



# Lebanon

## Monitoring & Evaluation Quarterly Report

*Updates and results from post-distribution monitoring activities and key process monitoring findings*

**April-June 2014**

### HIGHLIGHTS

- \* 855,878 persons were assisted through the WFP e-card programme during the April-June 2014 quarter. This is the highest number of beneficiaries reached since the beginning of the operation.
- \* As of June 2014, WFP had contracted 357 shops across Lebanon, and over US\$ 240 million has been injected into the Lebanese economy since January 2013.
- \* WFP met 96% of its monitoring targets for post-distribution monitoring, and over 100% of its shop monitoring targets. WFP also reached over 100% of its pre-assistance monitoring targets.
- \* Food consumption levels have stabilized in the past six months with 78% of households now having acceptable food consumption scores. A comparison between the pre-assistance baseline (PAB) group of households and post-distribution monitoring (PDM) group shows much better results for the PDM than for the PAB group. Female-headed households appear to have lower food consumption levels than male-headed households.
- \* 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 livelihoods coping strategies.
- \* Households report to be relying heavily on credit to purchase food, with 74% of PAB and 68% of PDM households having reported using this as a coping strategy.
- \* The WFP voucher continues to be a main source of income for households receiving assistance, with 75% of households in this quarter reporting this as a main source of income. Casual labour was also reported as a significant main source of income, and it was the primary source of income for households in the PAB group.
- \* Only 7% of households reported exchanging all or part of their e-card values for cash to cover other needs this quarter.

## I. ACHIEVEMENTS

### DISTRIBUTION ACHIEVEMENTS

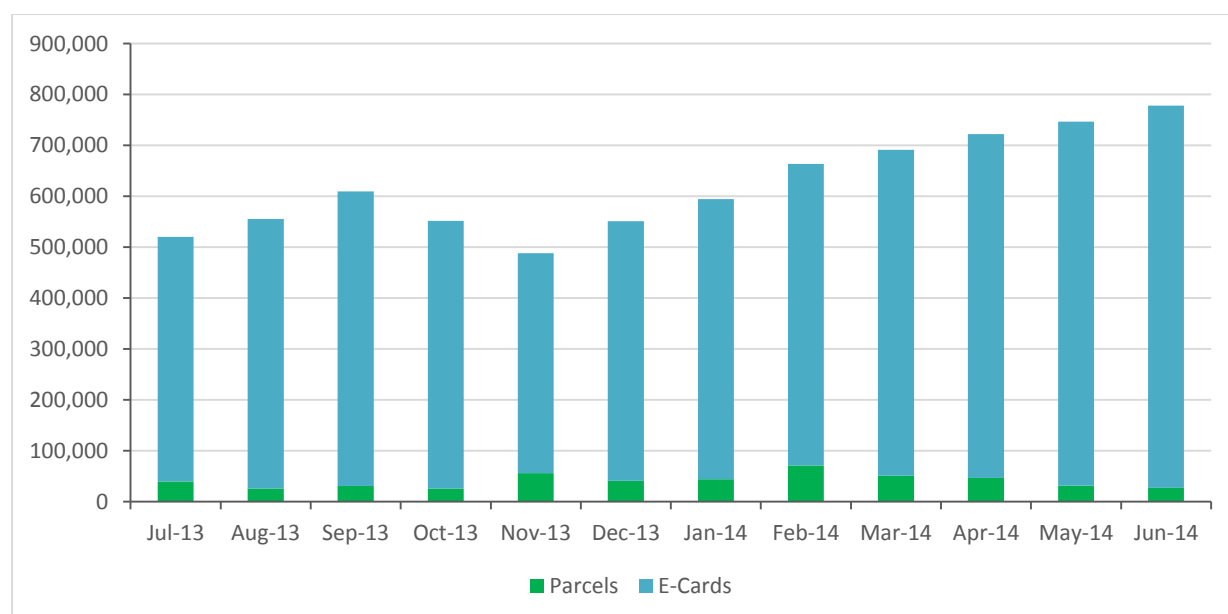
During the second quarter of 2014, assistance was provided to **855,878 beneficiaries** (89% of the operational planned), with the breakdown per month shown in Table 1 below. The gap between planned and reached beneficiaries are primarily due to the number of new arrivals from Syria being lower than forecasted, therefore the number of food parcels distributed were lower than planned for.

	April 2014			May 2014			June 2014		
	Planned BR11	Planned Operational	Actual	Planned BR11	Planned Operational	Actual	Planned BR11	Planned Operational	Actual
<b>E-Cards</b>	885,000	708,091	675,793	915,000	732,318	715,210	915,000	770,333	751,353
<b>Parcels</b>	40,000	62,050	46,516	40,000	62,050	31,257	40,000	62,050	26,752
<b>Total</b>	925,000	770,141	722,309	955,000	794,368	746,467	955,000	832,383	778,105

*Note: Actual e-cards beneficiaries refer to the beneficiaries who have actually redeemed their e-card values.*

*Table 1. Distribution figures from April to June 2014*

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



*Figure 1. Beneficiaries reached from July 2013 to June 2014*

## MONITORING ACHIEVEMENTS

Table 2 summarizes household monitoring activities conducted from April to June 2014. Starting in January 2014, WFP started delegating some of the monitoring activities to cooperating partners, to build their capacity and strengthen cooperation between WFP and partners. This has contributed to the targets being able to be met in a timely manner.

HOUSEHOLD VISITS		April–June 2014					
		PDM			PABs		
		Planned	Actual	% Reached	Planned	Actual	% Reached
WFP Sub-Office	Beirut, Mount Lebanon, and South Lebanon	240	240	100%	240	238	99%
	North Lebanon	240	218	91%	240	265	110%
	Bekaa Valley	240	236	98%	240	240	100%
	<b>TOTAL</b>	<b>720</b>	<b>694</b>	<b>96%</b>	<b>720</b>	<b>743</b>	<b>103%</b>

Table 2. Household monitoring achievements, April–June 2014

WFP's process monitoring for both food parcel and e-card distributions aims for 33% of distributions to be monitored every month in each sub-office region, to achieve 100% of distribution points monitored in every quarter. This target was not achieved in the Bekaa Valley and in Beirut, Mount Lebanon and South Lebanon due to security constraints, especially in areas of South Lebanon subject to UNIFIL restrictions. In June, field monitors were also involved in data collection for the Vulnerability Assessment of Syrian Refugees (VASyR) 2014, and were therefore unable to monitor the target number of distributions.

Table 3 summarizes shop monitoring activities conducted from April to June 2014. 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		April–June 2014		
		Shops		
		Planned	Actual	% Reached
WFP Sub-Office	Beirut, Mount Lebanon, and South Lebanon	79	92	116%
	North Lebanon	79	148	187%
	Bekaa Valley	124	164	132%
	<b>Total</b>	<b>282</b>	<b>404</b>	<b>143%</b>

Table 3. Shop monitoring activities, April–June 2014

## **MONITORING CHALLENGES**

During the reporting period, the deteriorating security situation continued to have some impact on WFP monitoring activities. Monitoring scheduling changes by partners were noted to be a challenge, particularly in areas where a 24-hour security clearance was required prior to movements. Nonetheless, WFP achieved its monitoring targets by good planning and with the cooperation of partners. There were also challenges related to the availability of the field monitors who were also involved in data collection for VASyR 2014 as enumerators.

## II. HOUSEHOLD VISITS

### 1. FOOD CONSUMPTION SCORES

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

By the end of December 2013, WFP had fully transitioned to targeted assistance. Among refugees receiving WFP assistance, food consumption levels have stabilized in the last 6 months, with comparable levels between the first and second quarters of 2014. See Figure 4, below.

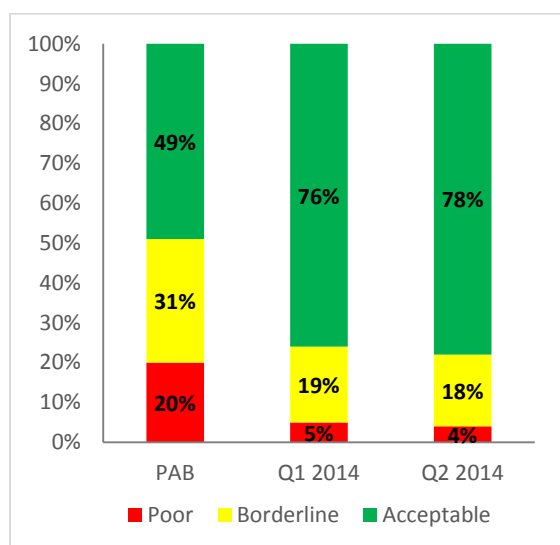


Figure 4. Food consumption scores from January 2014 to June 2014

#### 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 between the PAB group and PDM group. The PAB sample includes only refugees which have not received assistance yet but have been targeted, thereby forming the most vulnerable layer of the refugee population.



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

#### Type of shelter

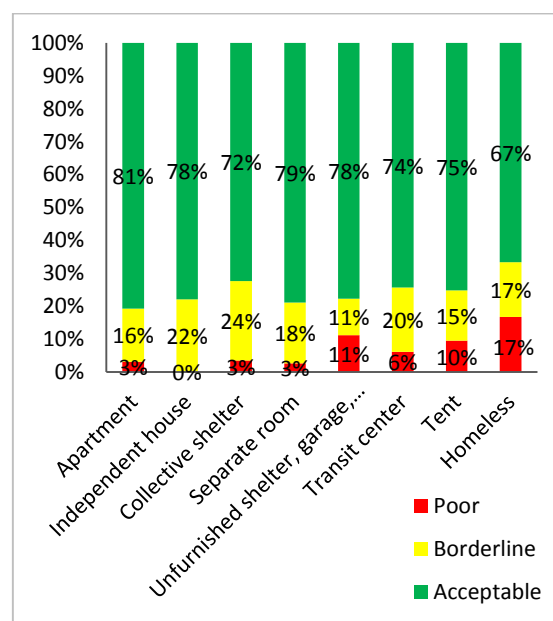


Figure 6. Food consumption scores per type of shelter

As with the results in previous quarters, households living in unfinished shelter, tented settlements or who were homeless were found to have worse food consumption levels than households living in other types of shelter (Figure 6).

## Regional breakdown

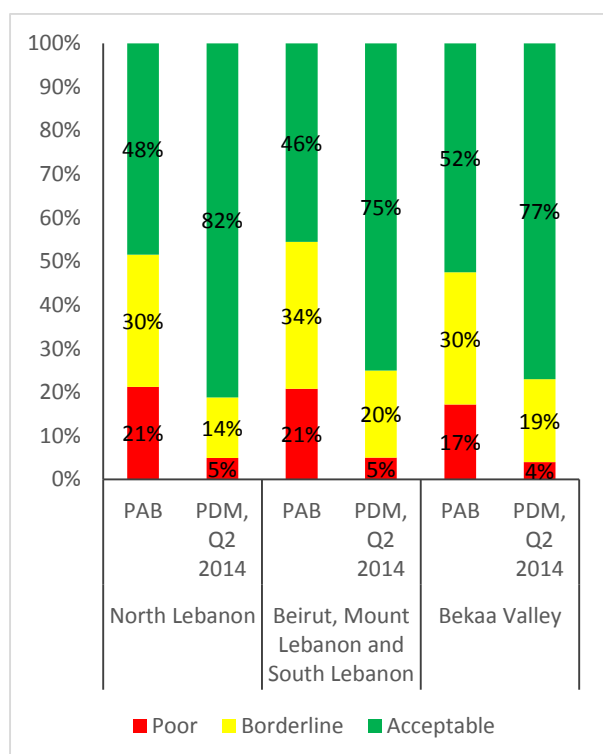


Figure 7. Food consumption scores per area of operation

Regional analysis shows that there seem to be slightly better food consumption levels in North Lebanon, followed by the Bekaa Valley, and then Beirut, Mount Lebanon and South Lebanon. Across all regions of the country, food consumption levels improved significantly after receiving WFP vouchers.

## Sex of household head

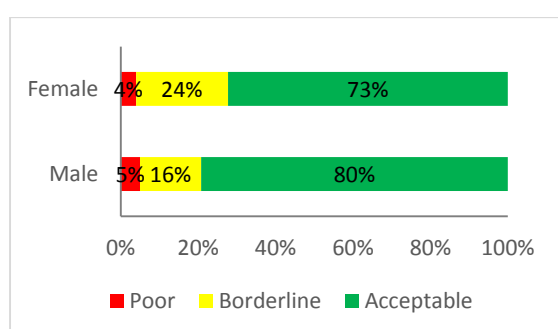


Figure 8. Food consumption scores by sex of household head

Female-headed households appear to have worse food consumption levels than male-headed households. Of note is that there are a larger proportion (24%) of female-headed households with borderline food consumption

scores, compared to 16% of male-headed households.

## 2. DIET DIVERSITY

### Diet Diversity Score

During the reporting period, the average daily diet diversity score was 5.7 food groups per day as compared to 5.8 during the first quarter of 2014. Male-headed households reported an average daily diet diversity score of 5.7 food groups per day, while female-headed households reported a daily diet diversity score of 5.6 per day.

The average number of food groups consumed per day by beneficiaries appears to increase with the length of stay in Lebanon. See Figure 9, below.

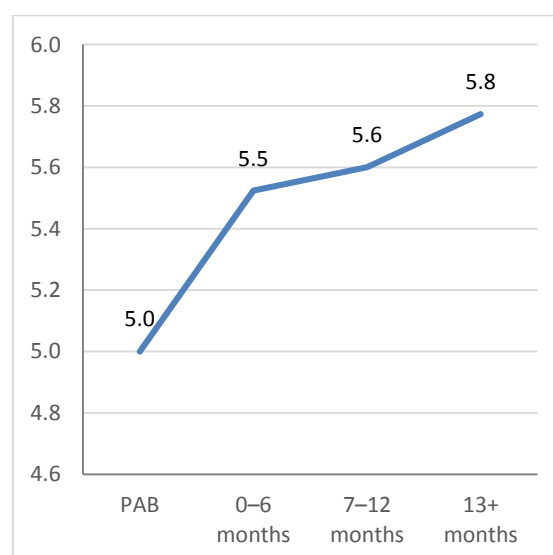


Figure 9. Diet Diversity Score per time of arrival in Lebanon

Consistent with previous results, households living in tents, unfinished shelter, or who are homeless have lower average daily diet diversity scores (Figure 10). 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.

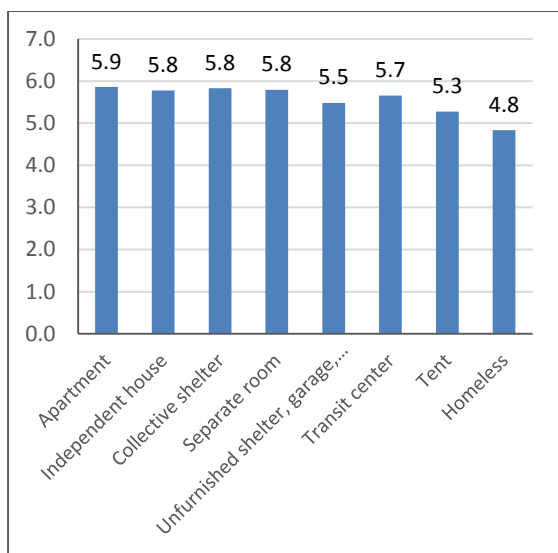


Figure 10. Diet Diversity score per type of shelter

### Food Groups Consumed

Figure 11 displays the number of days each food group is consumed. Fruits, pulses and vegetables are still less consumed than other food groups.

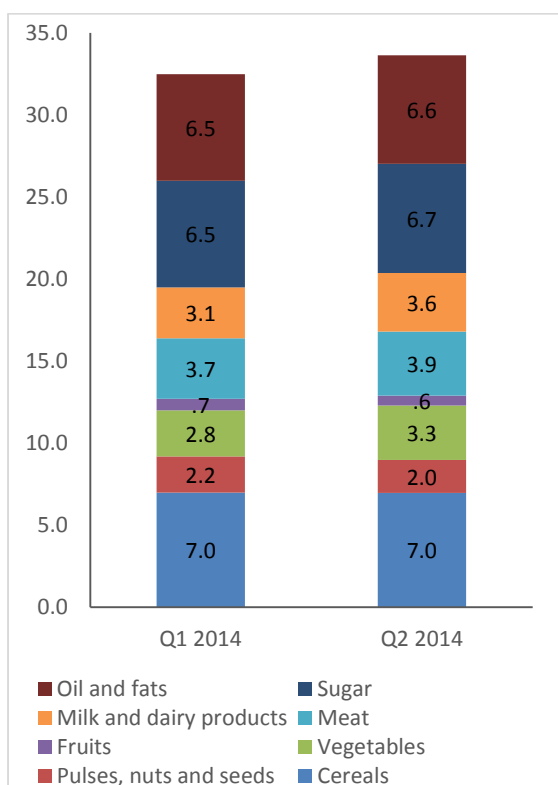


Figure 11. Number of days each food group is consumed, January to June 2014

Syrian refugees in Beirut, Mount Lebanon and South Lebanon seem to be consuming more protein (meat and dairy), vegetables and fruits than the other regions of the country and less sugar. Figure 12 provides additional comparative details.

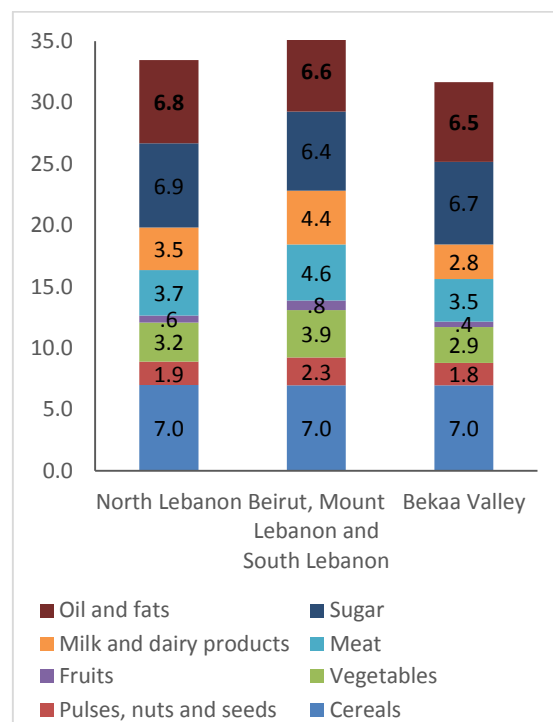


Figure 12. Number of food groups consumed per region

### 3. COPING STRATEGIES

#### Consumption-based coping strategies

During the first quarter of 2014, it was observed that the proportion of households reporting female members reducing food consumption in order for other members to eat increased by 9%. This has reduced by 11% during the second quarter. Instead, households seem to be relying more on less preferred and less expensive food (+6%), limiting portion size at meals (+2%) and reducing the number of meals eaten in a day (+1%). See Figure 13, below.

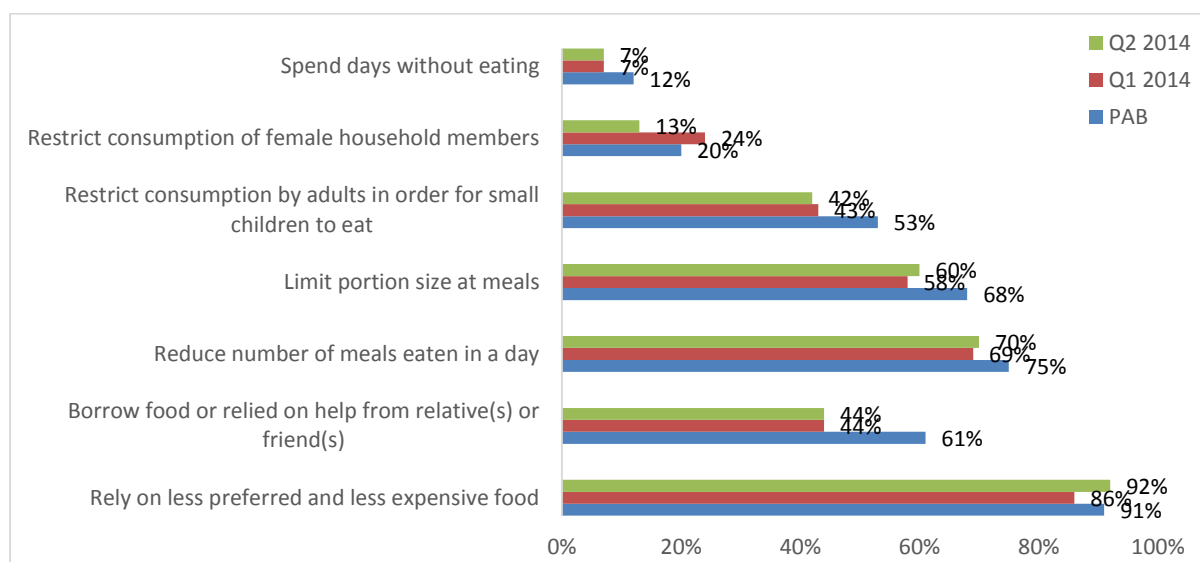


Figure 13. Consumption-based coping strategies, January to June 2014

#### Time of arrival in Lebanon

Households who have been in the country for a shorter time appear generally to be applying more consumption-based coping strategies than those who have been in the country for a longer period of time (Figure 14).

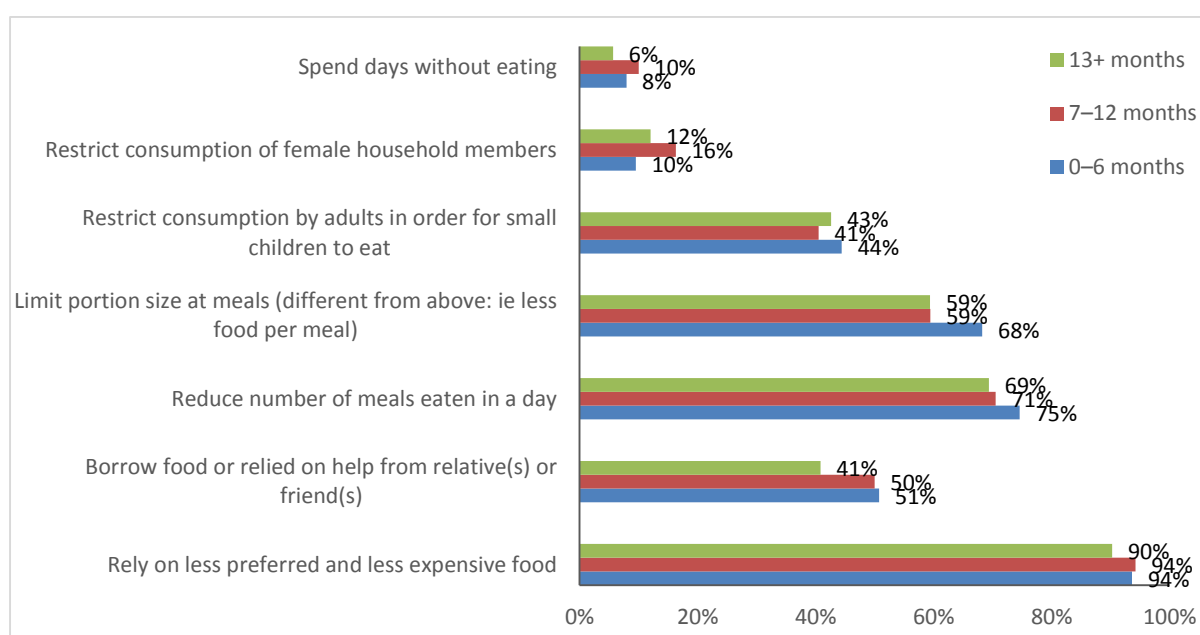


Figure 14. Consumption-based coping strategies per arrival time in Lebanon, April to June 2014



### Average Coping Strategy Index

The average coping strategy index (CSI) during the second quarter of 2014 is 18.6, with no significant change from the CSI during the first quarter of 2014 (18.7). However, the CSI is found to be higher among the pre-assistance group (23.8). Observations in the section above on the application of consumption-based coping strategies are summarized in Figure 15 which shows a decrease in the CSI from PAB group to PDM group and generally with length of stay in Lebanon. This implies that the longer refugees stay in Lebanon, the less coping strategies they are applying.

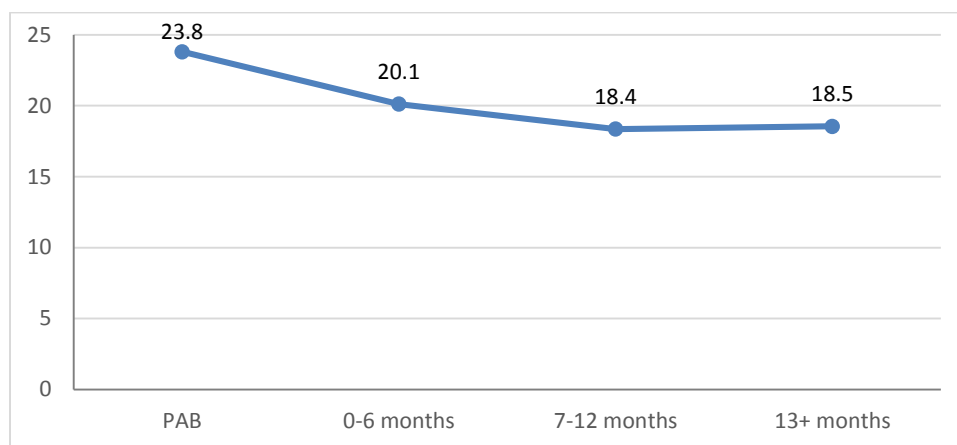


Figure 15. Coping Strategy Index per arrival time in Lebanon

### Livelihoods-based coping strategies

Figure 16 shows that both PDM and PAB groups rely heavily on credit to purchase food, and reduce essential non-food expenditures such as education/health. While more PDM households seem to be withdrawing children from school as a coping strategy (10%) than PAB households (6%), the overall proportion of households who reported withdrawing their children from school is lower than in the first quarter of 2014 (13%).

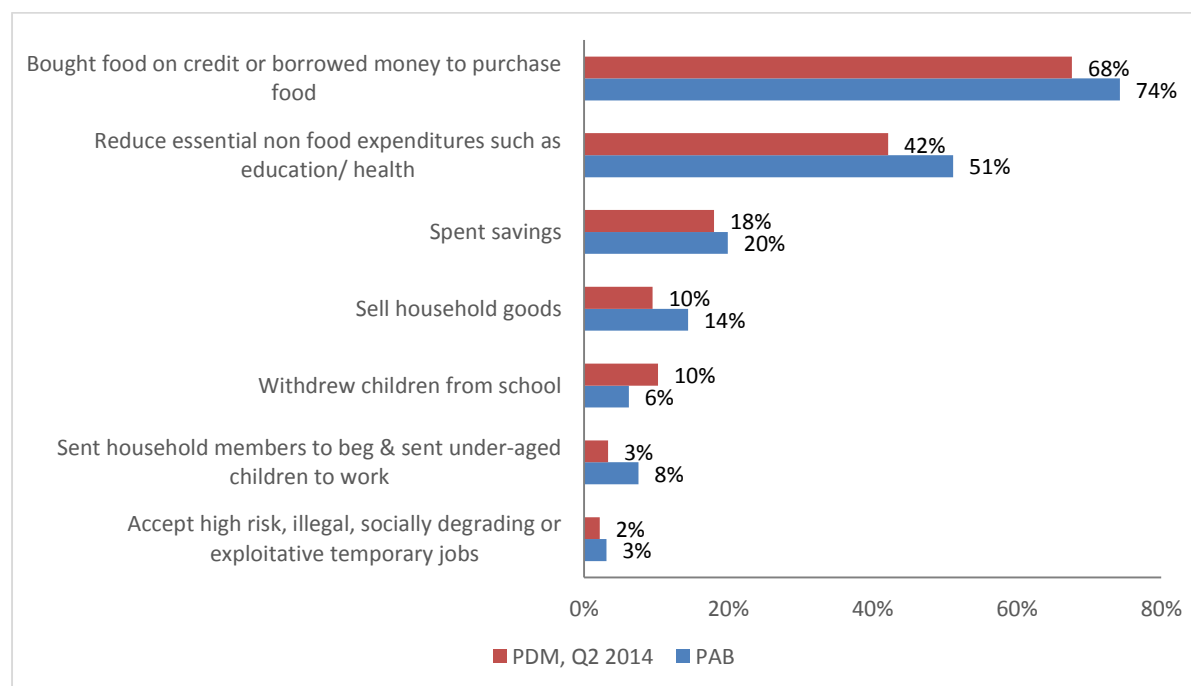


Figure 16. Livelihood coping strategies pre- and post-WFP assistance, April to June 2014

Figure 17 shows an analysis of the length of stay in Lebanon and negative coping strategies that the refugee households applied. The analysis reveals that households who have been in the country for more than one year seem to be applying more negative coping strategies than those who have been in the country for less than one year. Despite their better food consumption levels, households who have been in Lebanon for a longer period of time appear to be applying more negative coping strategies, possibly because they have exhausted their savings or other sources of livelihoods. This may have implications for the future food security status of these households, as they may be maintaining acceptable food consumption levels currently by adopting livelihoods-based coping strategies, which would have an impact on their food security status further down the line.

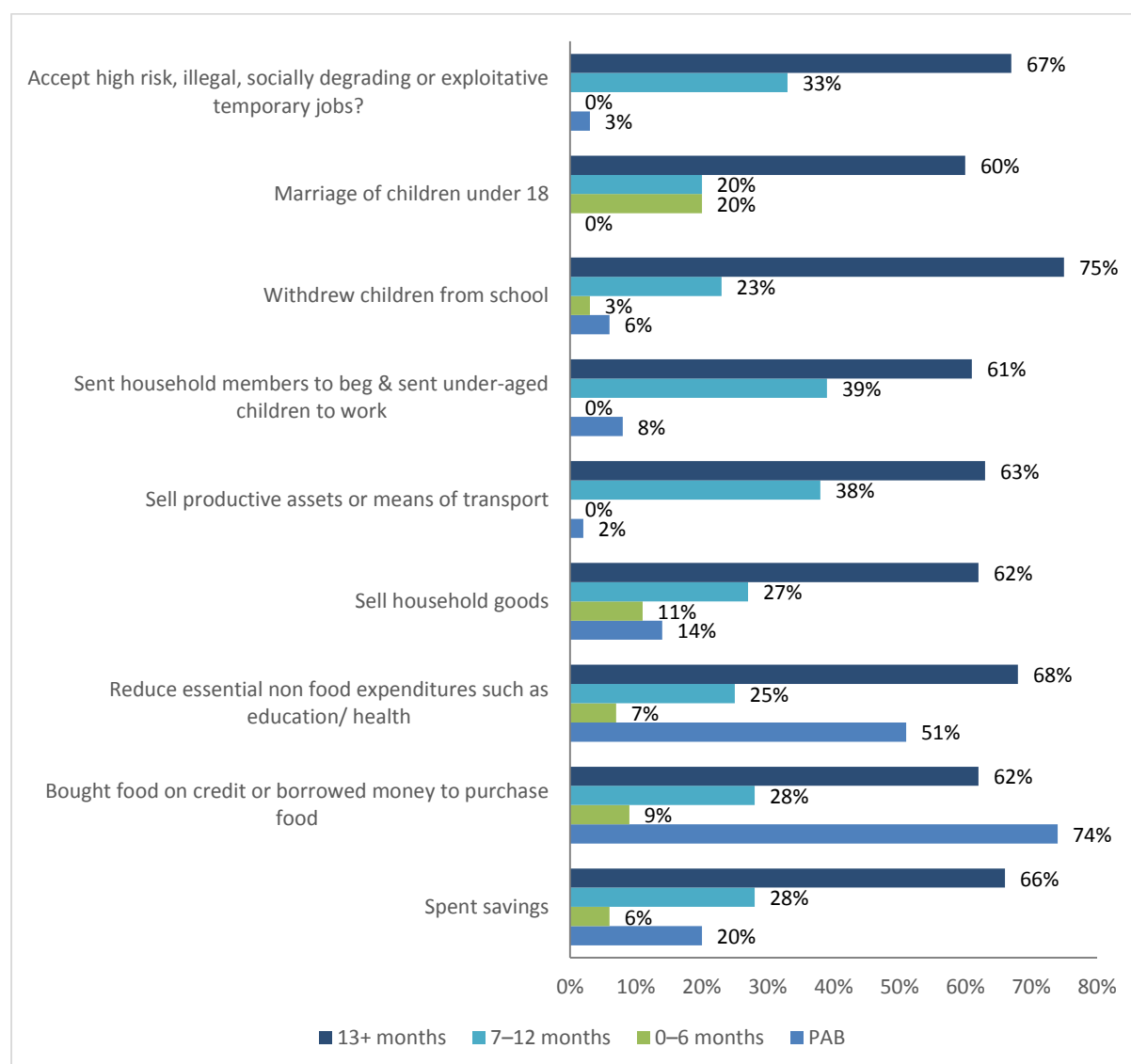


Figure 17. Livelihood coping strategies per length of stay in Lebanon

#### 4. INCOME SOURCES

WFP e-cards remain the main source of income for the households receiving WFP's assistance (75% during the second quarter of 2014, an increase from 68% in the first quarter), followed by casual labour, for both PAB and PDM households. Only 1% of households receiving WFP assistance reported that credits/debts/loans are their first main source of income, compared to 21% of households in the PAB group. See Figure 18, below.

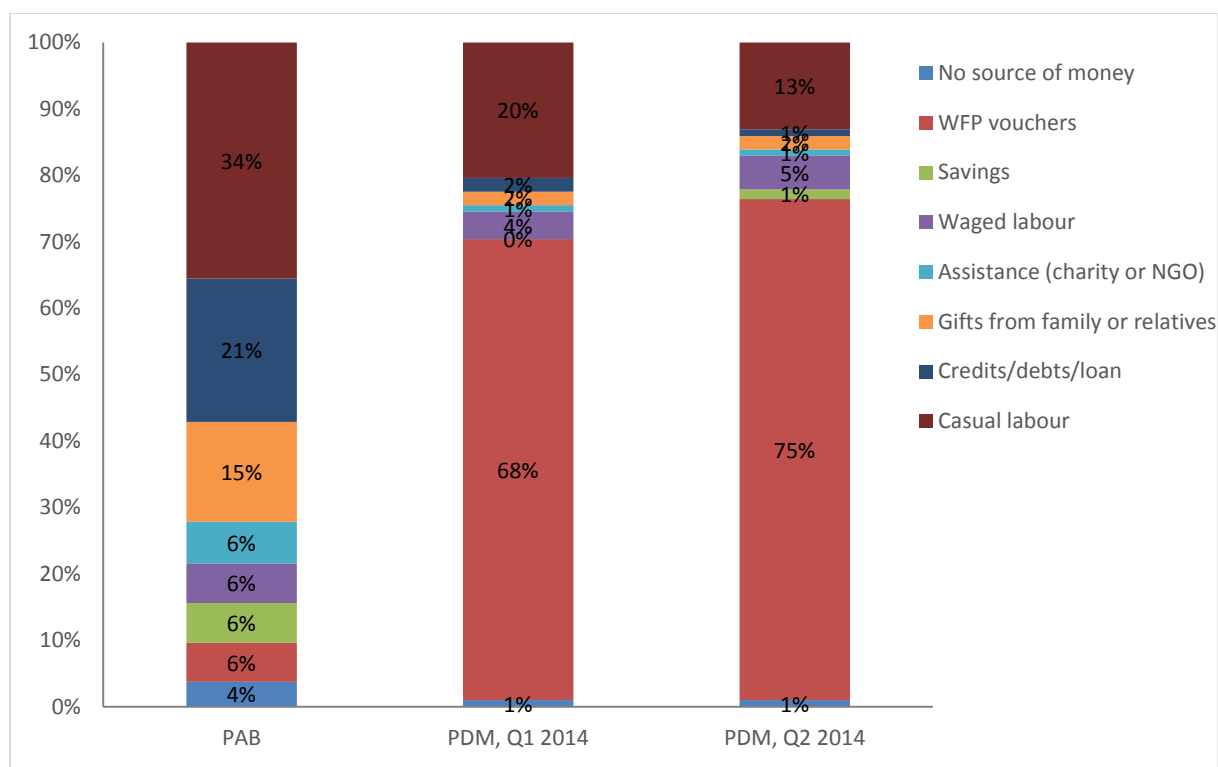


Figure 18. First main source of income, January to June 2014

WFP e-cards remain an important source of income for beneficiaries. It was reported as the first main source of income for 75% of beneficiary households across the country in this quarter, and approximately 10% of households reported it as their second or third main source of income. Casual labour is the second most significant main source of income for interviewed households, who also reported credits, debts or loans as a main secondary source of income (30% in the second quarter of 2014, an increase from 26% in the previous quarter).

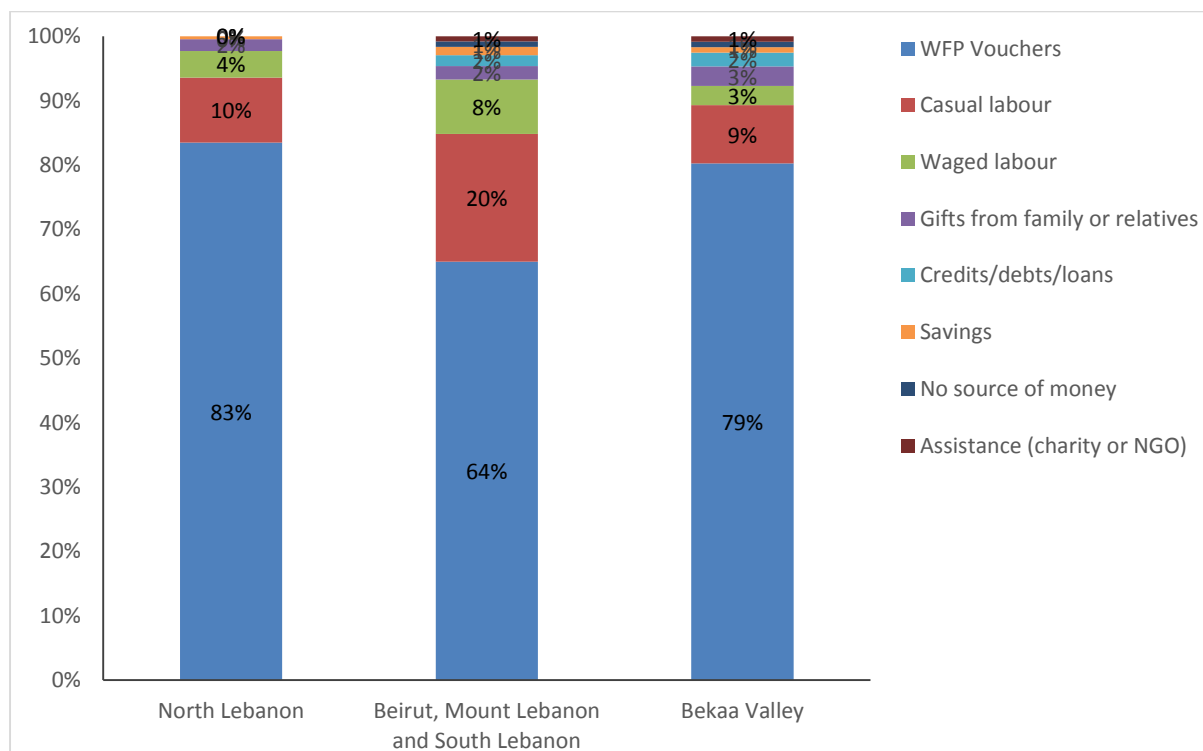


Figure 19. First main source of income by region, April-June 2014

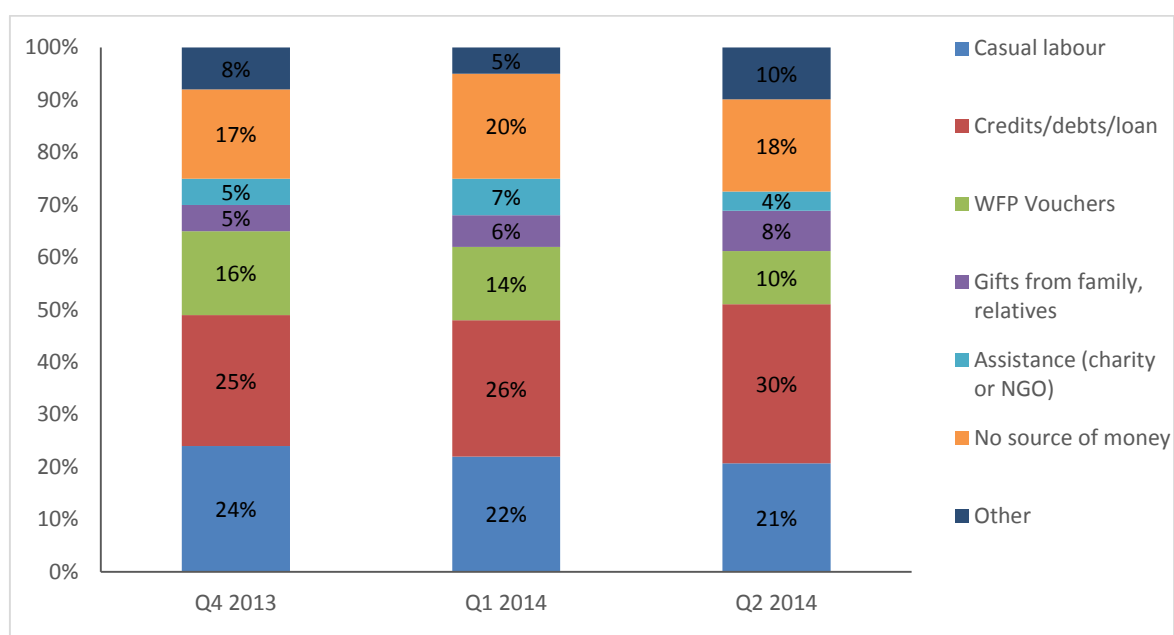


Figure 20. Second and third main sources of income, October 2013 to June 2014

## 5. USE OF ASSISTANCE

### Commodities Exchanged

The main items bought with the WFP e-card are cereals (40%), oil and fats (19%), and sweets/sugar (16%) as can be seen in Figure 20. Vegetables and fruits make up only a small proportion (1%) of the commodities bought by beneficiaries with their e-card.

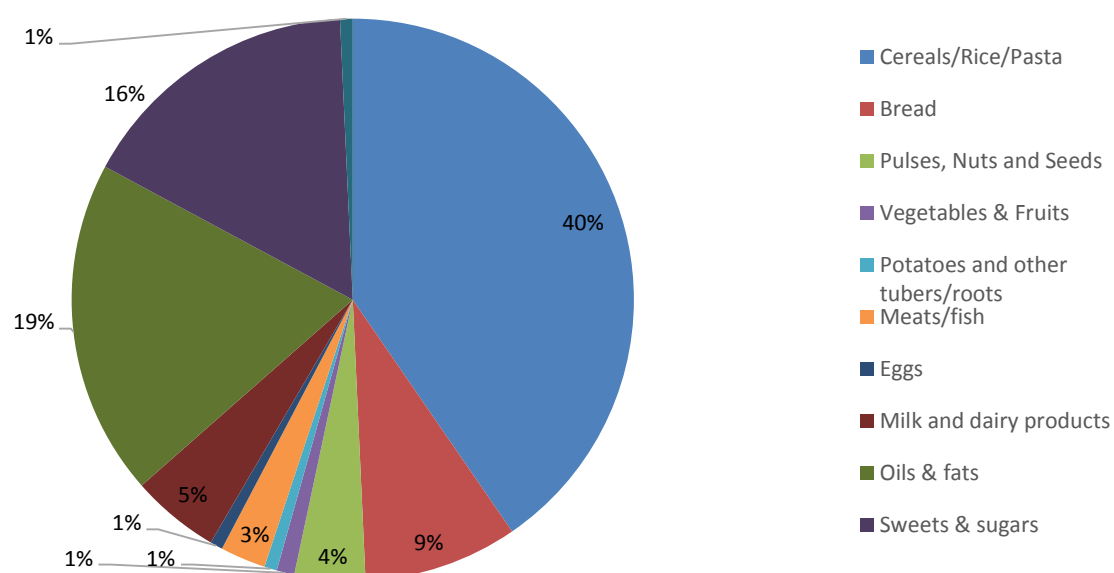


Figure 21. Food commodities most purchased by beneficiaries with their WFP E-Cards

Only 7% of households reported exchanging all or part of their WFP e-card balance for cash in this quarter, compared to 17% in the first quarter of 2014. Of these households, the four main needs they report to be covered with the cash are hygiene or cleaning materials (22%, up from 12% in the previous quarter), medicine and health care (20%, up from 14% in the previous quarter), more food/better food (17%, down from 42% in the previous quarter), and rent (17%, less than 23% in the previous quarter). See Figure 21, below.

The need for more/better food can be explained by the fact that 1) not all WFP-contracted shops sell fresh food items needed by beneficiaries, in particular fruit, vegetables and meat; and 2) beneficiaries often have preferred shops that sell Syrian commodities, and these shops are not necessarily also WFP-contracted shops.

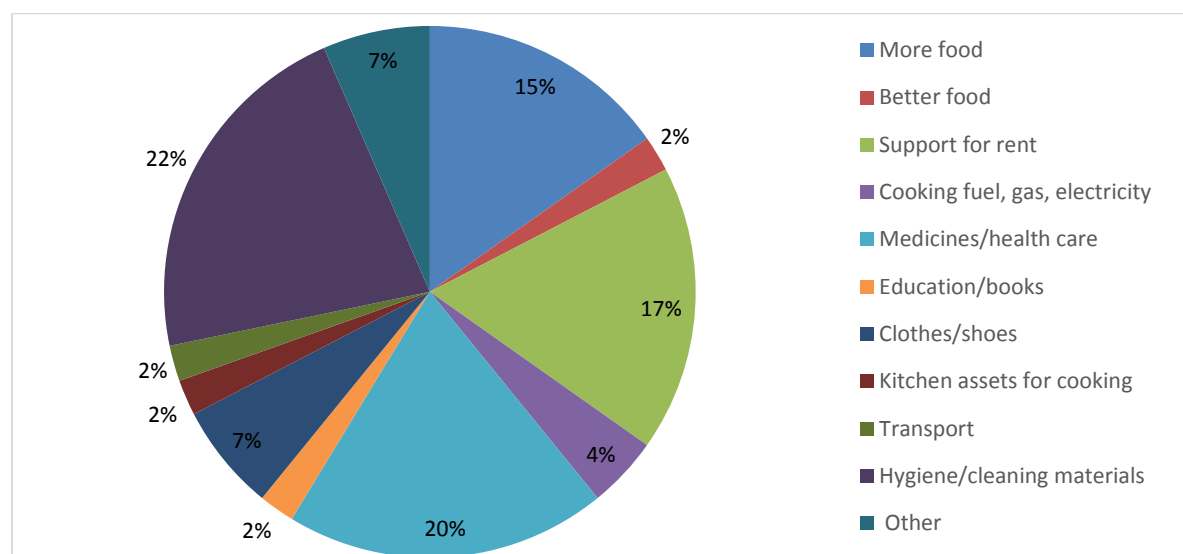


Figure 22. Main needs to be covered by exchanging the WFP E-Card against cash

Twenty-nine percent of households reported sharing the food bought with the WFP e-card with non-WFP beneficiaries, in particular family members who were either unregistered or excluded from WFP's assistance. Of these, approximately 32% of the food bought with the WFP e-card was shared with members not entitled to WFP assistance.

Twenty-seven percent of households reported not being able to cook at least once a day, a reduction from 37% in the previous quarter. In North Lebanon, 34% of households reported not being able to cook at least once a day, which is a decrease from 57% in the previous quarter. The main reason cited by households for not being able to cook was a lack of food to cook (14%). See Figures 23 and 24, below.

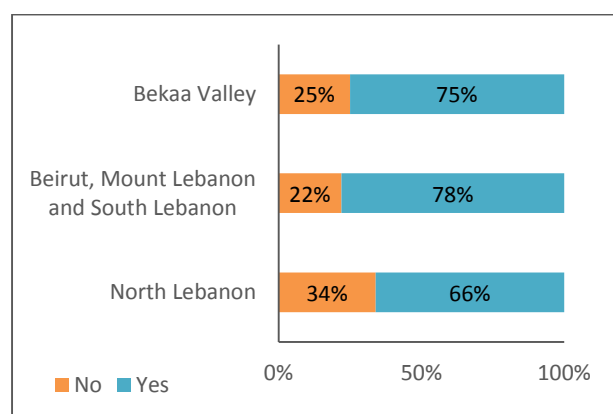


Figure 23. Ability to cook at least once a day

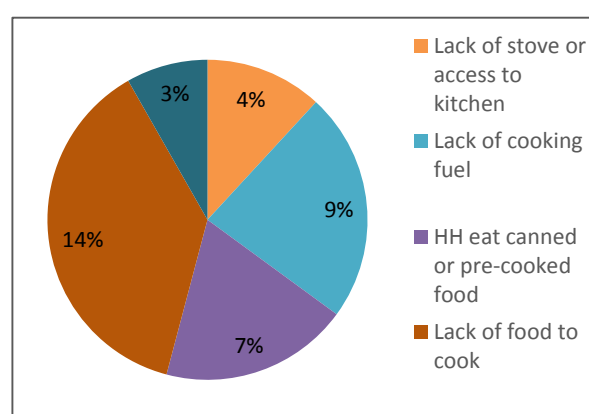


Figure 24. Reason for not being able to cook at least once a day

## Redemption

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

QUICK REDEMPTION FACTS		
	Q1 2014	Q2 2014
Average travelling time to WFP shops	17.7 minutes	19.2 minutes
Average cost of transportation	LBP 6,614 (approx. US\$ 4.41)	LBP 10,968 (approx. US\$ 7.31)
Number of days WFP assistance covered food needs	20.6 days	20.0 days
Number of days needed to redeem the E-Card	5.7 days	4.9 days
Percentage of refugees that do not know who to call if they have an issue with WFP's food assistance	30%	26.5%

## 6. ISSUES AT THE SHOP LEVEL

The main issue reported by beneficiaries was long queues and overcrowding in shops (18%). WFP continues to add more shops to its programme, in order to ensure a widened choice of retailers available to beneficiaries and ease of access. Overcrowding in shops could be partly due to beneficiaries' spending patterns; beneficiaries tend to spend their e-card balances as soon as possible after receiving it. A small proportion of beneficiaries also reported that prices in WFP shops were higher than in other shops (9%). This is possibly partly due to the fact that beneficiaries often continue to buy commodities that they used to buy in Syria, which are often more expensive in Lebanon.

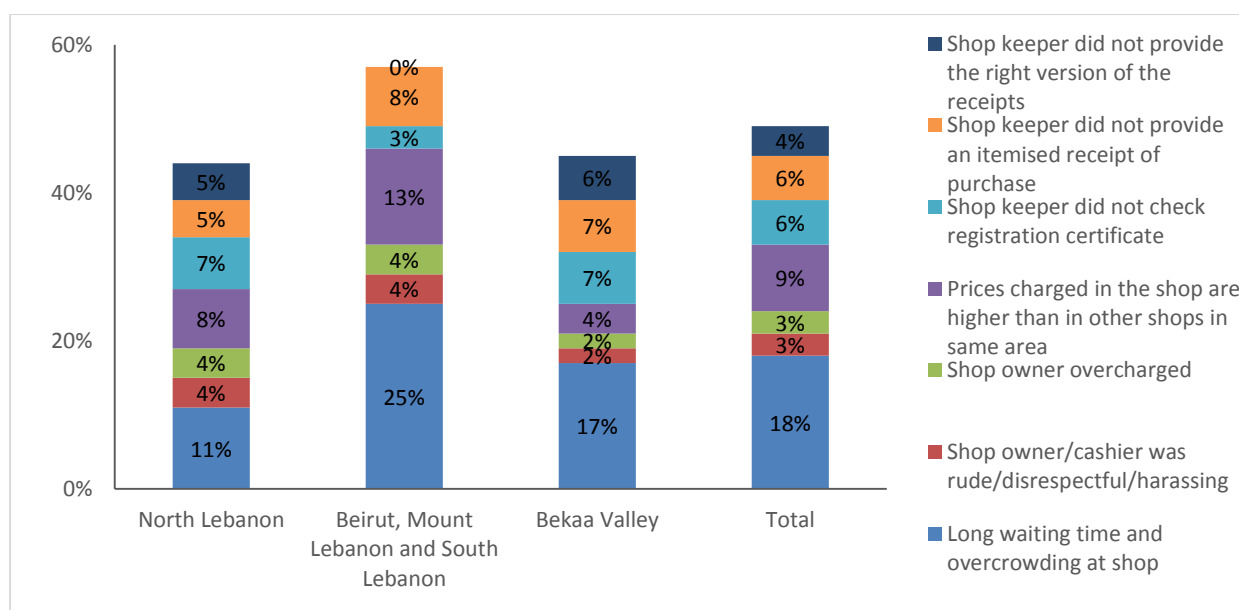


Figure 25. Issues at the shop level reported by beneficiaries

#### ACTION POINTS

- WFP will continue to contract more shops in areas where the beneficiaries have indicated that shops are overcrowded.
- WFP will continue to increase communication on the use of the hotline for partners and the bank to ensure effective beneficiaries feedback mechanisms are in place.
- WFP and partners will continue sensitizing beneficiaries on the modality of the e-cards, particularly on:
  - (i) The ability to redeem at any time during the month for any amount necessary within the limit of their entitlement;
  - (ii) The importance of asking for an itemised receipt of their purchase; and
  - (iii) Length of redemption cycles.

### 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 26 due to WFP's continuous information sharing and timely loading of the e-cards.

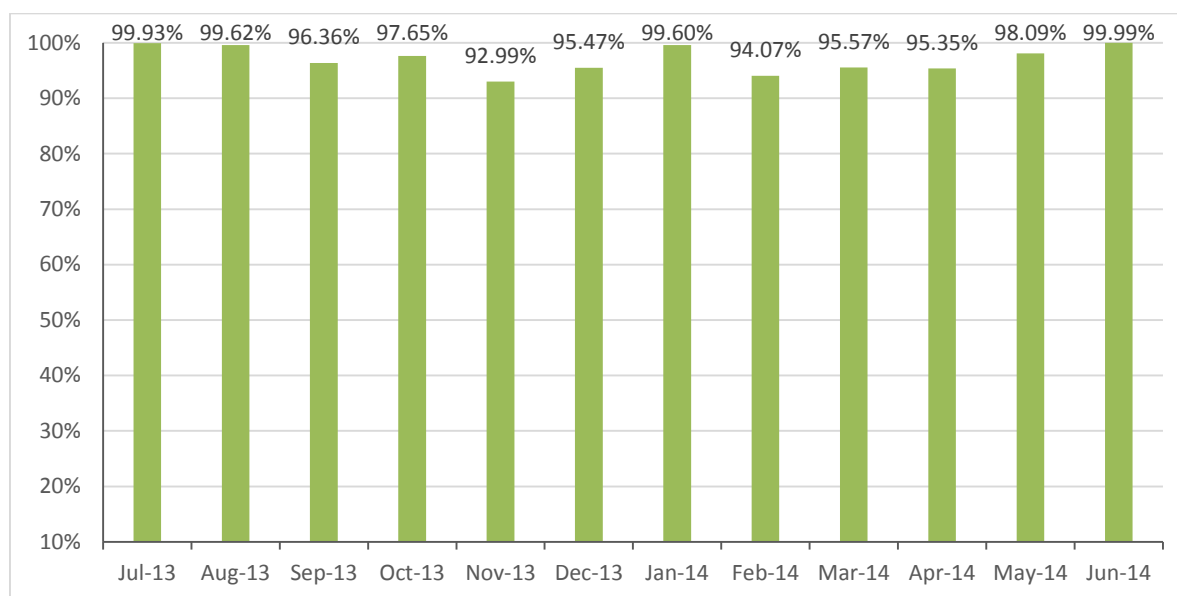


Figure 26. Money (US\$) redeemed versus distributed from July 2013 to June 2014

Figure 27 below shows the vouchers distribution coverage over the reporting period. In June 2014, WFP reached its highest number of beneficiaries since the beginning of the operation.

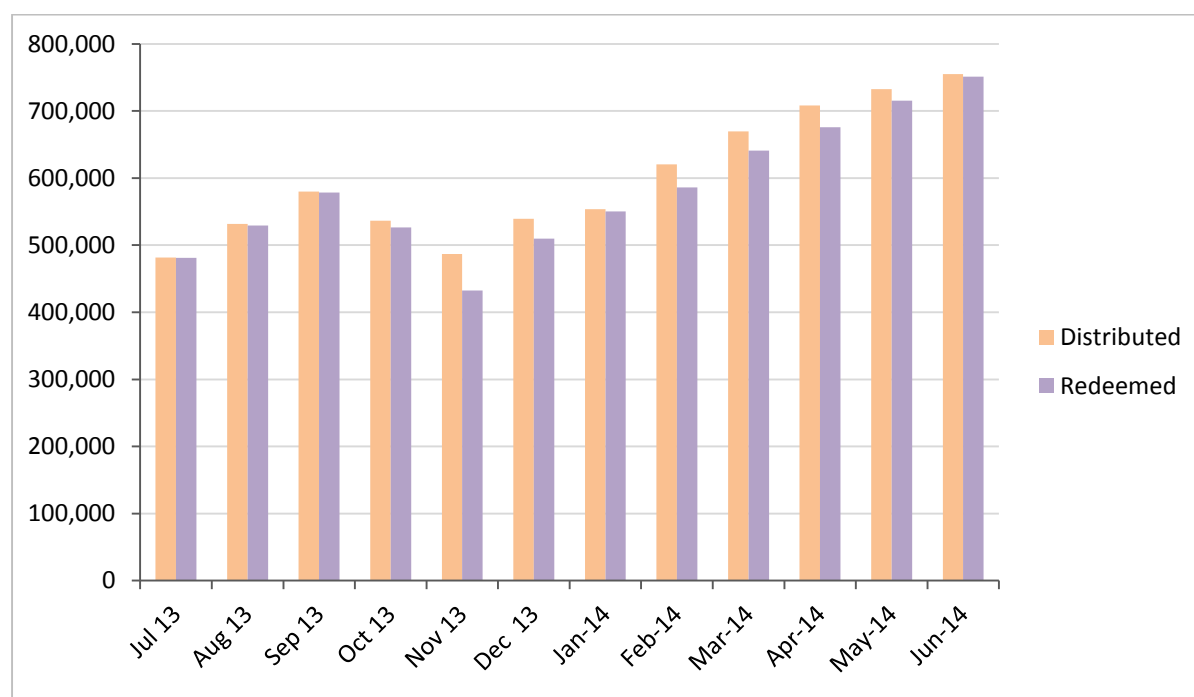


Figure 27. Number of beneficiaries distributed versus redeemed, from July 2013 to June 2014



## 2. BENEFICIARIES PARTICIPATION

From April to June 2014, WFP assisted **855,878 beneficiaries**, with the detailed breakdown shown 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	751,353	187,838	165,298	75,135	120,216	75,135	127,730
Food Parcels	104,525	26,131	22,996	10,453	16,724	10,453	17,769
<b>Total</b>	<b>855,878</b>	<b>213,969</b>	<b>188,294</b>	<b>85,588</b>	<b>136,940</b>	<b>85,588</b>	<b>145,499</b>

*Table 4. Gender and age breakdown of assisted beneficiaries, April–June 2014*

### Distribution and monitoring challenges

- The number of simultaneous activities conducted (distribution and monitoring) put additional pressure on WFP and CP staff.
- Partners do not always plan and coordinate with each other, and occasionally a number of small distributions are conducted within the same period of time and at overlapping time frames. This poses a challenge for WFP monitors to be able to attend distributions that take place at the same time in different locations.
- Access and security constraints to some areas are a challenge for WFP monitors, particularly when CPs change their distribution schedules with short notice.
- 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.
- WFP and partners visibility is insufficient at distribution sites.
- Distribution sites are not always adequately clean or organised, and water and toilets are not always provided.
- While there has been progress, there is still room for improvement of crowd management procedures at distribution sites, particularly at the entrance and waiting areas (number distribution, identification controls, etc.).
- Identification of newcomers continues to be one of the main challenges for food parcels distributions.

## IV. SHOPS MONITORING

Figure 28 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 in shops, as reported by shop owners from January to June 2014.

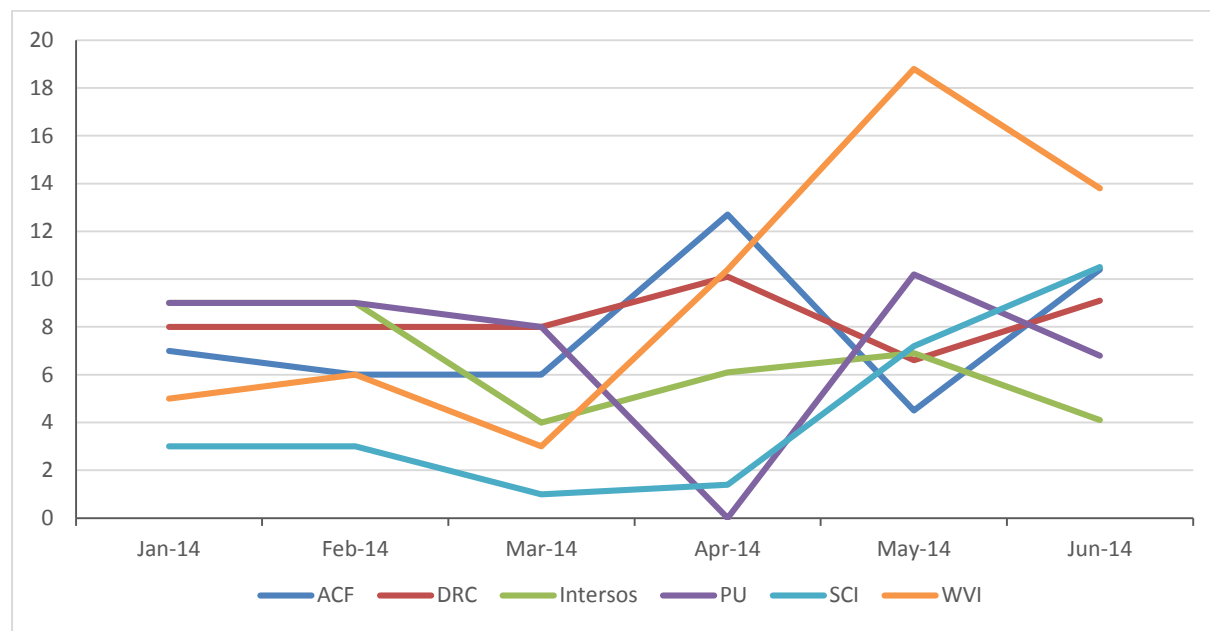


Figure 28. Average number of days since the last visit by partners, January to June 2014

There has been a regular increase in the number of WFP-contracted shops since December 2012 as can be seen in Figure 29 below. As of June 2014, WFP has 357 partner shops.

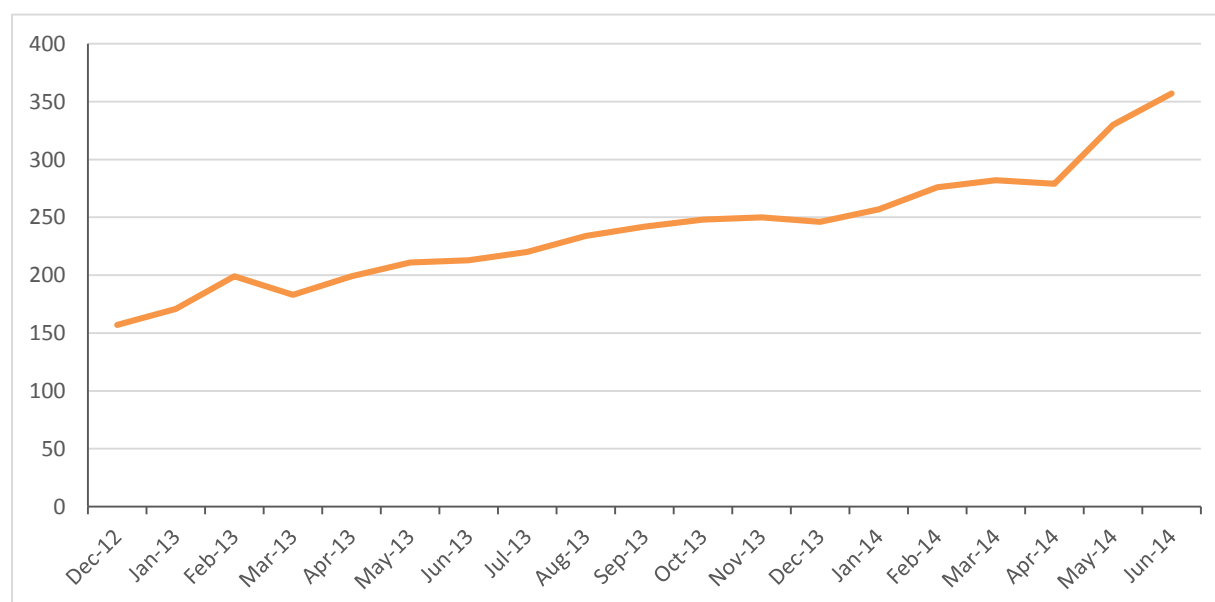


Figure 29. Number of WFP partner shops since the beginning of the programme until March 2014

WFP has injected more than US\$ 240 million into the Lebanese economy since January 2013 until June 2014. More than US\$ 117 million has been injected during 2014 alone (see Figure 30, below).

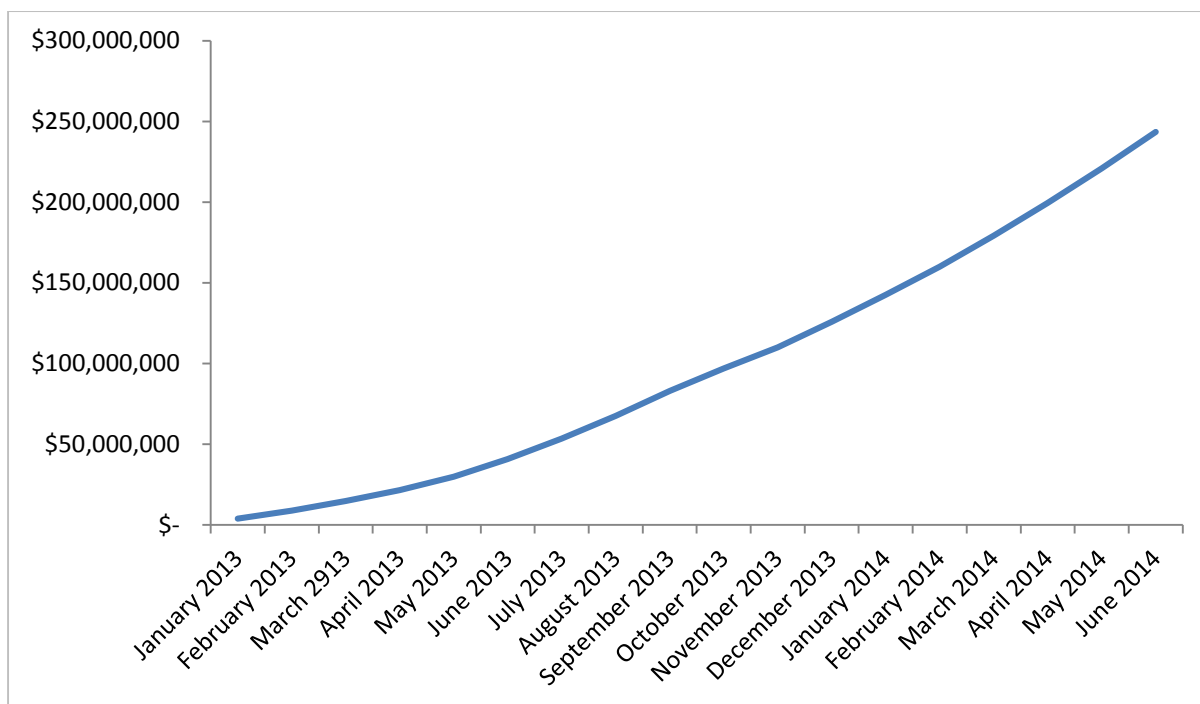


Figure 30. Amount of money injected into the Lebanese economy as of June 2014

## 1. SHOP OWNERS' FEEDBACK

Shop owners reported facing some operational issues, mainly pressure from beneficiaries to break the rules of the programme (47%), and overcrowding in the shops with beneficiaries (45%), as shown in Figure 31, below. In general, shop owners reported less problems in this quarter compared to the previous quarters, possibly due to improved awareness of the beneficiaries and shopkeepers around the rules of the programme.

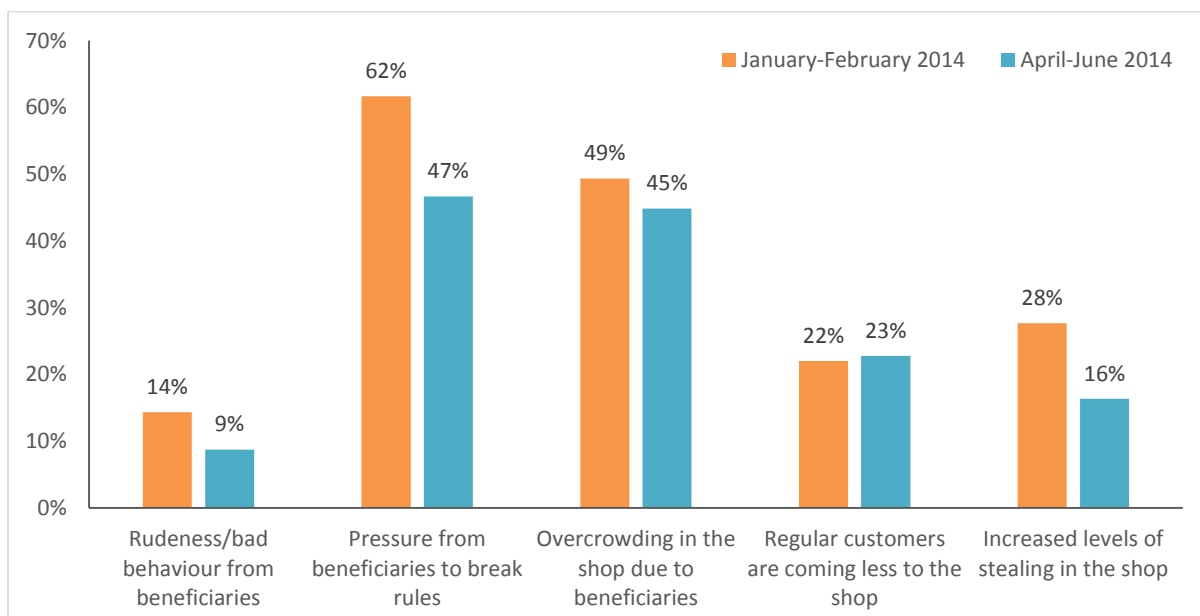


Figure 31. Operational problems faced by shop owners over time, Q1 and Q2 2014

Eighteen percent of shops reported hiring extra staff at least once during the reporting period and 18% reported having worked for longer hours. Figure 32 below highlights the different investments made by shops owners from April to June 2014.

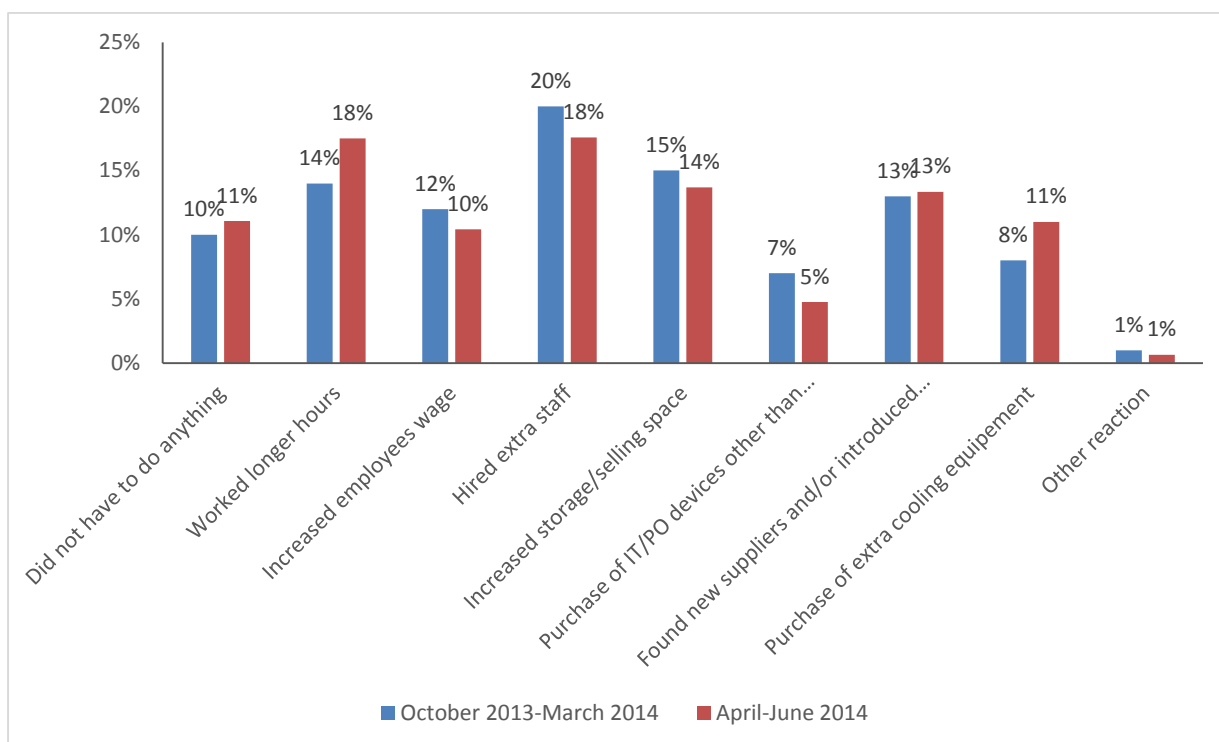


Figure 32. Investments made by shop owners, April-June 2014 comparison to previous months

## 2. MAIN MONITORING ACTION POINTS, APRIL TO JUNE 2014

The table below shows the actions taken by the three WFP sub-offices as a result of their shop monitoring activities.

Sub-Office	Issues	Actions Taken
North Lebanon	Increased concentration of beneficiaries in some locations based on UNHCR registration maps.	11 new shops were contracted in the quarter: Nine in Akkar, in the areas of Amar Al Bayket, Al Kawes (Akkar Al Atika), Bebnine, Tal Maayan, Kweishra, Berej Al Arab, Tleil and Wadi Al Jamous; and two in T5 (Zgharta and Asoon).
	Unsatisfactory hygiene conditions	4 written warnings issued
	Sale of non-food items (NFIs) to beneficiaries	2 point-of-sale (POS) machines temporarily deactivated
	One of the newly contracted shops involved in blackmailing	Contract cancelled with shop
	High redemption rates in Wadi Khaled, and inaccessibility of Wadi Khaled for monitoring, due to security reasons	Monthly redemption ceiling per shop of \$34,000 is still applicable. From the July cycle onwards, POSs in Wadi Khaled are to be deactivated during weekends to avoid breach of the redemption ceiling.
Bekaa Valley	Sale of NFIs to beneficiaries	2 written warnings and 10 verbal warnings issued
	Shop owner not checking beneficiaries' UNHCR certificates	2 verbal warnings

	UNHCR certificate kept at shop	1 written warning
	Taking the full e-card balance	1 written warning
	Dealing with non-contracted shops	Four terminations and three written warnings
	Unsatisfactory food safety and hygiene	1 verbal warning
	Failure to keep or issue itemized receipts	1 verbal warning
<b>Beirut, Mount Lebanon and South Lebanon</b>	Unsatisfactory shop hygiene conditions	10 verbal warnings issued; 2 written warnings issued
	Unsatisfactory pricing (tagging of items)	6 written warnings issued
	Sale of NFIs to beneficiaries	2 written warnings issued
	Unsatisfactory food safety and storage standards	1 shop terminated 4 verbal warnings, 1 written warning
	Failure to comply with proper receipt procedures	6 verbal warnings, 10 written warnings

## V. RECOMMENDATIONS

### 1. DISTRIBUTIONS

- The visibility of WFP and its partners at distribution sites should be improved.
- WFP should continue to work closely with UNHCR to better record movements of refugees.
- WFP and its partners should continue to work on ways of ensuring that all protection issues and refugee concerns are being addressed at distribution sites. Help and information desks at distribution sites are an effective way of ensuring that refugees receive help or information in a timely manner.

### 2. SHOPS

- In areas where the concentration of refugees is very high, WFP will have to increase the number of WFP-contracted shops, to avoid price increase of goods at WFP-contracted shops and avoid the distortion of local market dynamics.
- Beneficiary knowledge and awareness of the rules of the e-card programme appear to be improving, as they become more experienced in using the e-card. Consequently, WFP and its partners need to continue working on sensitization and information dissemination for beneficiaries, and to ensure that shops are aware of e-card transaction processes and rules.
- WFP needs to ensure that contracted shops adhere to minimum standards of hygiene and safe food storage.



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