *UNHCR and partners should revise the technical specifications of the used material during the repair to improve their quality, taking into consideration that most items are procured from the local market.*

KEY FINDING #7: Beneficiaries reported that they feel safer in their homes after the completion of repairs.

Of surveyed households, 97% confirmed that the interventions improved their feeling of safety as the repairs further protected their houses from theft, intruders, wild animals, and harsh weather conditions. Meanwhile, 97% of participating households also confirmed that the repairs improved their physical and mental health and enhanced their privacy.

KEY FINDING #8: Households received satisfactory feedback on submitted complaints.

Of participating households, 91% indicated receiving feedback on submitted complaints while 9% reported not receiving any feedback. On the responses of submitted complaints, 70% indicated that the complaint was solved and 10% stated that UNHCR and partners were unable to solve the issue or provide a satisfactory answer. Meanwhile, 20% selected "other" as an option, to explain that one feedback was under process and the second one was related to the shortage of funds for complementary works requested by the household. 54% of participating households reported not being aware of how to report complaints related to the Damaged House Repair Programme.

Recommendation: *Urgently strengthen information sharing and awareness on available feedback and complaint mechanisms.*

KEY FINDING #9: The repairs allowed households to save money to meet critical needs.

Of surveyed households, 95% confirmed that the repairs allowed them to save money to meet other critical needs (e.g. food, medicines, water, rent, clothes, heating fuel, education-related needs), whereas 2% disagreed with this statement and another 2% did not answer the question.

KEY FINDING #10: The repairs assisted households in adapting their houses for members with mobility difficulties.

The question was only applicable to 23% of participating households, who had family members with mobility difficulties. Among them, 17% agreed that, through the repairs, their houses were adapted to accommodate the needs of their relatives with mobility difficulties, whereas 5% disagreed with the statement and less than 1% did not answer the question. Of note, 13% of households which provided additional remarks to the survey were requesting additional assistance to support the family members with specific needs and disabilities living with them.

Recommendation: *UNHCR and partners to establish a referral mechanism for people with specific needs identified during the implementation of the Damaged House Repair Programme to available services providers.*

Conclusion

This is the first country-wide PIM exercise conducted in the Syria operation for the Damaged House Repair Programme. The findings overall indicate satisfaction with the repair works and with the quality of materials used. The programme had a positive impact on enhancing the safety of the houses, improving the physical and mental health of households, and making the houses more adaptable for members with specific needs. However, there were several issues reported which UNHCR and partners will work closely to address, including on community engagement, strengthening complaint mechanisms and establishing referral mechanisms between the Damaged House Repair Programme and other programmes.