

Post Distribution Monitoring Exercise

Non-Food Items Distribution - November 2023



The Post Distribution Monitoring (PDM) for the Non-Food Items (NFI) distribution programme took place from 1 November 2022 to 31 March 2023 in 11 governorates. The objective of the exercise was to gather detailed feedback from the assisted people on the distributed items and measure their satisfaction.

The PDM was household-based, and the overall sample reached approximately 6% of the households who benefited from the programme. The feedback was collected through home visits or phone/hotline depending on accessibility and the outreach capacity of the partners. UNHCR analyzed the data collected and shared the results with partners to inform programming purposes.

98%

of households confirmed that the distribution was planned in a convenient manner

88%

of households gave positive feedback about the distribution process

over **70%**

of supplementary items distributed were still in use

BACKGROUND

UNHCR as a non-food item sector lead agency plans NFI distribution activities in coordination with all the sector agencies and associated actors. NFIs are provided as a one-time assistance to address the life-saving needs of people in need.

Seasonal/winterization packages are also distributed to mitigate the impact of the harsh Syrian climate of hot summers and cold winters on the most vulnerable, and supplementary items might be delivered based on needs and resources.

Priority is given to vulnerable groups, including children, women, people with special needs, older people, and others.

The standard NFI kit is composed of blankets, mattresses, sleeping mats, kitchen sets, plastic sheets, water jerry cans and hand solar lamps. The winterization package is composed of extra plastic sheets, winter clothes, sleeping bags, and adult winter jackets.

In total, 124,250 NFI kits were distributed during the targeted distribution programme, between November 2022 and March 2023.

PARTNERS

Partners who made the PDM exercise possible were: Syrian Arab Red Crescent (SARC), Greek Orthodox Patriarchate of Antioch and all the East (GOPA), St. Ephrem Patriarchal Development Committee (EPDC), Social Care Society, Al Nada, and Al Tamayouz

"I came back to rebuild my house and life"

Abu Ahmad, a father of seven in Deir Hafer town, Aleppo Governorate



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After being a refugee for eight years in Lebanon, Abu Ahmad with his seven children returned to their house in Deir Hafer town, Aleppo Governorate in 2022. UNHCR staff met him when he was receiving non-food items through UNHCR's partner in his town.

"I came back to feel stable and to rebuild my house and life", he said. Abu Ahmad's family is one of 160 families who returned to their houses in Deir Hafer during 2022.

KEY FINDINGS

Delivery Details

- Community members and local leaders were the main channel for communities to learn about the NFI assistance;
- The majority of households were aware of the content of NFI assistance before receiving them;
- Distribution information (the date, time, and location of distribution) was clearly communicated to households before the distribution which was planned in a way that was convenient to the households.

Distribution Process

- The majority of households reached the distribution point in less than 30 minutes through various transportation means;
- The queue waiting period lasted between 30 minutes to one hour;
- Half of the households reported paying for transportation to reach the site and to transport the items back home;
- The process at the distribution point was well-organized;
- Households felt respected at the distribution point.

Selection Criteria

- The majority of households knew why they were selected for the assistance;
- 100% of households did not have to pay to register for the assistance;
- 100% of households reported not having been asked for favours in exchange for assistance;
- From the community perspective, 96% of households stated that the NFI assistance targeted the most vulnerable households, and 92% that the extremely vulnerable households were not excluded.

Quality, Quantity and Usage

Standard NFI Kit:

Mattresses, blankets, kitchen sets, jerry cans, plastic sheets, sleeping mats, and solar lamps

- Mattresses were considered of good or excellent quality, and were still in use;
- Blankets and plastic sheets were considered moderately suitable, of good quality, and were still in use;
- Kitchen sets and solar lamps were considered moderately suitable, of excellent quality, and were still in use, although not everyone received kitchen sets;
- Jerry cans were considered sufficient, of good quality, and were still in use
- Sleeping mats were considered very sufficient, of excellent quality, and were still in use.
- Requests for more mattresses were received in Al-Hasakeh, Ar-Raqqa, Damascus, and Tartous; and for more solar lamps in Deir-ez-Zor, Tartous, and Ar-Raqqa.

Winterization Clothing Kit

- Winter clothing kit was considered moderately suitable, of good quality, and was still in use, although some found it was not entirely suited to their needs.

Winter Items

The interviewed households gave their opinion about different winter items distributed (scarfs, boots, hats, jackets, thermal underpants, thermal blankets, plastic sheets, and carpets).

- Winter items distributed were considered moderately suitable in terms of quantity and good in terms of quality, although jackets were not found to be entirely appropriate;
- Over 90% of winter items distributed were still in use.

Supplementary Items: sleeping bags, plastic mats, flashlights, solar fans, heaters, rechargeable fans, plastic buckets, rubber boots, transparent plastic sheets, and thermoses

- Supplementary items distributed were considered moderately suitable in terms of quantity and of good and fair quality, although for some households sleeping bags were not found to be appropriate or sufficient enough;
- Over 70% of supplementary items distributed were still in use;
- Cash and in-kind were the main preferred options for receiving NFI support.

Impact

- 86% of households stated that the NFI assistance reduced their overall financial burden.

Feedback and Complaint Mechanisms

- 75% of households knew how to report complaints and the majority used complaint boxes as a channel;
- Not many households complained about the NFI programme, but for those who did, feedback was not received in response to their complaints.



Winter items distribution to IDPs families from Al-Hasakeh and Deir Ezzor in As-Sweida Governorate. © UNHCR/Hazem Abo Fakher

LESSONS LEARNED

- Ensure that the network of outreach volunteers, staff of community centres, and NGO staff are equipped with the required information on the NFI programme for wider dissemination among the community;
- UNHCR and partners to look into alternative ways to overcome the obstacles faced by the households in reaching the distribution points (such as having multiple distribution points or distribution points closer to where beneficiaries live, and covering transportation costs) especially for beneficiaries with specific vulnerabilities;
- Study the reasons why households had to pay transportation in some locations (such as camps) and increase the number of distribution points in other locations to lessen the financial burden on households;
- Organize refresher sessions on humanitarian principles, cultural sensitivity, and protection mainstreaming for staff in charge of distributing NFI – so that households continue to feel respected at the distribution point;
- Refer reported cases to the proper channels (UNHCR and partners) for further investigations as per the standard operating procedures in place;
- Increase the quantity of specific items in the standard NFI kit to correspond to the household/family size in some governorates, mainly north-east Syria;
- Enhance the quality of the materials of the items in the winterization kit and ensure that the sizes are convenient for the members of the households;
- Increase the quality of winterization items delivered, especially for jackets, thermal underpants, and boots, and ensure they are suitable for households in terms of sizes;
- Proper assessment is necessary prior to any distribution of supplementary items to ensure the delivery of adequate quantities and quality, and convenience of items that would lead to sustainable use;
- Pilot cash assistance in some locations to address the households needs for NFI;
- Enhance the referral mechanism between the different programmes supported by UNHCR and with other sectors to ensure a comprehensive response to identified needs;
- Increase awareness on complaint mechanisms and activate channels in place;
- Ensure provision of feedback to complaints submitted by households in a timely manner.

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