

Providing Humanitarian Assistance to Vulnerable
Syrians and Host-Communities

Funded by ECHO

Winterization Post-Distribution Monitoring

Reporting Period: 15 May 2013 – 14 May 2014



Between the 13th and the 14th of May 2014, ICMC conducted further post-distribution monitoring of the winterization component of the Action. In total, 50 more winterization assistance beneficiaries were contacted by telephone, and a new PDM questionnaire was applied to them. This new questionnaire is based on recommendations from the ad-hoc NFI Working Group task force and allows for the collection of more, better and more specific information on the quality of the distribution itself, the service provided, the items themselves and their usage. The feedback sample represents around 6% of the winterization assistance beneficiaries of the Action. Each beneficiary was asked 21 questions:

INFORMATION ON THE DISTRIBUTION PROCESS

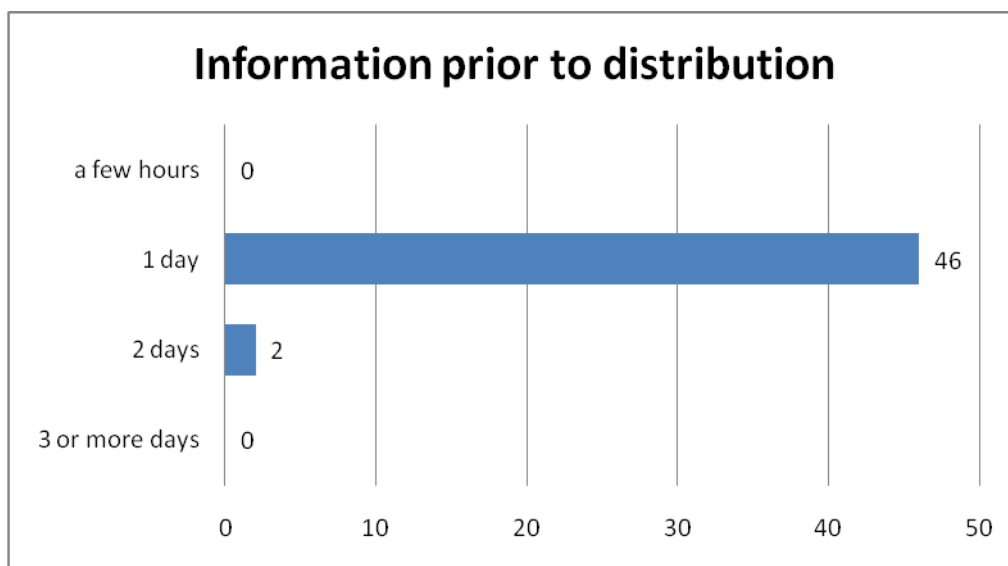
The information collected through this section is meant to help ICMC find any possible gaps in its service provision and to improve the quality of its distributions, making them as easy and cost-effective as possible for beneficiaries.

1. Were you notified about the date, time and place of the distribution?

All 50 respondents acknowledged having been informed of these details.

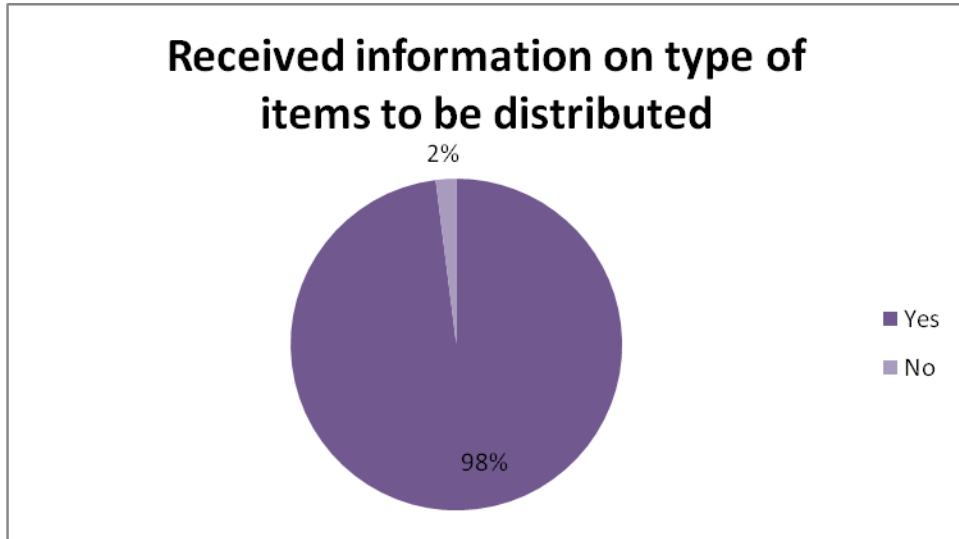
2. How long before the distribution did you receive notification about the date, time and place?

The great majority of respondents were informed about the distribution a day before.



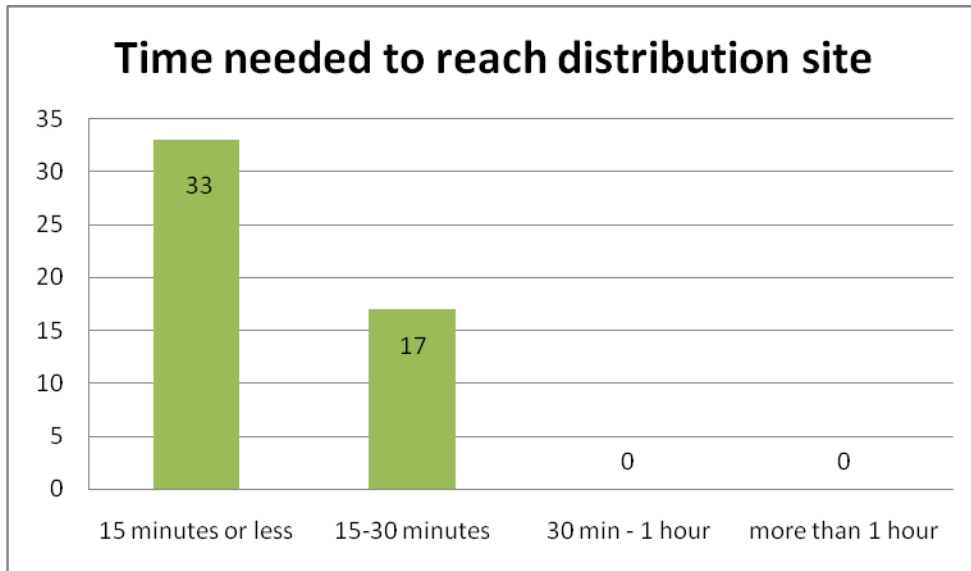
3. Did you receive information about the type of itmes to be distributed?

Of the 50 respondents, 49 aknowledged having received this information prior to the distribution.



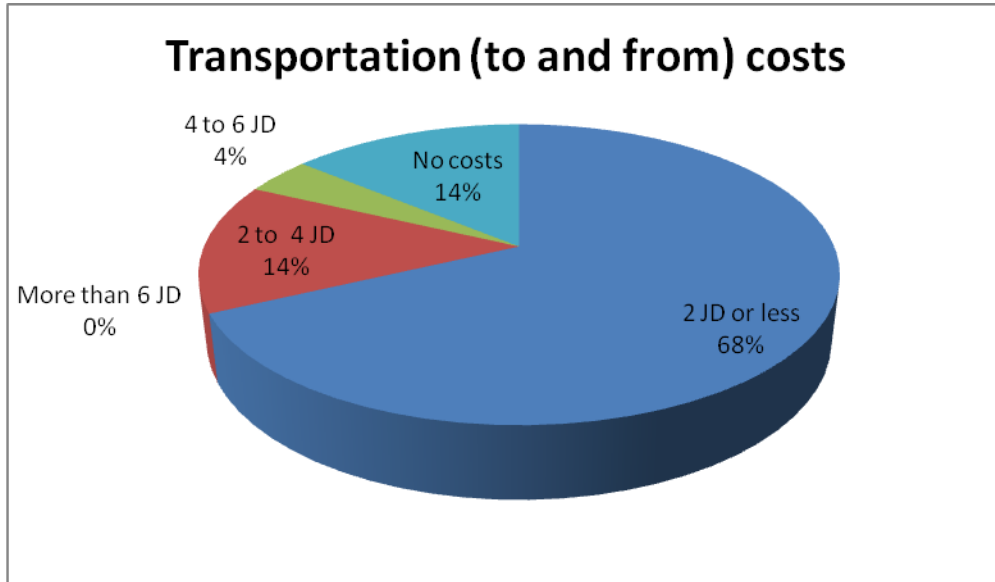
4. How long did it take you to travel to the distribution site?

Most respondents claimed having to travel less than 15 minutes to arrive to the distribution point, while 17 of them reported a longer trip, of up to 30 minutes.



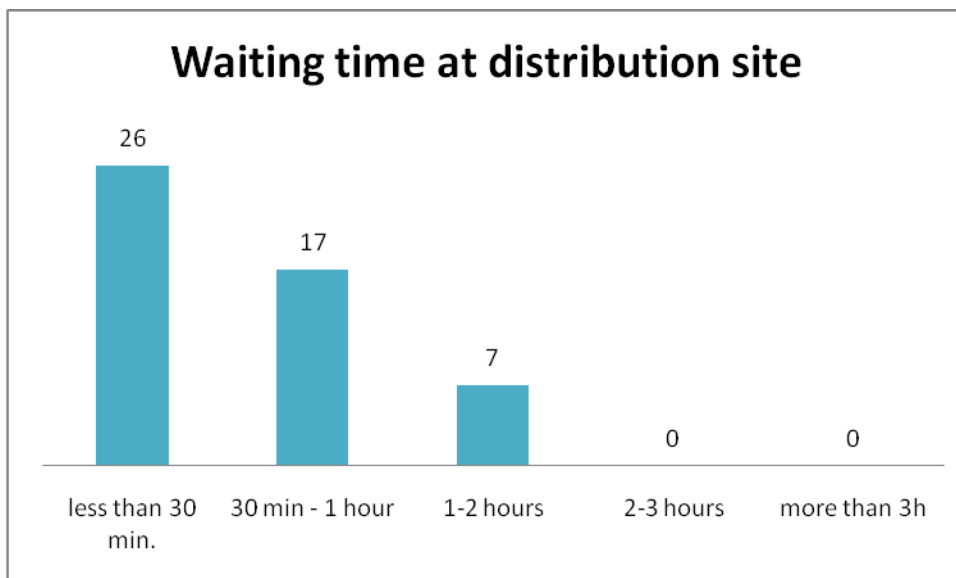
5. How much, if anything, did you pay to and from the distribution site?

An important percentage of respondents reported having paid 2 JDs or less for both-ways transportation; however 7 of them paid up to 4 JDs, while a further 2 families paid between 4 and 6 JD. Seven households, on the other hand, reported not having had to pay anything for transportation. These results, together with those of the previous question, are a somewhat positive reflection of adequate planning of the distribution site location in regards to the location of the majority of beneficiaries. However, higher transportation costs and longer commuting times from a non-negligible percentage of those interviewed, indicates that efforts to identify more close-by locations for distributions should be continued.



6. How long did you wait at the distribution site before receiving your items?

Most beneficiaries waited for less than 30 minutes at the distribution site before receiving their NFIs, while a third of them had to wait for up to one hour. An important percentage, 15%, had to wait for between one and two hours. These results indicate that better planning in terms of appointment times given to batches of beneficiaries, should be undertaken in order to avoid long waiting periods and crowding, which could lead to other problems.



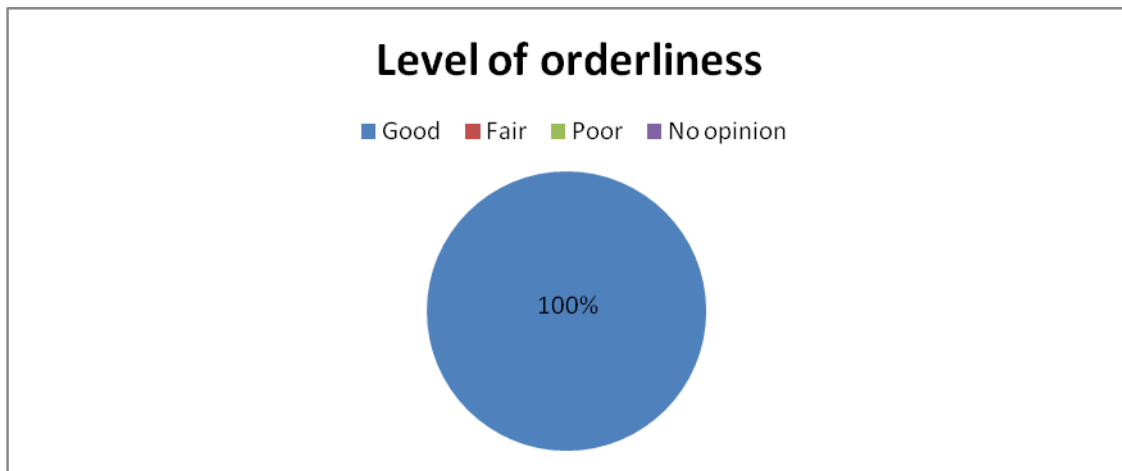
7. In your view the overall treatment of NGO staff/suppliers towards you at the distribution site was:

Most respondents reported good treatment by ICMC staff and suppliers during the distributions. Three of them considered the treatment to be moderately polite.



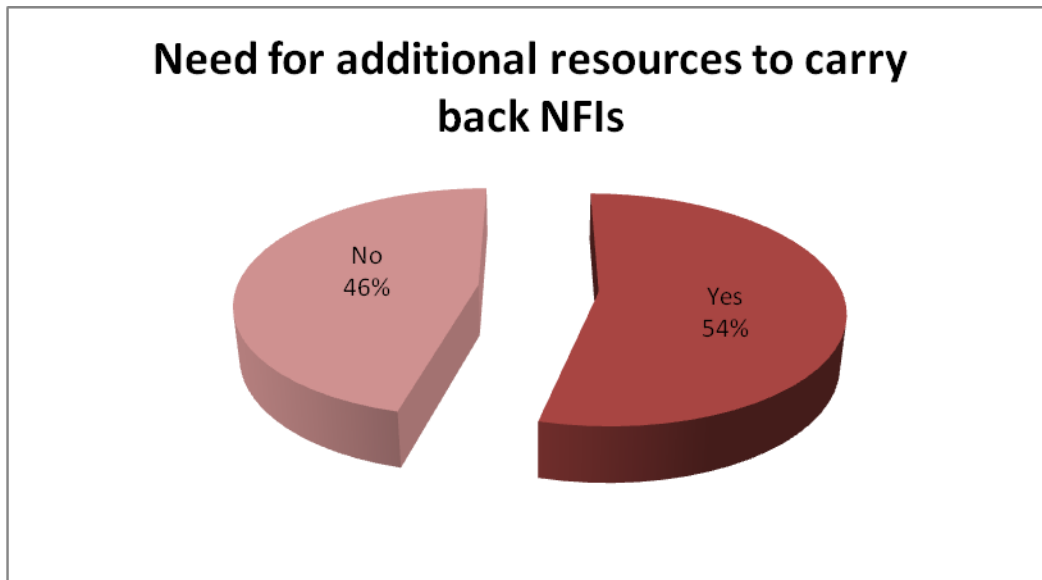
8. In your view, the level of orderliness / organization of the distribution process was:

Respondents were given four options for this question: good, fair, poor or no opinion. All respondents expressed their satisfaction with the level of organization of the distribution.



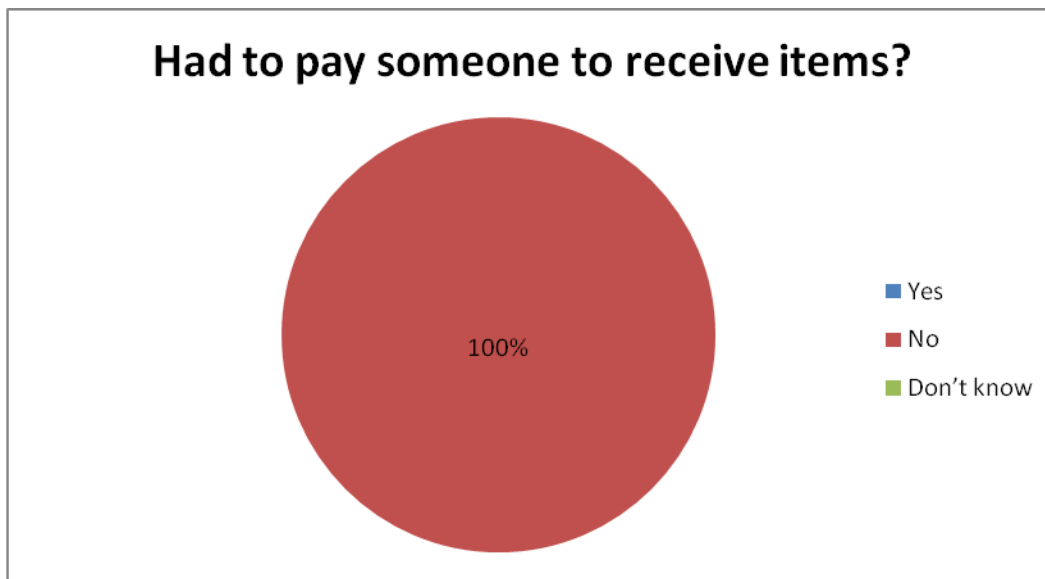
9. Did you need additional resources to carry your NFIs away from the distribution point?

Over half of respondents (27) reported needing to utilize additional resources in order to carry their NFIs away from the distribution site. This meant either help from others to physically carry the NFIs, money spent on hiring a shared pick-up truck to transport the items back to their homes, etc. ICMC will need to take this into account for its next winterization distribution and make sure that these are more cost-effective for beneficiaries. This also relates to the 6 out of 166 families interviewed in March that reported having had faced challenges during distribution. These families reported living in rural areas that were further away from the distribution point, having had to pay for transportation to reach the area, as well as to transport the items back to their homes.



10. Did your household have to pay someone to be selected to receive these items?

In order to monitor on possible cases of corruption, this question was asked to all respondents. No cases of this kind were encountered.



INFORMATION ON THE ITEMS DISTRIBUTED AND THEIR IMPACT

11. Rate the quality of the items

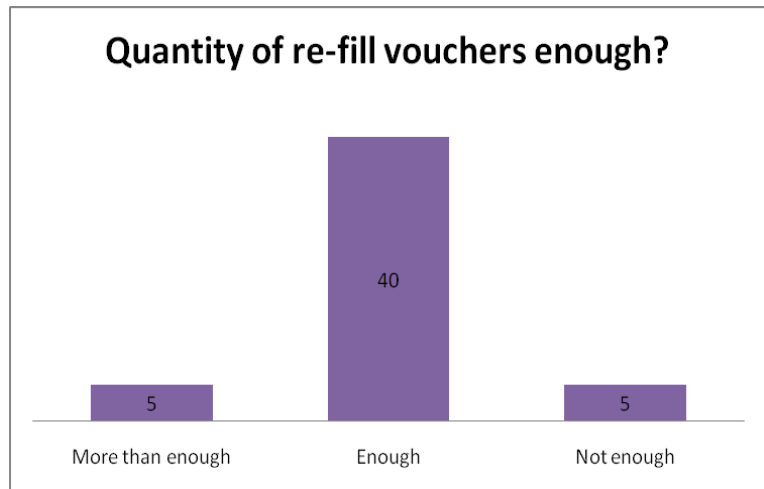
Respondents were asked to rate the quality of the items between good, fair or poor. All 50 respondents confirmed that the items were of “good” quality. This compared to the previous PDM survey done in March 2014, which showed that 89% (of the 166 respondents) considered them as “excellent” and the remaining 11% as “satisfactory”.

12. Was the quantity of re-fill vouchers enough to cover the winter months?

Beneficiaries were provided with a full gas cylinder and 11 re-fill vouchers, intended to cover all of the winter period. It should be noted that due to the gas cylinder shortage in the country, ICMC’s distribution was delayed until late January, early February.

Most respondents reported that the quantity provided was enough, while 5 stated it being more than

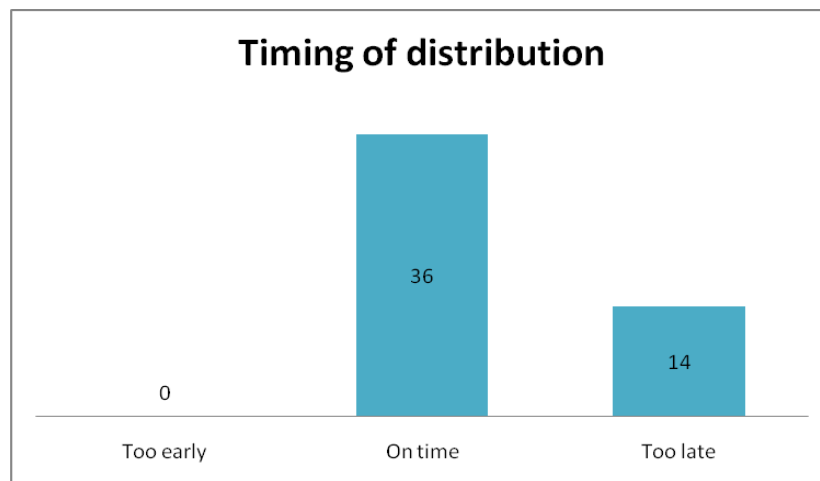
enough, and a further 5 explained that due to the very low temperatures this year, and/or the fact that they had large families, resulted in the re-fill vouchers not being enough to cover their needs during the winter months.



13. Was the timing of the distribution...?

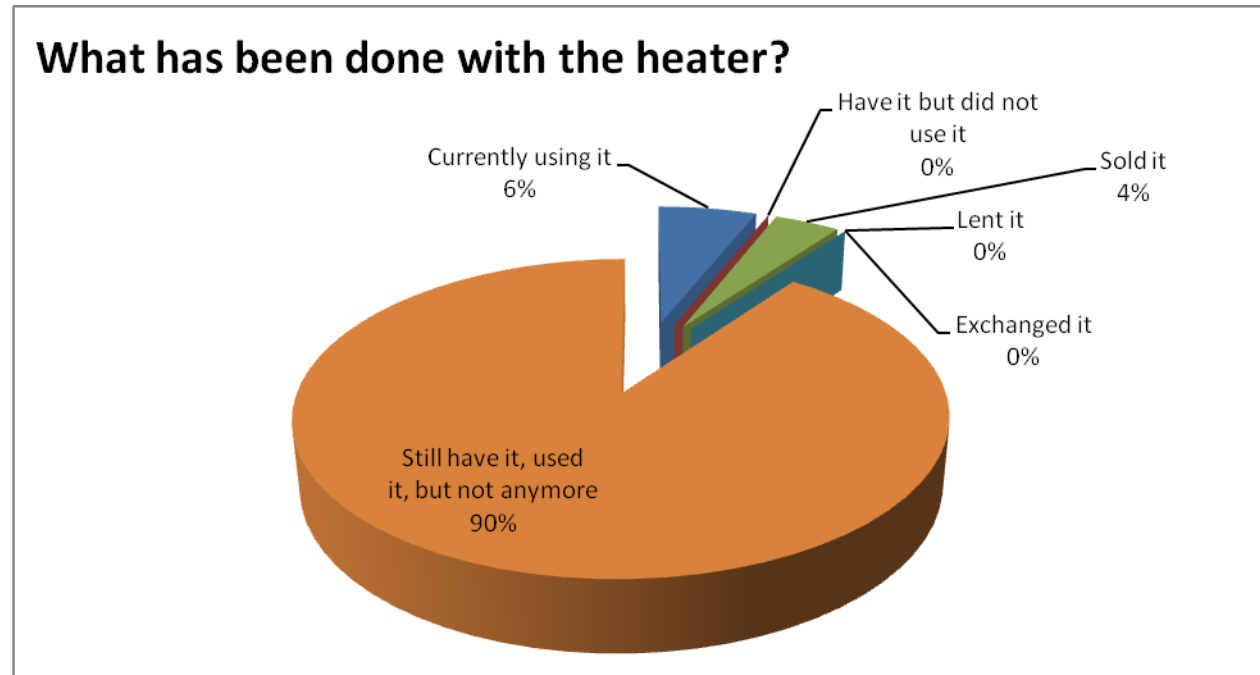
Beneficiaries were asked about the timing of the distribution in accordance with their needs.

Since the distribution was delayed by two months due to the above-mentioned gas cylinder shortage, it was expected that the majority would respond “too late”. However, 72% responded “on time”. In any case, ICMC expects that the earlier provision of winterization funding by donors this year will allow for an earlier procurement that will avoid delays.



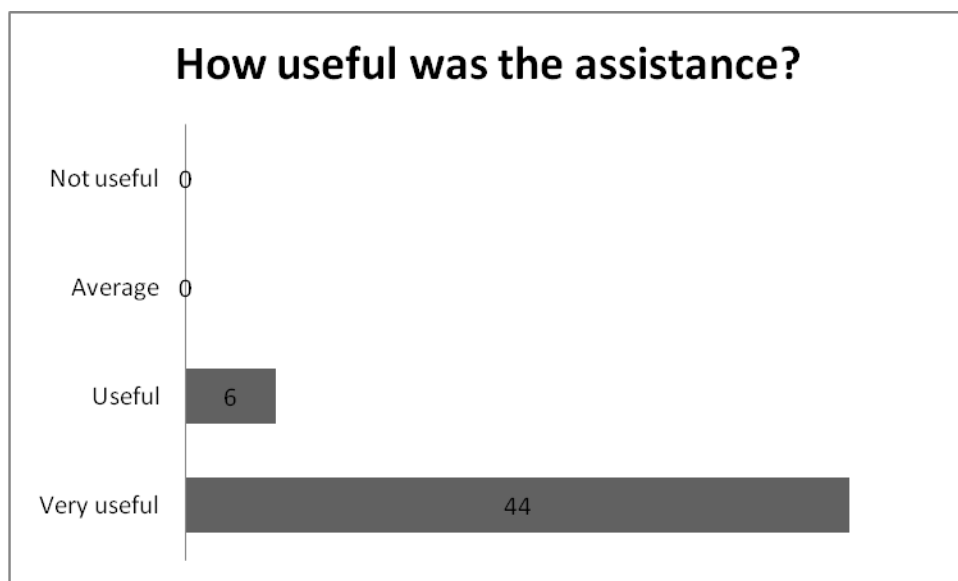
14. What have you done with the heater since you received it?

Given the fact that reports from other organization state that many beneficiaries had sold or exchanged the NFIs provided to them during the winterization response, ICMC decided to inquire on this issue with its beneficiaries. According to the results, the great majority of ICMC's beneficiaries used their heaters during the winter and still have it in stock. Three respondents claimed to still be using it, while a further 2 explained that they had sold it after the winter in order to cover other expenses, such as rent.



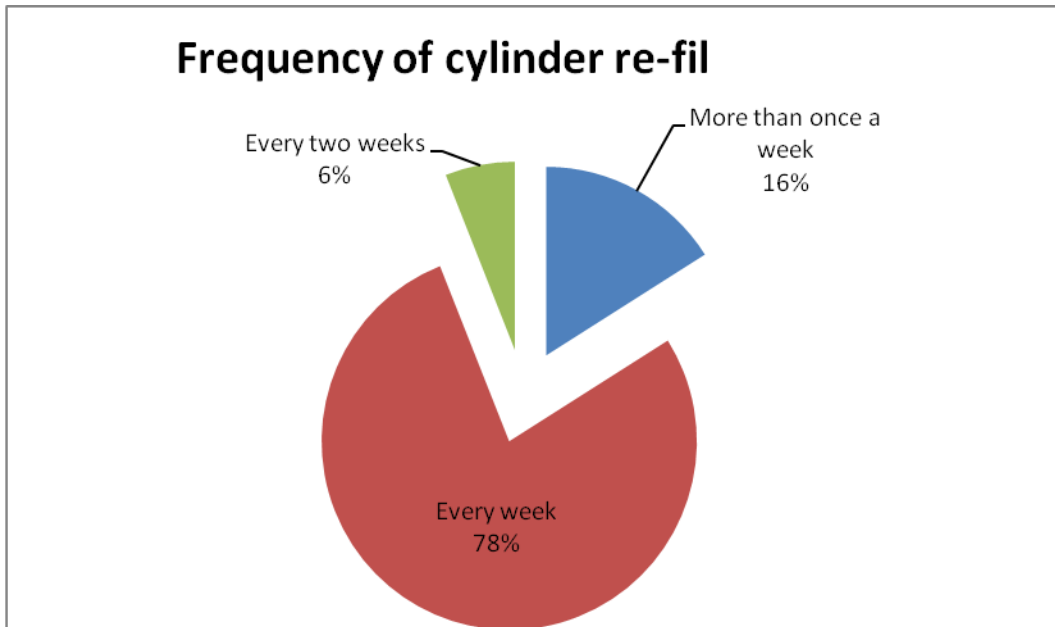
15. How useful was the assistance?

All respondents reported the assistance as either “useful” or “very useful”. This is in line with the results of the previous PDM survey.



16. How often have you had to re-fill the gas cylinder?

This new batch of beneficiaries surveyed was also asked for the regularity with which they had to redeem their re-fill vouchers. Results are consistent with last survey. Most beneficiaries had done so every week, while some had needed to re-fill more often than that, and a small minority only every two weeks. Therefore, the assistance should last, in average, nearly three months.

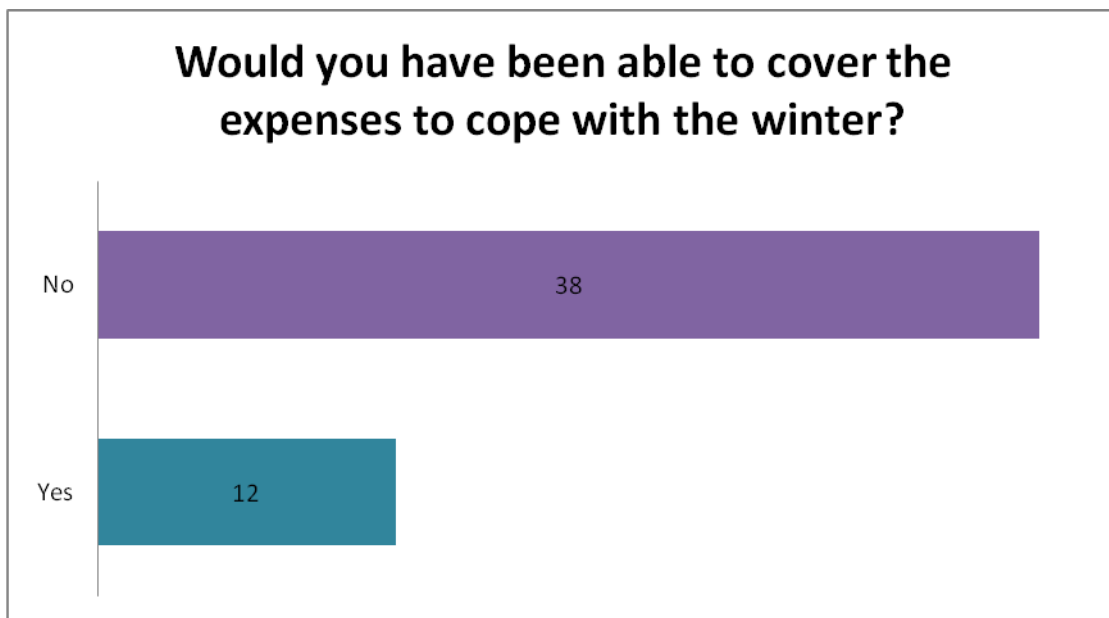


17. Do you face any problems redeeming the re-fill vouchers?

100% of respondents claimed not having faced any problems with the gas cylinder distributors when redeeming their vouchers.

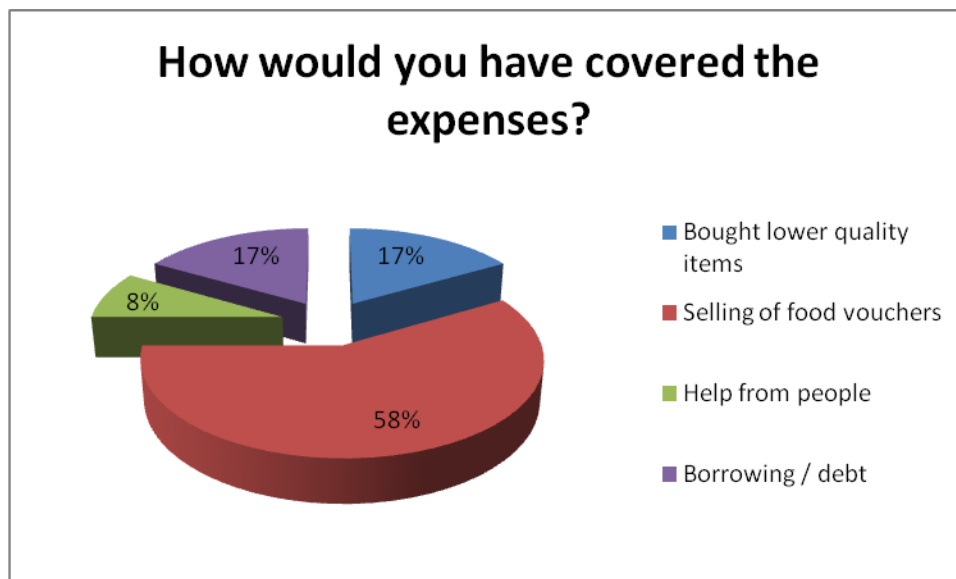
18. If you had not received the item distributed to you, would you have been able to cover the necessary expenses to cope with the winter conditions?

In line to the previous survey, when 64% of respondents claimed not having been able to afford the items needed to cope with the winter conditions, this survey showed that this number, for this sample, is 76%.



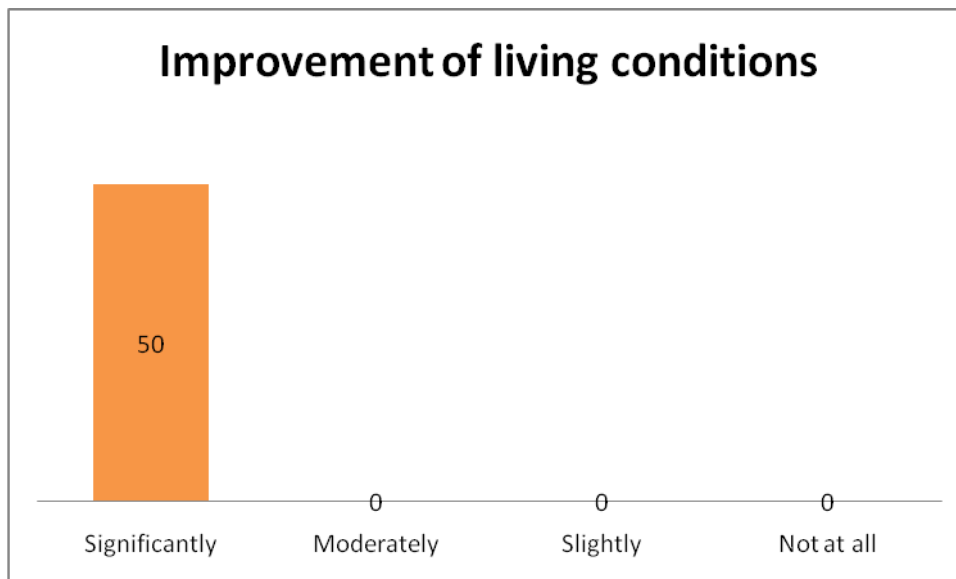
19. If yes, how would you have covered the expenses?

This question was a modification of the similar “*If you had not received the ICMC assistance, how would you have covered the necessary expenses in order to cope with the winter conditions?*”, asked during previous PDMs. Now, the question regarding coping mechanisms applied was only asked to those who responded positively to the previous question (i.e. those stating that they would indeed have been able to cover these expenses). Results, however, are similar. In this sample, the selling of food vouchers was shown to be the most oft-used coping mechanism, followed by the buying of lower quality items and incurring in debt. The previous survey had shown debt as the most common coping mechanism.



20. To what extent has the assistance improved your household's living conditions during the winter?

In contrast to the previous survey, when 87% of respondents answered “significantly”, 12% “moderately” and 1% “slightly”; all 100% of this survey responded that their living conditions had improved “significantly”. Changes are perhaps due to the timing of the monitoring exercise. The first was undertaken a few weeks after the late distribution, when some beneficiaries might have regretted the fact that the coldest part of the winter (December and early January) had not been covered by the assistance. However, this survey was done a few months after the end of the winter, and beneficiaries were perhaps able to make an overall judgment in retrospective.



21. To what extent has the assistance reduced the financial burden of your household?

Beneficiaries were asked this time about the financial impact of the assistance. 92% reported a significant burden reduction, while the remaining 8% reported a moderate reduction.

