



# Lebanon

## Post-Distribution Monitoring Report January-March 2014

### Highlights

- \* 656,853 individuals were assisted through the WFP e-card programme during the reporting period. This is the highest number of beneficiaries reached since the beginning of the operation.
- \* WFP met more than 100% of its monitoring targets for post-distribution monitoring as well as for shop monitoring. In addition, WFP reached 98% of its pre-assistance targets.
- \* Food consumption levels have stabilized in the past six months with 76% of households having acceptable food consumption scores. A comparison between the pre-assistance baseline group (PAB) of households and post-distribution monitoring group (PDM) monitored shows much better results for the PDM than for the PAB group.
- \* Food consumption patterns showed that households are eating limited fruit, pulses and vegetables.
- \* Households who have been the longest in Lebanon have better food consumption scores and apply less food consumption based coping strategies but seem to be applying more negative livelihood coping strategies in order to cope with the lack of food.
- \* 68% of households reported that the WFP voucher was their main source of income. Close to 50% of households stated that they earned an income (casual or waged labor) as one of their three main source of income. However, 26
- \* % relied on credit as second and third main source of income and 6% reported not having three distinct sources of income.
- \* 17% of households reported exchanging their e-cards for cash to cover rent, health/medicine and to buy other types of food.
- \* In March 2014, WFP Lebanon had contracted 282 shops. \$ 179 million were injected in the Lebanese economy from January 2013 to March 2014
- \* After the transition from paper voucher to the e-cards, WFP and its partners significantly increased their presence at the shop level.



## I. ACHIEVEMENTS

### Distribution Achievements

During the last quarter of 2013, WFP transitioned to targeted assistance. During the first quarter of 2014, assistance was provided to 656,853 beneficiaries (96% of the operational planned) as can be shown in Table 1 below.

	January 2014			February 2014			March 2014		
	Planned BR9	Planned Operational	Planned BR9	Planned Operational	Planned BR9	Planned Operational	Planned BR10	Planned Operational	Actual
<b>E-Cards</b>	795,000	584,186	795,000	584,186	795,000	584,186	825,000	620,408	586,026
<b>Parcels</b>	40,000	64,550	40,000	64,550	40,000	64,550	40,000	64,550	70,827
<b>Total</b>	835,000	648,736	835,000	648,736	835,000	648,736	865,000	684,958	656,853

Table 1. Distribution figures from January to March 2014

March 2014 is the highest number of beneficiaries reached since the beginning of the operation as shown in Figure 1.

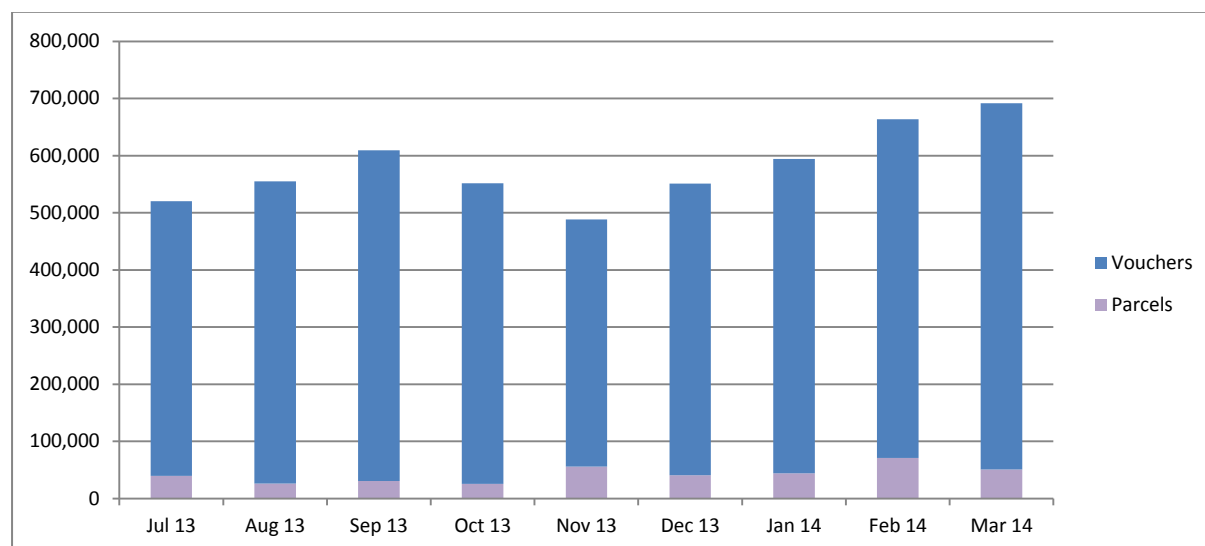


Figure 1. Beneficiaries reached from July 2013 to February 2014

### Monitoring Achievements

-Tale 2 summarizes monitoring activities carried from January to March 2014 for household visits. During the reporting period, all targets were achieved, in particular because inaccessible locations (Baabda) were taken out of the cluster random selection. In addition, starting January 2014, WFP started delegating some of its monitoring activities to partners which contributed to meeting the targets in a timely manner.

HOUSEHOLD VISITS		January-March 2014					
		PDM			PABs		
		Planned	Actual	% Reached	Planned	Actual	% Reached
WFP Sub-Office	Beirut, Mount Lebanon, and South Lebanon	240	240	100%	240	237	99%
	North Lebanon	240	246	103%	240	240	100%
	Bekaa Valley	240	261	109%	240	231	96%
	<b>Total</b>	<b>720</b>	<b>747</b>	<b>104%</b>	<b>720</b>	<b>708</b>	<b>98%</b>

Table 2. Post-distribution monitoring achievement in July and August 2013

-Table 3 summarizes monitoring activities carried from January to March 2014 for shop and distribution monitoring. Starting January 2014, WFP started delegating some of its monitoring activities to partners which allowed WFP and partners to increase presence at shops.

ACTIVITY SITES		July 2013-March 2014					
		Distribution			SHOPS		
		Planned	Actual	% Reached	Planned	Actual	% Reached
WFP Sub-Office	Beirut, Mount Lebanon, and South Lebanon	11	11	100%	79	126	159%
	North Lebanon	5	5	100%	79	124	157%
	Bekaa Valley	8	8	100%	124	172	139%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>282</b>	<b>422</b>	<b>138%</b>

Table 3. Activity Sites monitoring achievement in July and August 2013

### Monitoring Challenges

During the reporting period, the deteriorating security situation impacted WFP monitoring activities. In 2014, the Beirut, Mount Lebanon and South Lebanon Sub-office faced challenges of access and limitations/delays of security clearances - various shops and households were not visited, in particular in the Baabda area of Mount Lebanon as it became a no-go area in January 2014. Additionally, the Bekaa office shop monitoring activities were affected by the access limitations and security incidents in the districts of Baalbeck and Hermel. Unrecorded movement of population continued to prevent field teams from reaching households for interviews in all three regions. Wrong phone numbers within ProGres data increased the non-response rate and further affected effective monitoring activities.

## II. HOUSEHOLD VISITS

### 1) Food Consumption Score

#### Pre-assistance vs. Post-assistance

Food consumption levels have stabilized in the last 6 months as can be seen in Figure 4, with comparable levels between the last quarter of 2013 and the first quarter of 2014. This is particularly important as by the end of December 2013, WFP had fully transitioned to targeted assistance.

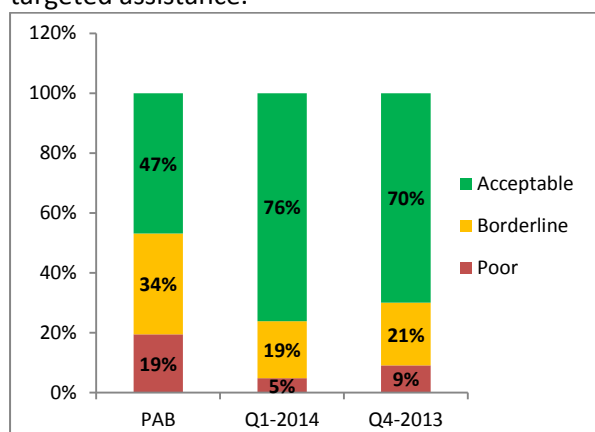


Figure 4. Food Consumption score from October 2013 to March 2014.

#### Time of arrival in Lebanon

Figure 5 shows that the food consumption levels seemed to be improving with length of stay in Lebanon. There is a significant difference in food consumption levels pre and post assistance. The PAB sample includes only refugees which have not received assistance yet but have been targeted- therefore forming the most vulnerable layer of the refugee population.

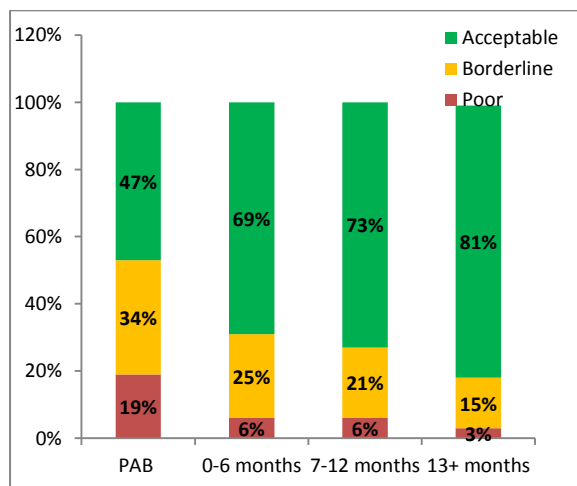


Figure 5. Food consumption score per length of stay in Lebanon.

#### Type of shelter

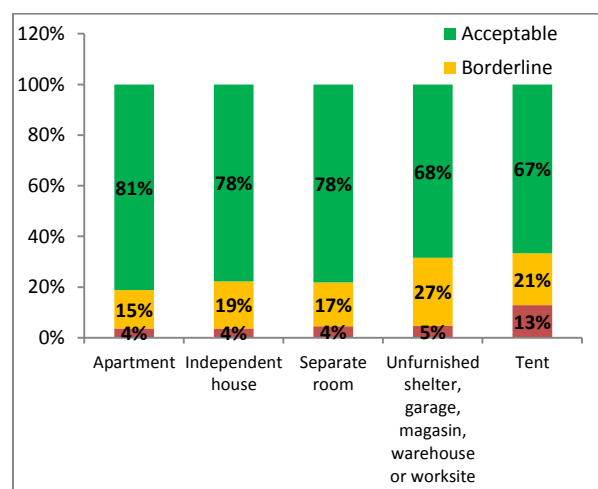


Figure 6. Food Consumption Scores per type of shelter

As in the previous quarter, households living in unfinished shelter and tented settlements were found to have worse food consumption levels than households living in other types of shelter as shown in Figure 6.

#### Regional breakdown

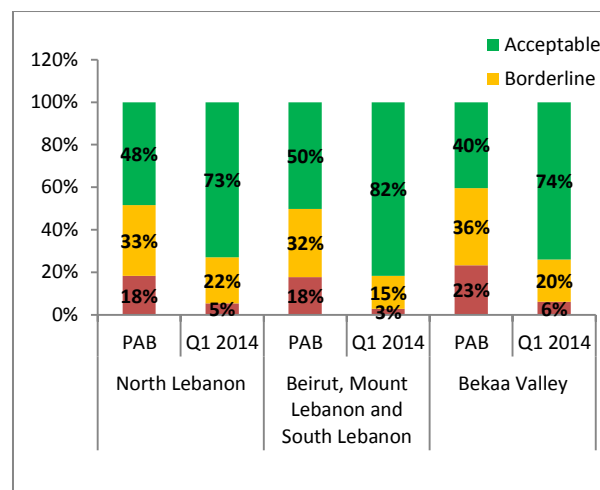


Figure 7. Food consumption scores per area of operation

Regional analysis shows that there seem to be better food consumption levels in Beirut, Mount Lebanon and South Lebanon, traditionally the richer part of the Lebanon, than in other parts of the country.

## 2) Diet Diversity

### Diet Diversity Score

During the reporting period, the average daily diet diversity was 5.8 food groups per day as compared to 5.6 during the last quarter of 2013. The average number of food groups consumed per day by beneficiaries seems to be increasing with the length of stay in Lebanon, with further details highlighted in Figure 8 below.

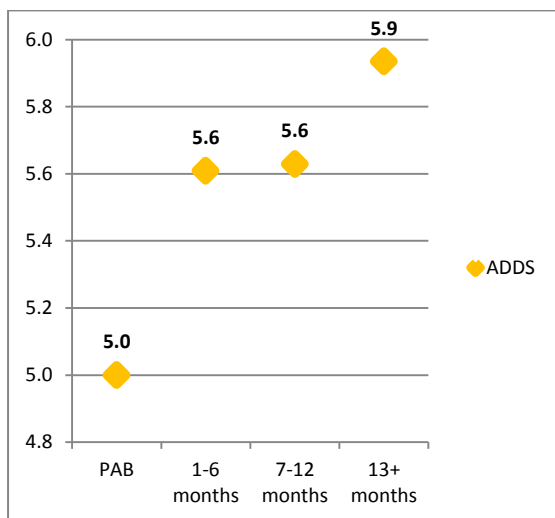


Figure 8. Diet Diversity Score per time of arrival in Lebanon

In addition, households living in tents and unfinished shelter have lower average daily diet diversity scores as can be seen in Figure 9. This could be due to the fact that most of these households are highly economically vulnerable and often lack access to cooking facilities and utensils.

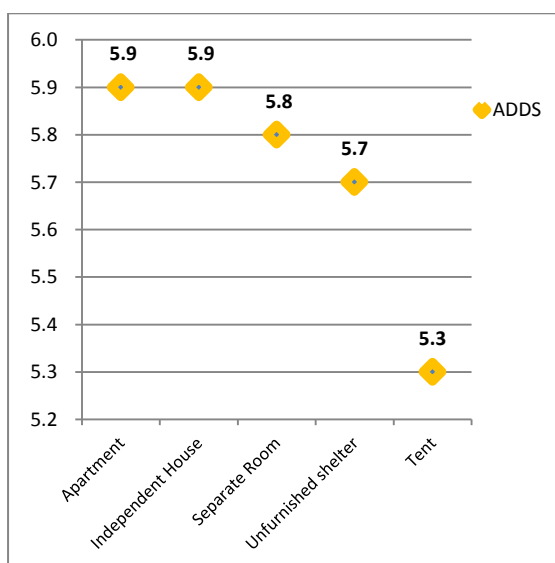


Figure 9. Diet Diversity score per type of shelter

### Food Groups Consumed

Figure 10 displays the number of days each food group is consumed. Fruits, pulses and vegetables are still consumed in a very limited manner.

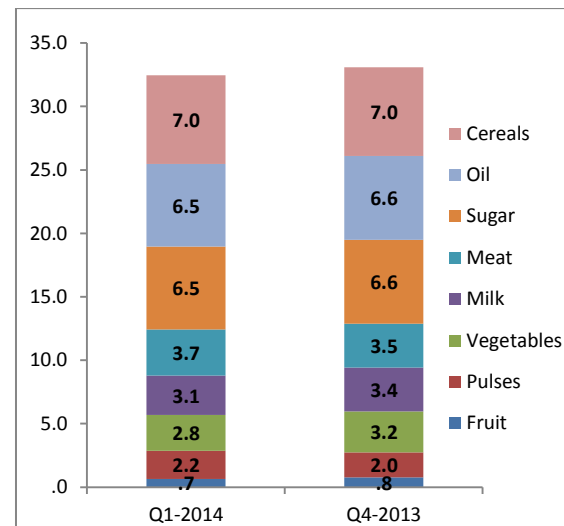


Figure 10. Number of days each food group is consumed from October 2013 to March 2014

Syrian refugees in Beirut, Mount Lebanon and South Lebanon seem to be consuming more protein (meat and dairy) and vegetables than the other regions of the country but less sugar and oil/fats. Figure 11 provides additional comparative details.

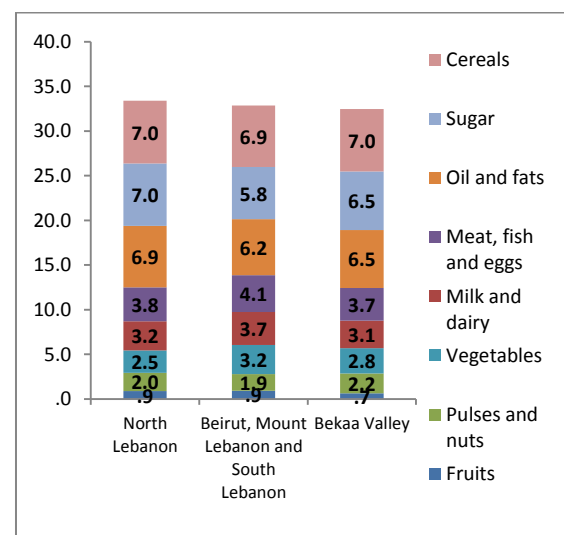


Figure 11. Number of food groups consumed per sub-office

### 3) Coping Strategies

#### Consumption Based Coping Strategies

Figure 12 shows that interviewed refugee households seem to be relying less on less preferred/inexpensive food (-3%) but seem to have increasingly reduced the number of meals eaten in a day (+4%) and borrowed or relied on help from friends or relatives (+4%). More worryingly, the proportion of households who reported female members reducing food consumption in order for other members to eat has increased by 9%. This will have to be closely monitored during the next cycle.

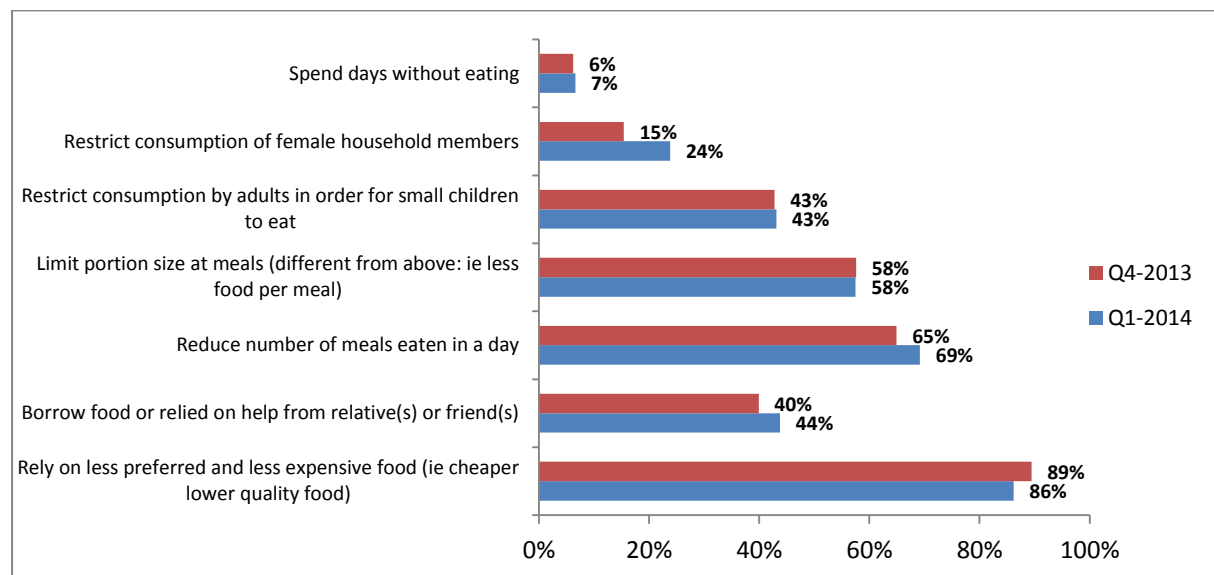


Figure 12. Consumption-based coping strategies from October 2013 to March 2014.

#### Time of arrival in Lebanon

Additionally, households who have been in the country for less time seem to be applying more consumption-based coping strategies than those who have been in the country for a longer time period (see Figure 13).

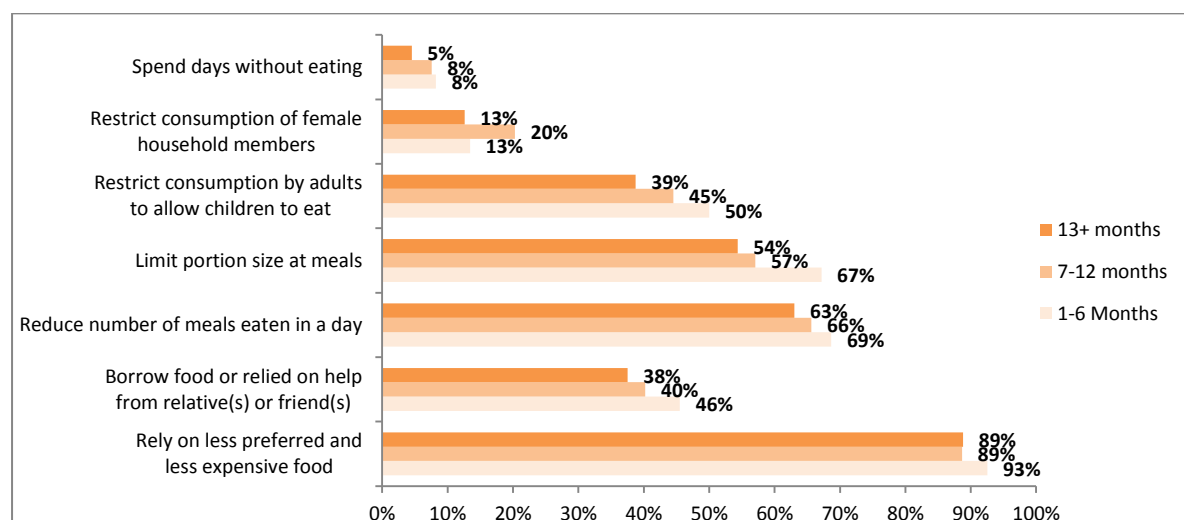


Figure 13. Consumption-based coping strategies per arrival time in Lebanon from January to March 2014.

### Average Coping strategy index

The coping strategy index during the reporting period is 18.7 as compared to 17.90 in the last quarter of 2013. Observations in the section above on the application of consumption-based coping strategies are summarized in Figure 14 which shows a decrease in the coping strategy index (CSI) from PAB group to PDM group and with length of stay in Lebanon. This implies that refugees are applying less coping strategies with length of stay in Lebanon.

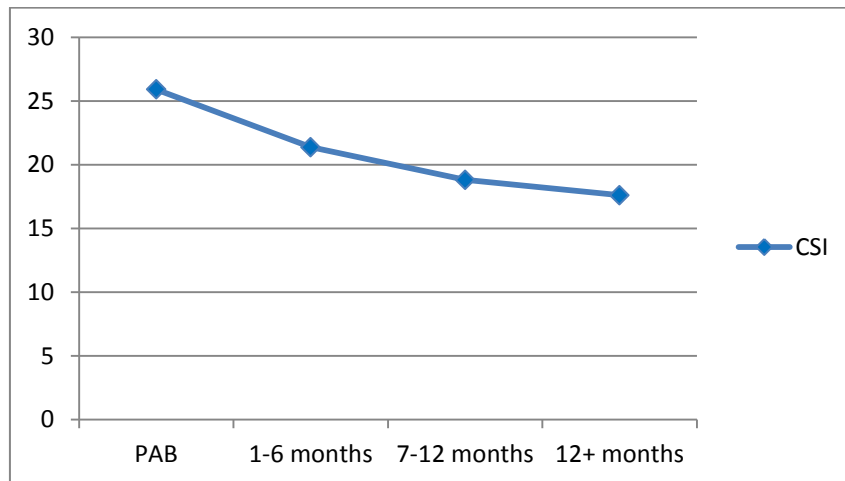


Figure 14. Coping Strategy Index per arrival time in Lebanon

### Livelihood based

Figure 15 shows that both PDM and PAB group rely heavily on credit to purchase food. However, while the PAB group seemed to be spending their savings as a main coping mechanism (28%), PDM groups reduced other essential non-food expenditure (such as health or education) in order to buy food. This could be due to the fact that the PDM group has usually been in-country longer and hence already exhausted their savings.

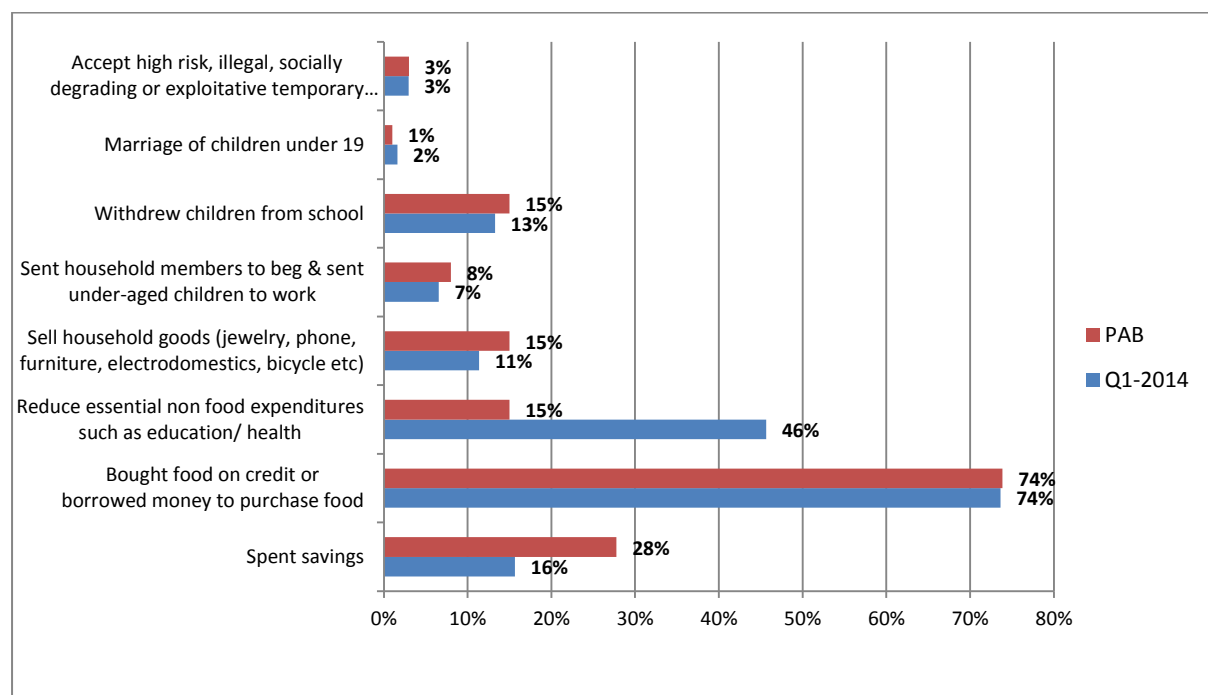


Figure 15. Livelihood coping strategies pre and post WFP assistance



Analysis per length of stay in Lebanon in Figure 16 reveals that households who have been in the country the longest seem to be applying more negative coping strategies than those who have been in the country for less than one year. Linking those results to the observations made earlier on consumption levels, it appears that households who have been in Lebanon for a longer time period have better food consumption levels yet they apply more negative coping strategies.

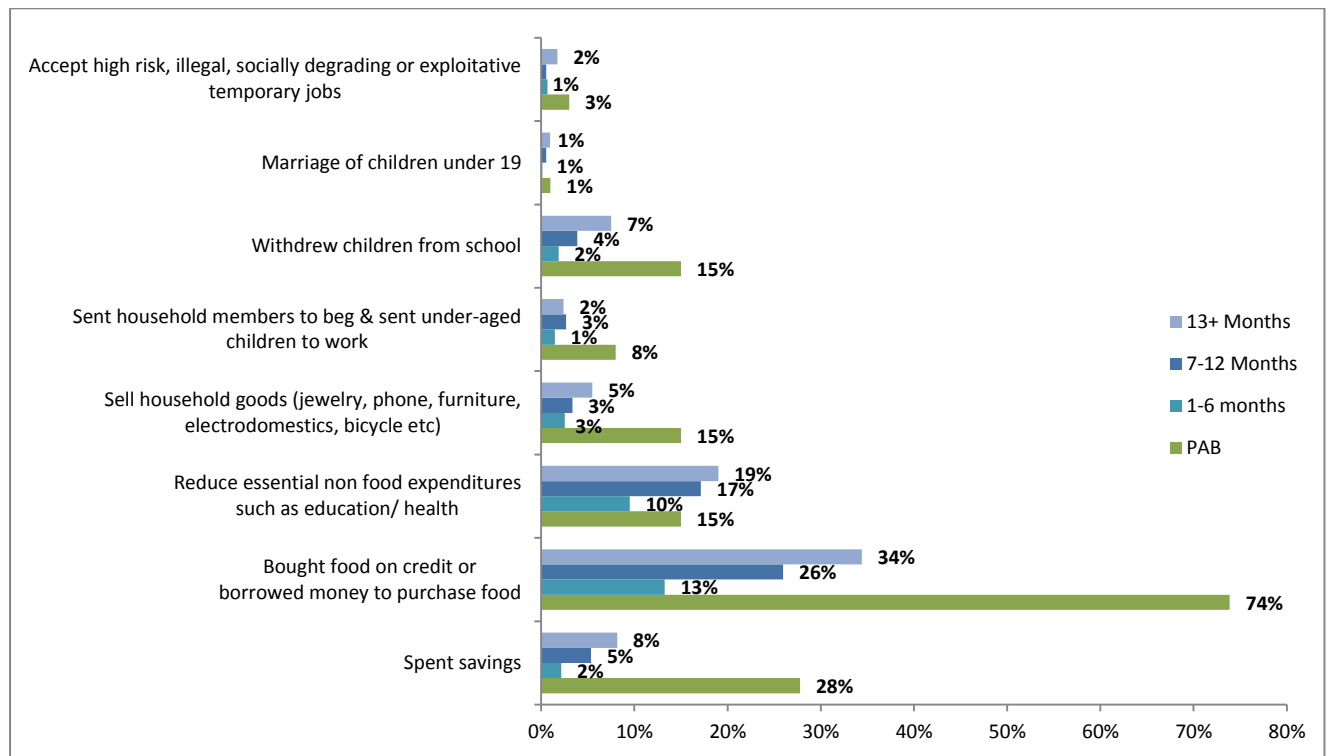


Figure 16. Livelihood coping strategies per length of stay in Lebanon

#### 4) Income sources

It is worth noting that the main source of income for household receiving WFP assistance is the WFP e-card (68%) while the main source of income of households in the PAB group is casual labour (40%) (see Figure 17 below). The second most quoted source of income for the PAB group is “gifts from family or relatives”. Interestingly, the number of households relying on of debts/credit among PAB group is higher than in the PDM group which implies that the WFP voucher might contribute to reduce dependency on credit/debts of households.

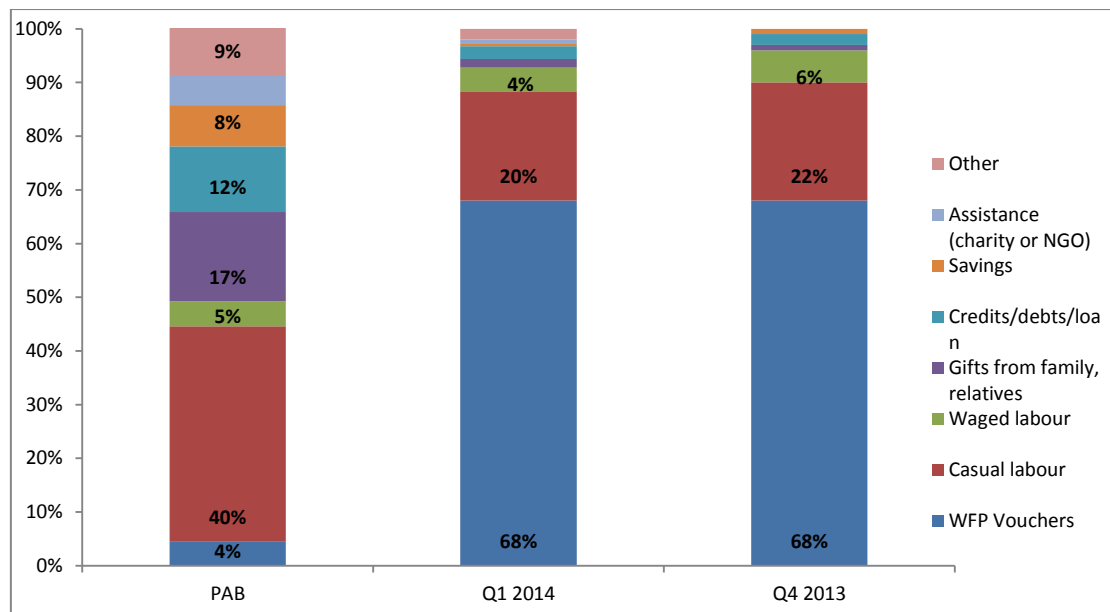


Figure 17. First main source of income from October 2013 to March 2014

Comparison between first and second and third main source of income across the interviewed population in Figure 18 and 19 show that WFP e-cards remain a primary source of income for beneficiaries as well as casual labour. It is important to note that for 26% of the refugee population interviewed, debt and credit are a main source of income.

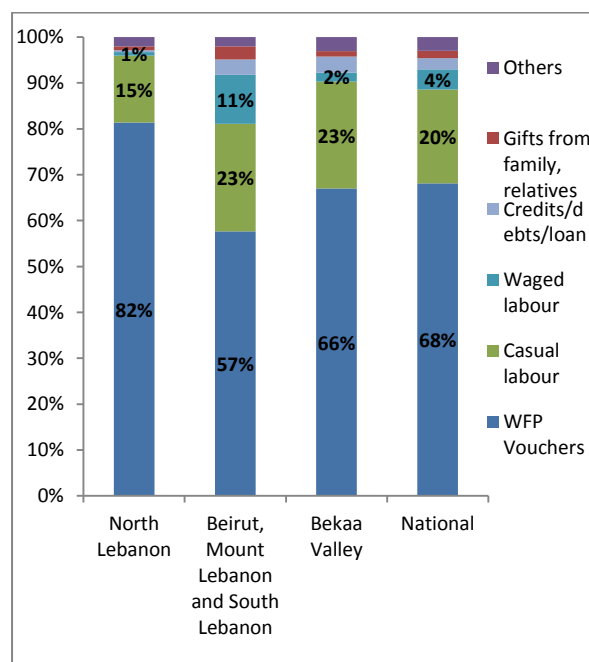


Figure 18. First main source of income January-March 2014

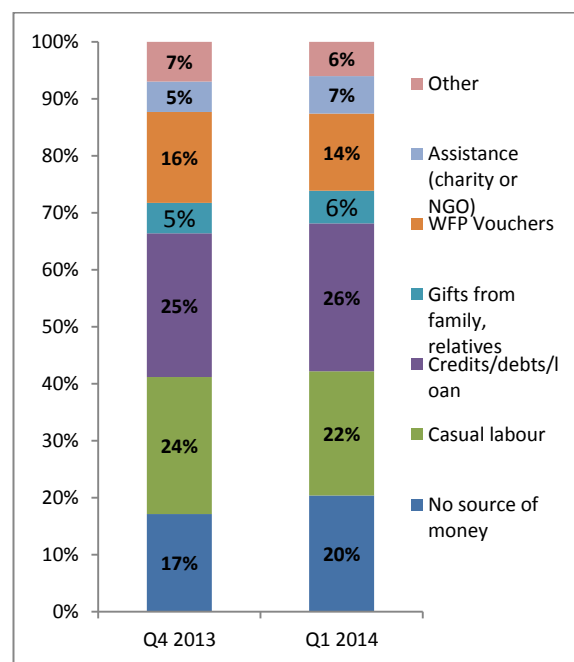


Figure 19. Second and third main source of income January- March 2014

## 5) Use of Assistance

### Commodities Exchanged

The main items bought with the WFP e-card are cereals (39%), oil and fats (20%), and sweet/sugar (17%) as can be seen in Figure 20. Anecdotal evidence shows that refugees seem to be buying oil cans, ghee, noodles and powder sugar.

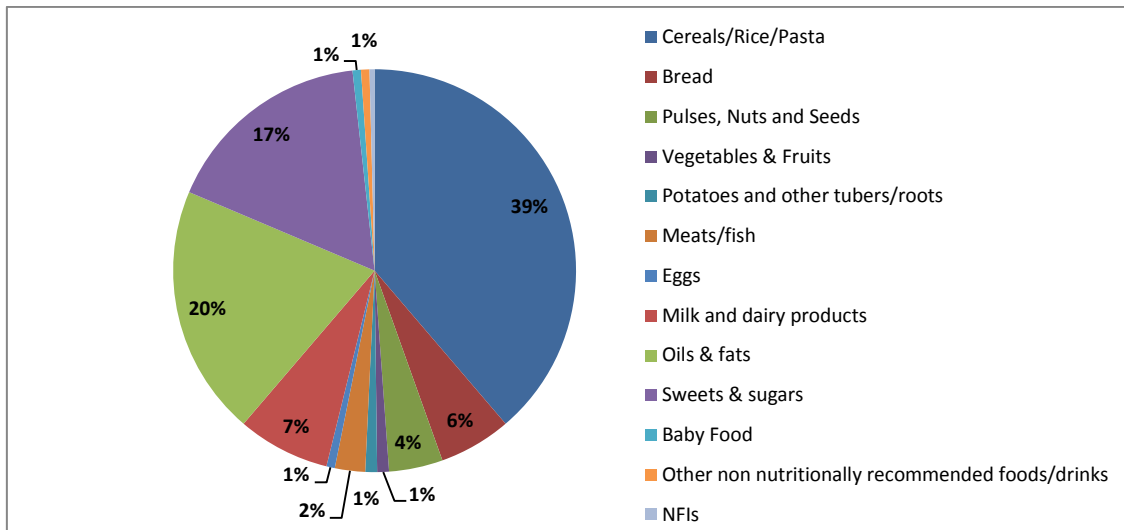


Figure 20 shows the food commodities most purchased by beneficiaries with their WFP E-Cards.

-17% of households reported exchanging their WFP e-cards for cash. On average, refugees report exchanging one-fifth of the e-card balance for cash. This is an improvement when compared to the previous quarter where a larger proportion of refugees reported exchanging the e-card for cash. The four main needs to be covered with the cash are, according to Figure 21, more food/better food (42%), rent (23%), medicine and health (14%) and hygiene or cleaning items (12%). The need for more/better food can be explained by the fact that 1) not all WFP-contracted shops sell the type of fresh items needed by the refugees, in particular fruit and vegetables and meat and 2) refugees often have a preferred location for grocery shopping, in particular shops that sell Syrian commodities.

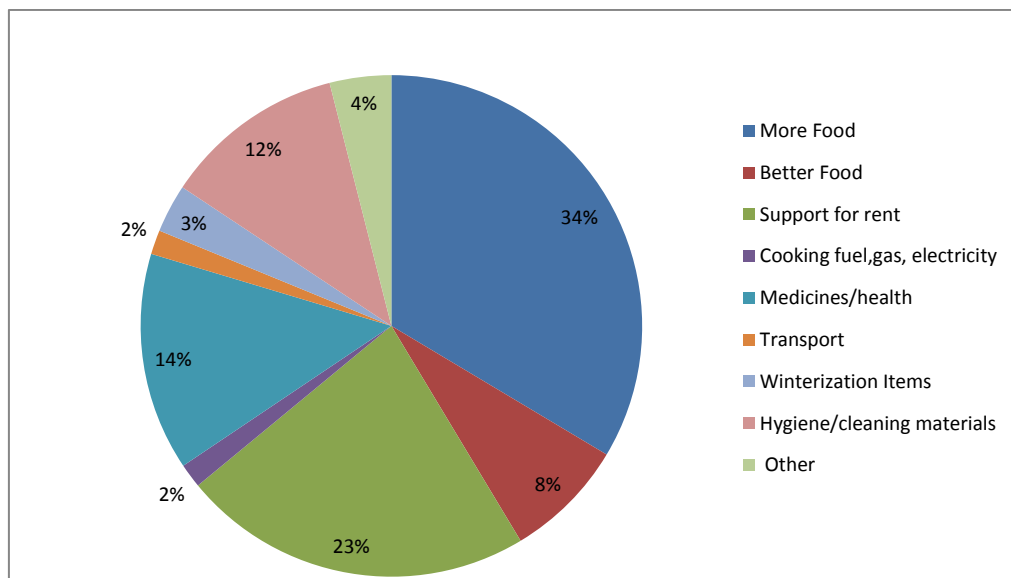


Figure 21. Main needs to be covered by exchanging the WFP E-card against cash

-31% of households report sharing the food bought with the WFP e-card with members not entitled to WFP assistance, in particular unregistered or excluded members (14%). On average, an entitlement is shared by 1.2 people and close to 31% of the food bought with the WFP e-card is shared with members not entitled to WFP assistance.

37% of households reported not being able to cook at least once a day, with a rate reaching 57% in North Lebanon as shown in Figure 22.

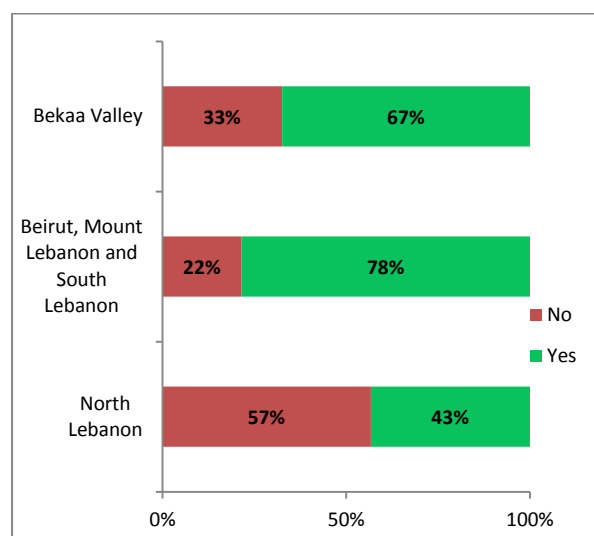


Figure 22. Ability to cook at least once a day

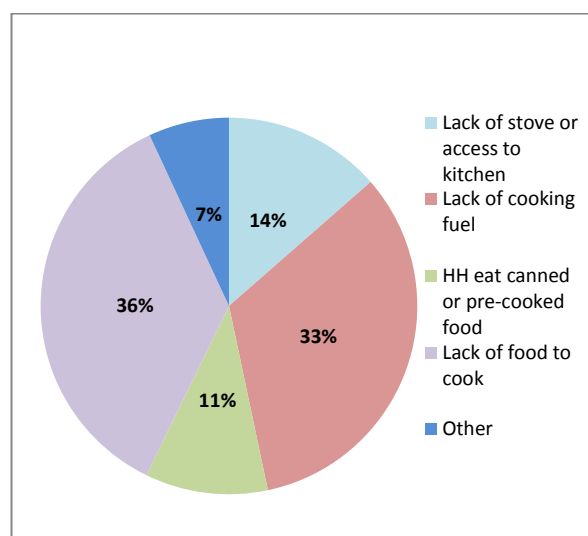


Figure 23. Reason for not being able to cook at least once a day

## Redemption

Key facts and figures on redemption from household visits during the reporting period can be seen in Box 1 below.

Box 1. Quick Redemption Facts		
	Q1 2014	Q4 2013
Average Travelling time to WFP shops	17.7 minutes	14.0 minutes
Average cost of transportation	\$ 4.41	\$ 3.00
Number of days WFP assistance covered food needs	20.6 days	16.7 days
Number of days needed to redeem the E-Card	5.7 days	4.8 days
Percentage of refugees that do not know who to call if they have an issue with WFP's food assistance	30%	35%

## 6) Issues at the shop level

-Most beneficiaries indicated that long queues and overcrowding in shops were issues for them (21%). WFP responded to this observation by contracting 25 more shops during the January to March 2014 period. A small proportion of beneficiaries still reported that prices in WFP shops were higher than in other shops (7%)- this is in part due to the fact that refugees often still buy commodities they used to buy in Syria, which are often more expensive in Lebanon.

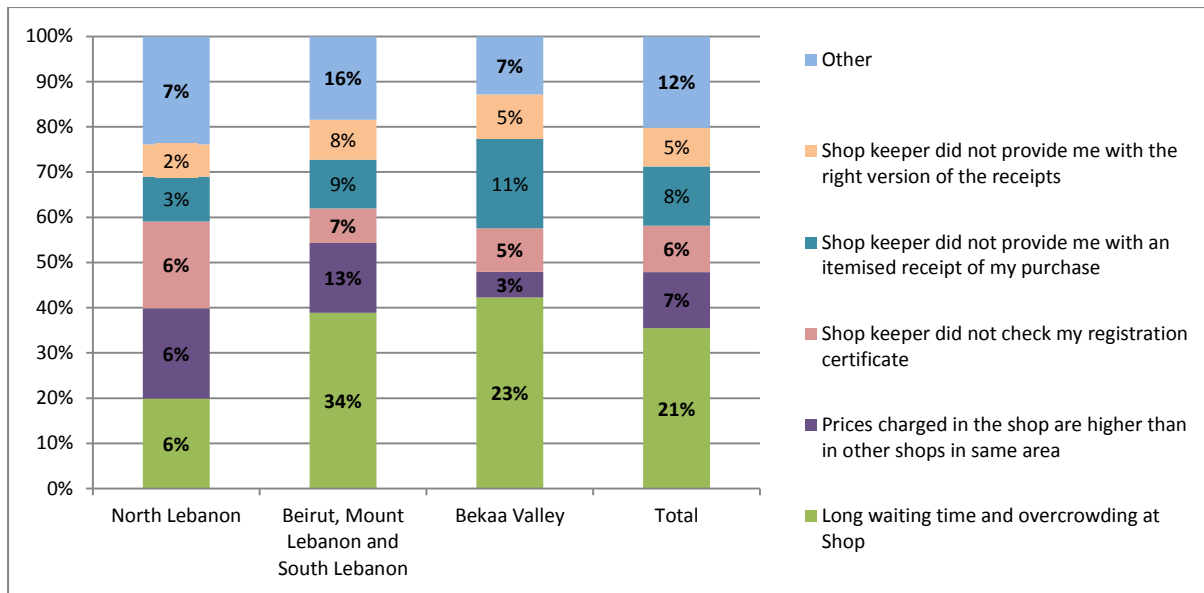


Figure 24. Issues at the shop level reported by beneficiaries

#### ACTION POINTS

- WFP is to contract more shops in areas where the beneficiaries have indicated that shops are overcrowded.
- WFP is to increase communication on the use of the hotline for partners and the bank to ensure effective beneficiaries feedback mechanisms are in place.
- WFP is to continue sensitizing beneficiaries on the modality of the e-cards in particular 1) The ability to redeem at any time during the month for any amount necessary within the limits of their entitlements 2) The importance of asking for an itemised receipt of their purchase 3) Length of redeeming cycles
- WFP is to increase price monitoring at WFP-contracted shops.

### III. DISTRIBUTION MONITORING

#### 1. REDEMPTION

Up until September 2013, WFP provided food vouchers to all Syrian refugees registered with UNHCR. In October, the first targeted distribution took place in Beirut, Mount Lebanon and South Lebanon and the Bekaa Valley. Targeting in North Lebanon started in November 2013. Over time, and throughout the transition to the e-card, beneficiaries maintained high redemption rates as seen in Figure 25 thanks to WFP's continuous information sharing and timely loading of the e-cards.

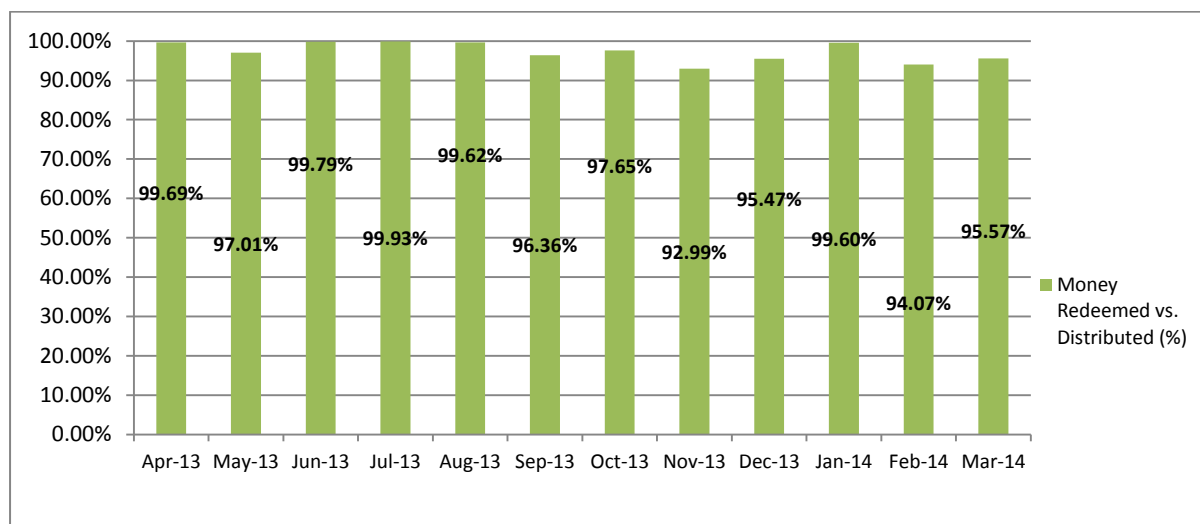


Figure 25. Money (US\$) redeemed versus distributed from April 2013 to March 2014

Figure 26 below shows the vouchers distribution coverage over the reporting period. In March 2014, WFP reached its highest number of beneficiaries since the beginning of the operation.

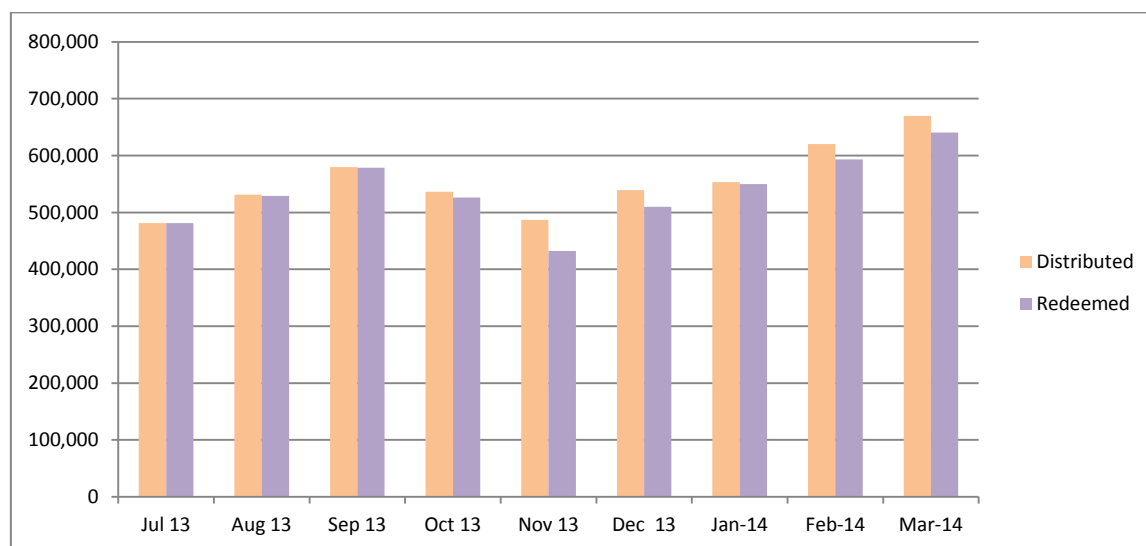


Figure 26. Number of beneficiaries distributed versus redeemed from July 2013 to March 2014

-Despite the transition to the E-Card during the last quarter of 2013, it appears that beneficiaries are still redeeming their vouchers at once rather than in several times as shown in Figure 27. This is due to the fact that most beneficiaries prefer buying staple items at the beginning of the month at WFP shops- using the full value of the E-Card, and use other sources of cash to cover smaller purchases

(such as fresh items) in other shops. It can also be linked to the fact that some beneficiaries cash their E-Cards to cover other urgent needs such as rent.

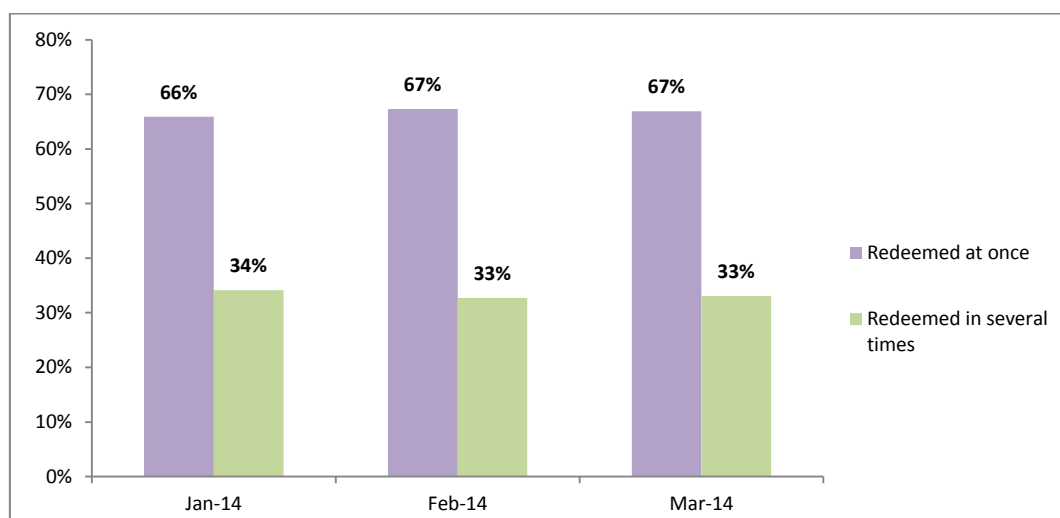


Figure 27. Number of times the E-card was redeemed from January to March 2014

-Interestingly as well, it appears that female-headed households seem to be redeeming their E-Cards more at once than male-headed households as displayed in Figure 28.

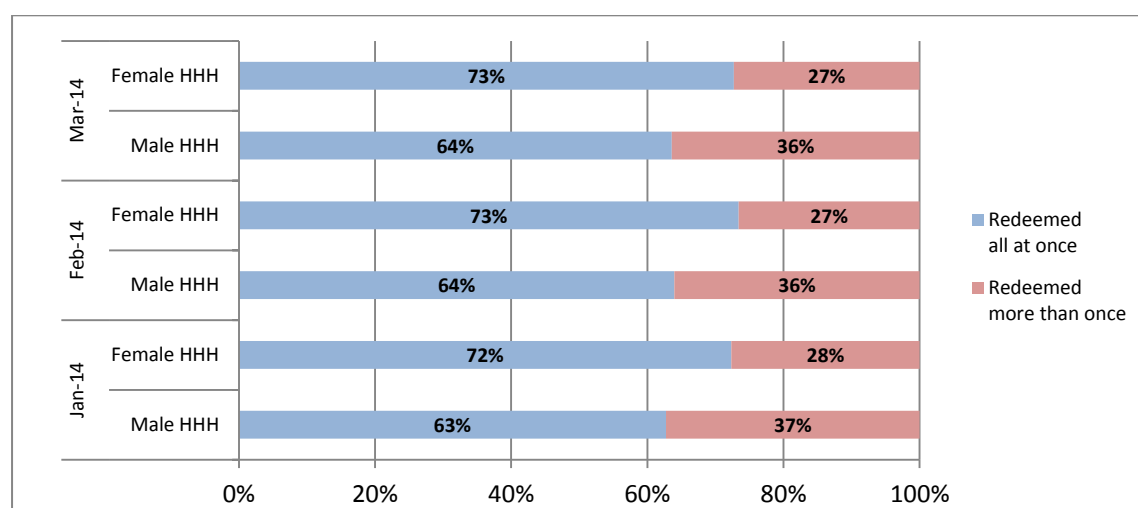


Figure 28. Number of times the E-card was redeemed from January to March 2014 according to the sex of the household head

## 2. BENEFICIARIES PARTICIPATION

From January to March 2014, WFP assisted 705,347 beneficiaries and the detailed breakdown can be seen in Table 4 below:

	Number of Beneficiaries Assisted	Women (+18)	Men (+18)	Girls Age ( yrs)		Boys Age (yrs)	
				<5	(5-18)	<5	(5-18)
Food Voucher	640,797	160,199	140,975	64,080	102,528	64,080	108,935
Food Parcels	64,550	16,138	14,201	6,455	10,328	6,455	10,974
Total	705,347	176,337	155,176	70,535	112,856	70,535	119,909

Table 4. Gender and age breakdown of assisted beneficiaries as of February 2014

### Remaining Distribution monitoring Challenges

- WFP and Partners visibility is insufficient at distribution sites.
- Distribution sites in Wadi Khaled (Machta Hammoud) and northern Bekaa Valley (Arsal) remain imperfectly secure for beneficiaries.
- Tripoli remained a difficult location for distribution with high levels of insecurity and a large caseload (two thirds of the North Lebanon caseload).
- Unrecorded movement of refugees continued to affect WFP operations with high levels of no-shows at distributions and difficulties in reaching households for monitoring activities.
- The number of simultaneous activities conducted (distribution and monitoring) put additional pressure on WFP and CP staff.
- Most distribution sites still lack access to toilets and safe water- even on demand.
- Cooperating partners need to improve crowd management procedures particularly in Aarsal, Qaa and Brital, and especially at the entrance and waiting areas (number distribution, identification controls and so on)
- Identification of new-comers continues to be one of the main challenges for food parcels distributions.



#### IV. SHOPS MONITORING

The Figure 27 below highlights the tighter monitoring procedures put in place by WFP and cooperating partners after the transition to the e-card. It shows the average number of days since the last visit of partners as reported by shop owners from July 2013 to February 2014.

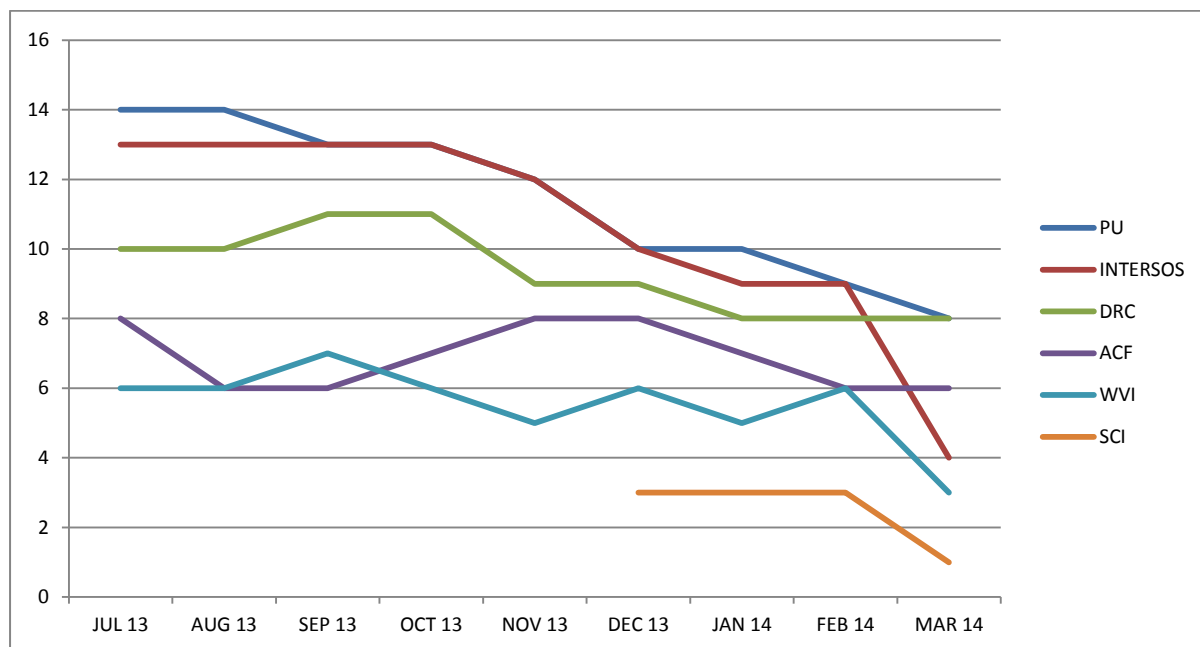


Figure 27. Average number of days since the last visit by the partners from July 2013 to March 2014

There has been a regular increase in the number of WFP-contracted shops since December 2012 as can be seen in the Figure 28 below. In March 2014, WFP had 282 shops.

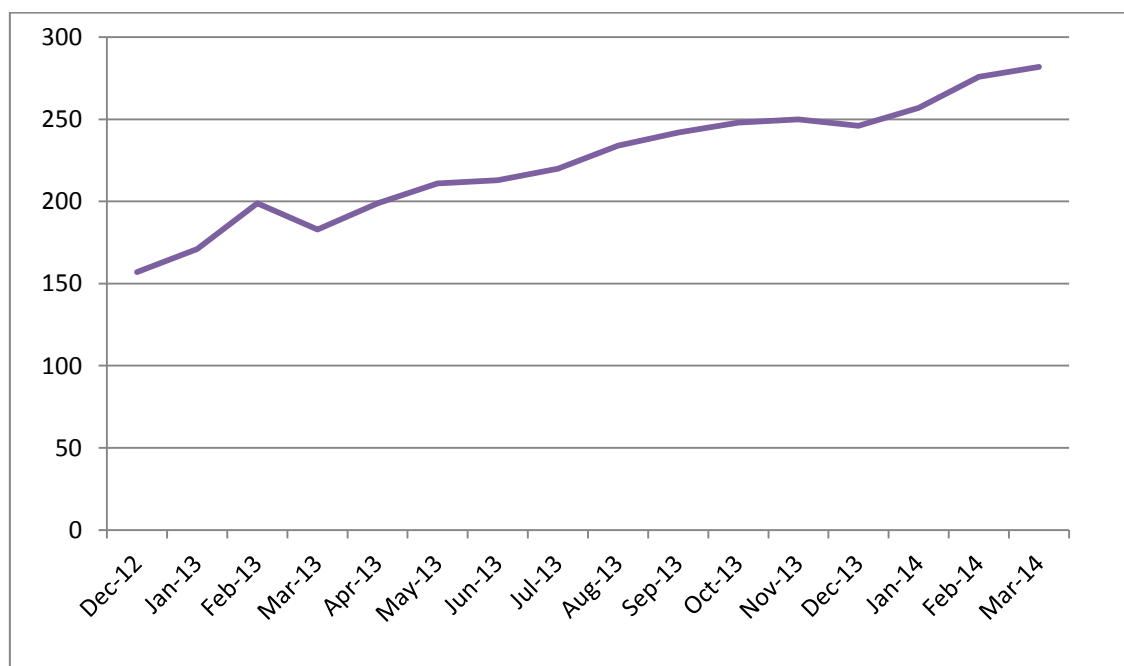


Figure 28. Number of WFP partner shop since the beginning of the Programme until March 2014

As of March 2014, WFP Lebanon injected more than US\$ 179 million into the Lebanese economy during 2013 and thus far in 2014. More than US\$ 73 million injected during 2014 alone (see Figure 29).

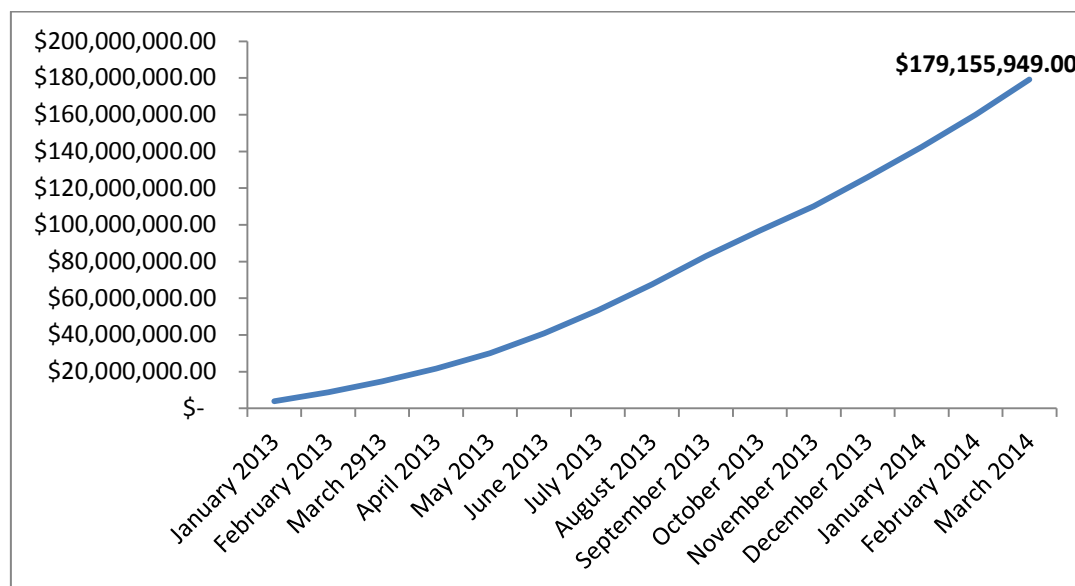


Figure 29. Amount of money injected into the Lebanese Economy as of March 2014.

### 1. Shop Owner's Feedback

Interviewed shop keepers reported facing some operational issues during the reporting period, mainly behavioural issues from beneficiaries and pressure from beneficiaries to buy NFIs (Figure 30). Additionally, some 12% of shop owners still reported that Lebanese customers stopped going to their shops. Interestingly, there is a slight decrease in the number of shops reporting being overcrowded. This can be attributed to WFP's efforts to contract new shops in locations with high refugee concentrations, and the transition to the WFP E-card, which allows for easier redemption at the shop level.

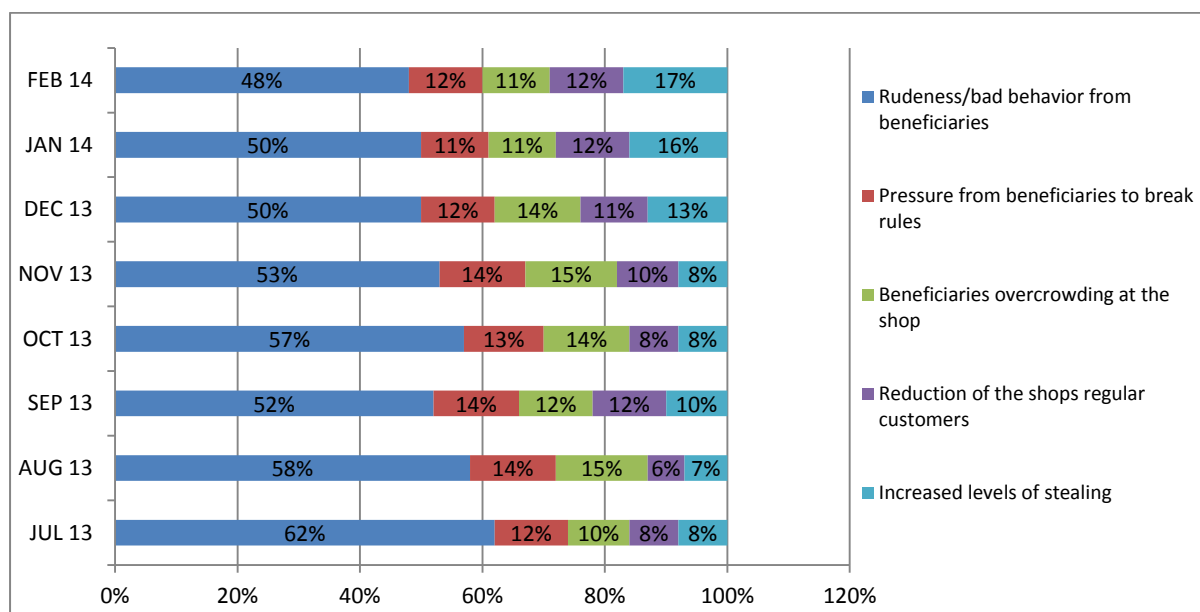


Figure 30. Operational problems faced by the shop owners over time from July 2013 to February 2014

-During the reporting period, 40% of shops interviewed reported hiring extra staff at least once during the reporting period and 38.6% reported using new suppliers and/or introduced new commodities in their

shops as a result of the WFP programme. Figure 31 below highlights the different investments made by shops owners from January to March 2014.

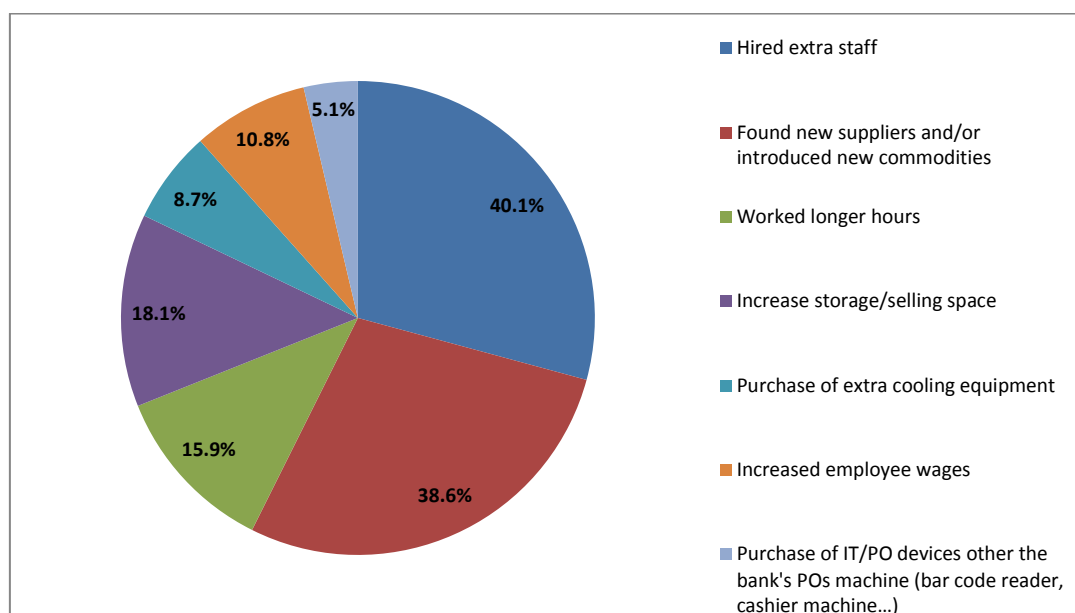


Figure 31. Investment made by shop owners from January to March 2014

## 2. Main Monitoring Action Points from January to March 2014

The matrix below shows the main action point taken by the various WFP sub-offices as a result of their shop monitoring activities.

Sub-Office	Issues	ACTION TAKEN/ REMAINING ACTION
North Lebanon	Increased concentration of beneficiaries in some locations based on UNHCR registration maps.	Identified potential partner shops in the following areas: Hissah, Tall Abbas, Kherbet Al Jundi, Wadi Al Jamoos, Al Koss, Meshmesh, Fnaydek and Bebnine in Akkar; Aassoon, Baasefreen, Sir, Bakhaoun, Bshare, Batroun, Zgharta in T5.
	Confusing messaging of partners staff to beneficiaries at the shop level on the e-card modality	Two training sessions organized for the cooperating partners.
	High redemption rates in Wadi Khaled	WFP and the Financial Services Provider worked on implementing a US\$ 34,000 threshold for transactions
	Two Shops dealing e-card with non-partner shops	2 Cancellations Warning Letter sent to all shops on this issue
	Overcrowding at shops after reload	WFP agreed with its cooperating partners to place volunteers at all times at the shops during the few days following the reload of the cards.
	Change in reload time for WFP e-cards, which created confusion.	WFP must ensure that essential messaging is communicated on time.

<b>Bekaa Valley</b>	One Shop cashing e-cards from non-WFP shops	1 cancellation Warning Letter sent to all shops on this issue
	Two shops bought e-cards from beneficiaries	2 cancellations
	Sell of NFIs to beneficiaries	Posters were placed in all shops to explain to beneficiaries that those items cannot be bought with WFP e-cards. 6 notification letters sent 3 verbal warnings
	Credit line opened by shop owners after cashing all WFP e-cards (3 shops)	3 warning letters sent
	Shop owner not checking UNHCR certificate	1 notification sent
	Invalid expiry date	1 notification sent
	No beneficiary signature on receipt	1 notification sent
	Receipts not kept by shop owners	1 notification sent
	Cashing and selling of e-cards	6 investigations on-going
	Charge beneficiaries for redeeming the e-cards	2 investigation on-going
	Bad state of shops	10 notifications sent
	Limited WFP visibility and e-cards information material	Material to be delivered at next shop visit
	Tribe leaders redeeming e-cards for their tribe and keeping some of the food (up to 25%)	Investigation on-going
	Sale of WFP food parcels items at shops	WFP to increase sensitization of beneficiaries at food parcel distribution sites.
	High turnover in partners staff	WFP organized an additional training on monitoring activities for the newly arrived staff
	Unusually high redemption scores in 10 shops	WFP or partner staff to remain all day at those shops to monitor transactions for a month.
<b>Beirut, Mount Lebanon and South Lebanon</b>	Shops not meeting hygiene requirements	5 verbal warnings Issued
	Inefficient pricing	3 verbal warnings issued
	Sale of NFIs	5 warning letters issued
	No receipts for three consecutive cycles	1 warning letter issued
	Two Shops cashing E-Card	2 cancellations
	Overcrowding at shops in Beirut and Mount Lebanon	WFP to look into contracting more shops with the cooperating partner.

## V. RECOMMENDATIONS

### 1. DISTRIBUTIONS

- WFP should monitor more closely distribution performance of several cooperating partners.
- WFP and partners visibility at distribution sites should be improved.
- WFP should continue to work closely with UNHCR to better record movements of refugees.
- WFP and partners should continue to work on ways of ensuring that all protection issues and information issues are being addressed at distribution sites.

### 2. SHOPS

- In areas where the concentration of refugees is very high, WFP will have to further diversify WFP-contracted shops to avoid excessive workload.
- WFP needs to increase monitoring of shops in the Bekaa Valley and North Lebanon as the redemption in non-WFP contracted shops continues to occur.
- There is a need to increase the ' and beneficiaries' awareness on the e-card programme in general, through WFP and partners joint sensitization sessions.
- Shops faced some recurring issues with the e-card machine, WFP CO and SO need to coordinate efforts to address these issues in a timely manner.



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