Inter-Agency Referral Analysis

Inter-Agency Coordination Lebanon

This analysis provides an overview of referral trends across all sectors, and in such a way informing the understanding of people's needs in order to stregthen the humanitarian response in Lebanon. The Inter-Agency Referral Analysis is designed to foster greater efficiency of referral pathways and contains recommendations for improved coordination and access to services for vulnerable communities. It guides sectors in the identification of any gaps and blockages in the response, and contributes to the discussion on how to respond to the affected populations, as well as how people's needs are changing with the current context.

This dashboard presents data compiled from two data sources: Inter-Agency Referral Monitoring System (developed by the Inter-Agency Coordination) and Referral Information Management System (RIMS, developed by the Danish Refugee Council). It is a product of collaboration of partners in the field, the Danish Refugee Council, UNHCR and the Inter-Agency Coordination.

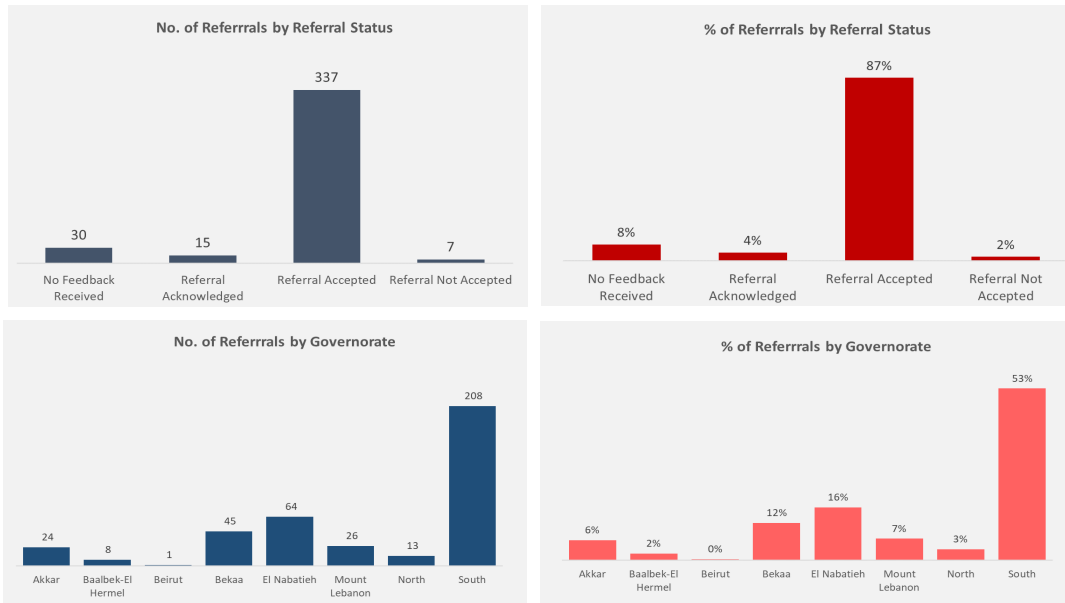|	
Total number of Referrals to All Sectors	**31,392**
Total number of Referrals to Water	**389 (1% of total)**

Results Analysis

The volume of referrals to Water in Q1 (389) has remained about the same as compared to Q4 (399), representing about 1% of all referrals sent. Water remains the sector with the second lowest number of referrals received. Most referrals to Water in Q1 were made in the South (53%), followed by El Nabatieh (16%) and Bekaa (12%), as different from Q4, when the majority of referrals for water services were made in Baalbek el Hermel.

The response rates to Water referrals improved in Q1, with an increase in Referrals Accepted (87% in Q1 as compared to 67% in Q4). 92% referrals to water have received some kind of feedback (90% in Q4). The South, as the governorate with the highest volume of referrals, also registered some of the best response rates, with 98% of referrals being accepted, same as El Nabatieh.

Most referrals for water services were made by protection partners, followed by CP. In line with other sectors, most referrals were for Syrians. In terms of age profiles, while most referrals were for adults, referrals for children and the elderly were also created. As different from Q4, most referrals for water/ WASH services were for male beneficiaries.
With regards to the speed of response, partners were able to acknowledge most referrals withing the timeframes stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals). Most referrals were also closed in a timely manner (14 days for regular- and 24h for fast track referrals), with some delays experienced in Baalbek-El Hermel.
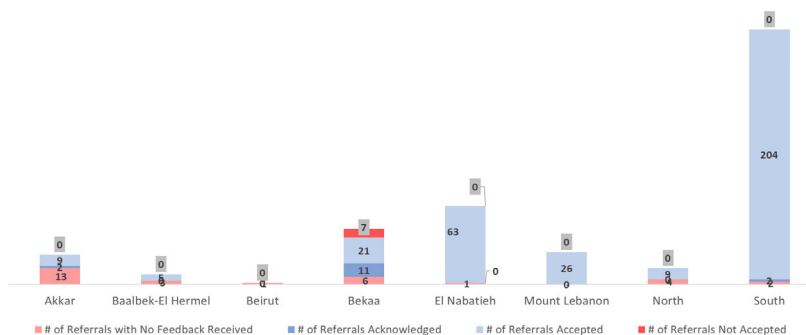
IA Referrals:
Overall Response to Referrals to Water

No. of Referrrals by Referral Status

% of Referrrals by Referral Status

No. of Referrrals by Governorate

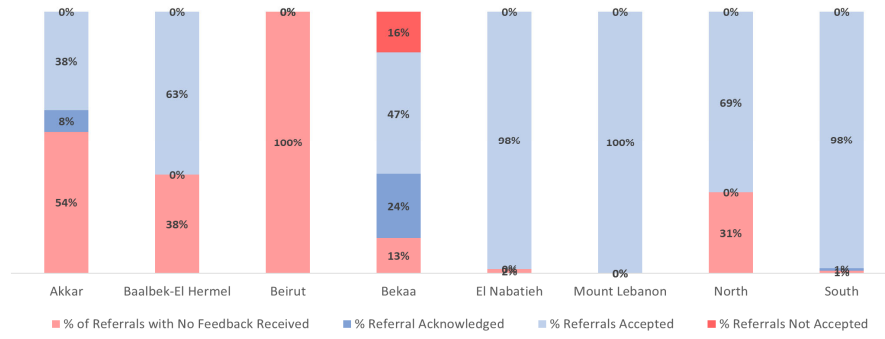### % of Referrrals by Governorate

IA Referrals:
Response Rate to Referrals to Water by Governorate

No. of Referrals according to Status Category per Governorate

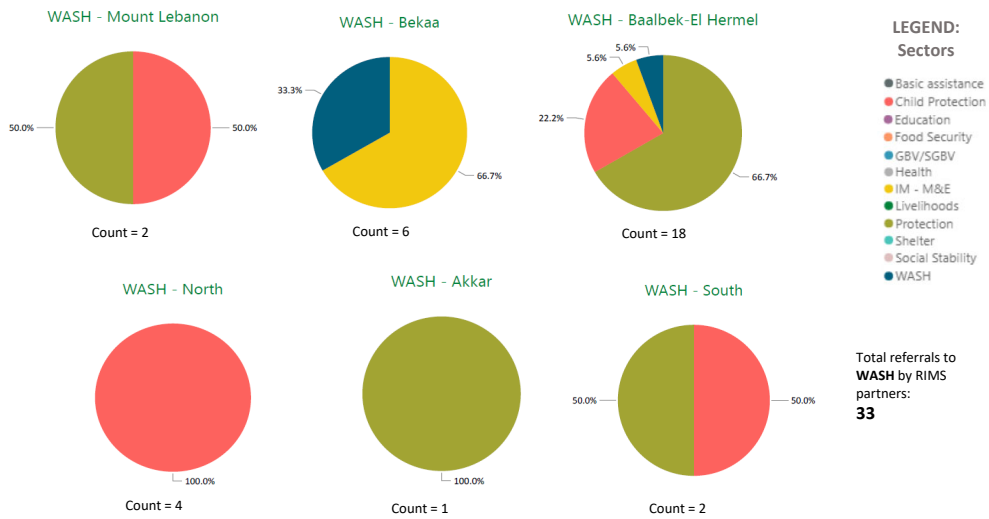■ # of Referrals with No Feedback Received ■ # of Referrals Acknowledged ■ # of Referrals Accepted ■ # of Referrals Not Accepted

% of Referrals According to Status Category per Governorate

	Akkar	Baalbek-El Hermel	Beirut	Bekaa	El Nabatieh	Mount Lebanon	North	South
0% (top)	0%	0%	0%	16%	0%	0%	0%	0%
	38%	63%		47%	98%	100%	69%	98%
	8%	0%	100%	24%			0%	
	54%	38%		13%	0%	0%	31%	1%

Legend:
- % of Referrals with No Feedback Received
- % Referral Acknowledged
- % Referrals Accepted
- % Referrals Not Accepted

Partners who reported (IA Referrals): ABAAD, AND, Caritas Lebanon, DRC, GVC, Intersos, IRC, Mercy Corps, NRC, Plan International, SHEILD,

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RIMS data:
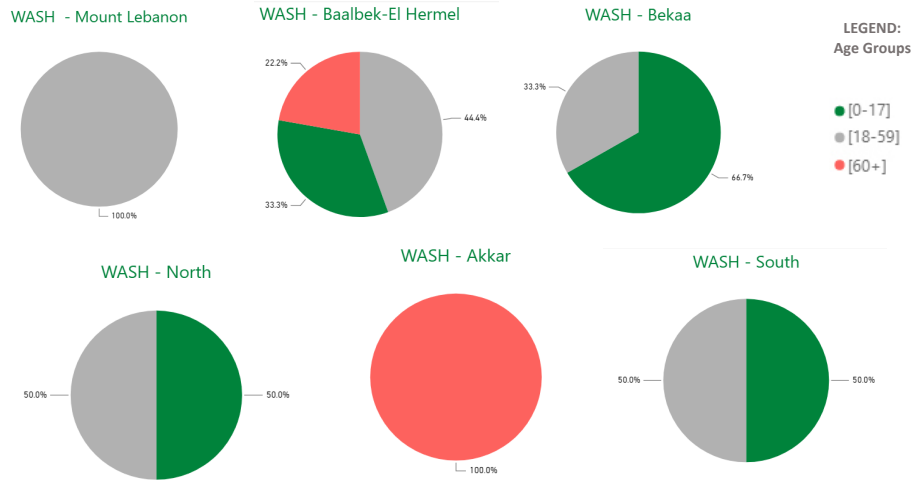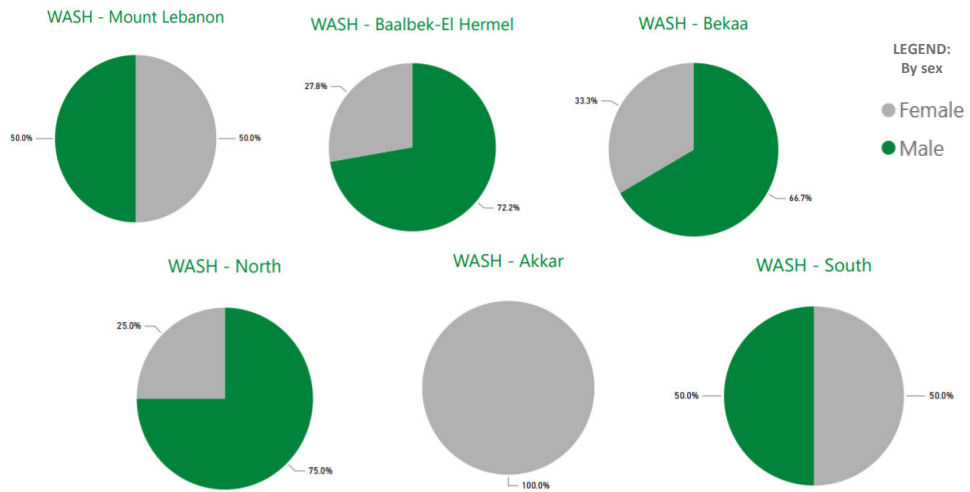**Percentage and Number of Referrals to Water by Sector and Governorate**

WASH - Mount Lebanon
50.0% / 50.0%
Count = 2

WASH - Bekaa
33.3% / 66.7%
Count = 6

WASH - Baalbek-El Hermel
5.6% / 5.6% / 22.2% / 66.7%
Count = 18

WASH - North
100.0%
Count = 4

WASH - Akkar
100.0%
Count = 1

WASH - South
50.0% / 50.0%
Count = 2

LEGEND:
Sectors
- Basic assistance
- Child Protection
- Education
- Food Security
- GBV/SGBV
- Health
- IM - M&E
- Livelihoods
- Protection
- Shelter
- Social Stability
- WASH

Total referrals to **WASH** by RIMS partners: **33**

RIMS data:
Percentage of Referrals to Water by Nationality and Governorate

WASH - Mount Lebanon
50.0% / 50.0%

WASH - Bekaa
100 ~

WASH - Baalbek-El Hermel
100.0%

WASH - North
100.0%

WASH - Akkar
100.0%

WASH - South
100.0%

LEGEND:
Nationalities
- Kurdish
- Lebanese
- Other
- Palestinian
- Palestinian Refugee from Syria
- Palestinian Refugee in Lebanon
- Syrian

WASH - Mount Lebanon

WASH - Baalbek-El Hermel

WASH - Bekaa

LEGEND:
Age Groups

100.0%

22.2%

44.4%

33.3%

33.3%

66.7%

- [0-17]
- [18-59]
- [60+]

WASH - North

WASH - Akkar

WASH - South

50.0%

50.0%

100.0%

50.0%

50.0%

WASH - Mount Lebanon

WASH - Baalbek-El Hermel

WASH - Bekaa

LEGEND:
By sex

50.0%

50.0%

27.8%

72.2%

33.3%

66.7%

- Female
- Male

WASH - North

WASH - Akkar

WASH - South

25.0%

75.0%

100.0%

50.0%

50.0%

Speed of WASH referrals in Bekaa

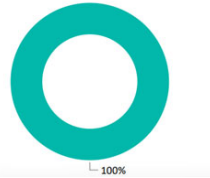Speed of WASH referrals in Baalbek-El Hermel

38%

62%

Speed Categories
- On Time
- Not On Time

100%

Speed refers to the time that it takes for the receiving agency or internal focal point to acknowledge receipt of the referral. It is measured by the number of days from when the referral was sent, to when it was received by the receiving agency or internal focal point. Referrals considered on time are referrals responded to within 24 hours for fast track referrals and 48 hours for normal referrals as per the Referrals Minimum Standards.
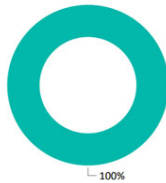
Speed of WASH referrals in North

Speed of WASH referrals in Akkar

50%

50%

100%

Timeliness of WASH referrals in Bekaa

Timeliness of WASH referrals in Baalbek-El Hermel

40%

60%

100%

Timeliness refers to the total time that it takes to complete the referral process. It is measured by the number of days from when the referral was sent, to when it received a final status (Accepted/Not Accepted). Referrals considered on time are referrals receiving a last status within 24 hours for Fast Track referrals and 14 days for Normal referrals as per the Inter-Agency Standards for Referrals.

Timeliness of WASH referrals in North

Timeliness Categories
- 0 to 14 days
- 15 to 30 days
- 30+ days

100%