

# Post – Distribution Monitoring report

**Reporting time frame: August- September 2012**

**Targeted areas: Central Bekaa, West Bekaa and Zahle**

The PDM consisted of conducting household surveys with beneficiaries who received Non-Food Items (NFIs in the form of hygiene kits) and food vouchers as part of WV's Syrian refugee response in the Bekaa.

On total, 110 participants representing 600 beneficiaries were interviewed, the sample consisting of 5.5% of the total number of beneficiaries receiving aid as per beneficiaries' lists for the month of August. A random sample was chosen in each area of operation (Saadnayel, MajdelAnjar, Kab Elias, Zahle and surroundings). The sample was chosen from the list of registered refugees provided by UNHCR for the month of August. A team of 2 monitoring officers supervised by a Programme Officer from the Design, Monitoring and Evaluation Unit collected the data through household surveys.

It is important to note that, in Kherbit Rouha, the PDM was administered at the distribution site and not through household visits because of security issues at the time of the PDM whereby the team found it safer to have one on one interviews in a safe place, on one day. It is worth mentioning that the selection of beneficiaries at the distribution point was random and all the beneficiaries living in Kherbit Rouha were gathered at the distribution points on the same day.

## Demographics, household information

### Registered with UNHCR

Yes:	97.2%	106
No	2.8%	3

### Gender

Female	46.4%	51
Male	53.6%	59

### Year of Birth

No answer:	23.6%	25
Average	1974	51
Below 18	2.4%	2
18-64	95.2%	81
Above 64 years	2.4%	2

### Head of households

Average	1974	51
Below 18	1.8%	2
Males HoH	58.9%	30
Female HoH	89.8%	53

### Marital status

Single	4.6%	5
Married	86.2%	94
Widow	5.5%	6
Divorced	0.9%	1
Separated	2.8%	3

### Type of accommodation

Host family	4.6%	5
Relatives	2.8%	3
Collective shelter	24.1%	26
Rented apartment	50.9%	55
Other (14 tents, 5 public schools)	17.6%	19

### Household size: average: 5.6

0-4 years	Male	10.0%	60
	Female	7.4%	44
5-17 years	Male	25.9%	155
	Female	21.2%	127
18-60 years	Male	15.9%	95
	Female	16.9%	101
Above 60 years	Male	1.0%	6
	Female	1.7%	10
Total Men		52.8%	316
Total Women		47.2%	282

**Vulnerability:** 37.2% (41) of the beneficiaries noted the presence of at least one vulnerability case on their household. Of those, 50 cases of vulnerabilities were identified (see table below). Out of people who responded yes to at least one vulnerability case in their household, 4.9% (2) cited that these were receiving help, mainly medication, whereas the big majority, 85.4% (35) reported that vulnerable population is not receiving any support.

Single parent	2.0%	1
Orphan	10.0%	5
Physically disabled	24.0%	12
Chronic diseases	42.0%	21
Mental disability	6.0%	3
HoH with mental disability	2.0%	1
HoH with mental disability and no other care	0.0%	0
HoH with physical disability	4.0%	2
HoH with physical disability and no other care	6.0%	3
HoH with chronic disease	2.0%	1
HoH with chronic disease and no other care	2.0%	1

## Distribution monitoring

The refugees noted receiving many types of assistance, namely food (99.1%), hygiene kits (73.6%), baby kits (30%), mattresses (39%), kitchen sets (21.8%), blankets (18.2%) and cash (4.5%). Refugees who were in Majdel Anjar schools received cooking utensils through the municipality.

It was noted that refugees do not differentiate between organizations and refer to all of them as if they belong to the same entity that they call “the UN” or “the organization”.

## Satisfaction with the assistance provided

In general, the majority of the beneficiaries (88.1%) report being satisfied with the assistance provided in general.

How satisfied are you with the assistance provided in general?	No answers	0.9%	1
	Very satisfied	13.8%	15
	Satisfied	74.3%	81
	Not satisfied nor dissatisfied	10.1%	11
	Somewhat dissatisfied	2.7%	3
	Very dissatisfied	0%	0

Concerning the distribution process, it can be qualified as quite satisfactory as 87.2% of the beneficiary stated that there was shade or water at the distribution point, 95.5% said that there was no confusion over “who should receive what”, 98.2% said that they were treated fairly during the distribution, 98.2% stated that there was no unfair treatment during the distribution, all (100%) the beneficiaries reported that it was clear where the person should wait and 92.6% said that there was no pushing or rushing by people to the items. Also, all but one interviewee reported that there were no safety risks related to the distribution method, and only 2 beneficiaries (1.8%) stated there were risks to the safety of children during the distribution, namely getting lost.

		Yes		No	
Organization of the distribution process	There was shade or water	87.2%	95	12.8%	14
	There was confusion over who should receive what	4.5%	5	95.5%	105
	There was waiting unnecessarily for a long time	1.8%	2	98.2%	107
	There was unfair treatment during the distribution	1.8%	2	98.2%	107
	It was clear where the person should wait	100.0%	107	0.0%	0
	There was pushing or rushing by people to the items	7.4%	8	92.6%	100
Are there any risks to your safety related to the distribution method?		0.9%	1	99.1%	109
Are there any risks to the safety of children related to the distribution method?		1.8%	2	98.2%	108

The phone system seems to be an ideal method of communicating information since 93.6% (102) beneficiaries knew about the date and location of the distribution through phone (the other 6.4% got their information through neighbours), and 96.35 (106) of the beneficiaries voiced that they would like to be informed about the distribution through phone messages.

### **NFI distribution**

All the participants stated that they kept and used the items. While 85.6% report being satisfied with the quality of the items provided, 90% stated that the aid was useful and 63.8% reported being satisfied with the quantity of NFIs distributed. Main complaints and unmet needs included increasing the quantity of the items (9% of the participants), including other hygiene items such as dishwashing product (3.6%), pesticides (5.4%) or improving the quality of the items, namely the washing product (6.3%).

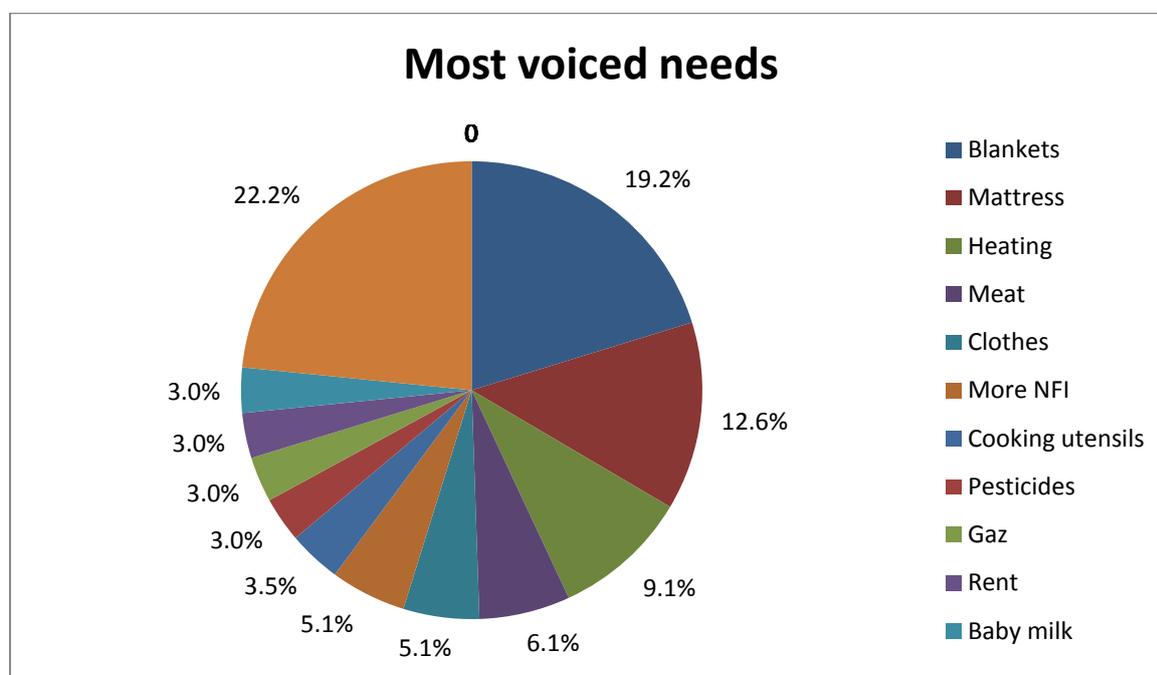
## Food vouchers

All the participants stated that they kept and used the items. While 91.1% report being satisfied with the quality of the items provided, 97.3% stated that the aid was useful and 87.3% reported being satisfied with the quantity, i.e. the food voucher value. All the beneficiaries reported that there were no problems while receiving the vouchers (with 10 missing answers). More than the two-quarters (77.3%) of the beneficiaries stated that they were able to buy everything they needed. The main reasons for not being able to were that some products were not available (60.7%) and that the voucher value was not enough (39.3%). Vegetables, fruits and meat were the items cited as unavailable at the shops, namely in Ali Hamza shop.

In general, 83.5% found that the distance of the shop to their household to be close, 10.1% found it acceptable and 6.4% found it too far, with the average distance being 17 minutes. Also, 21.8% of the beneficiaries had problems with the shop owner, and prices were shown according to the 90% of the beneficiaries. A detailed study of each shop is available on Appendix A. Main comments and suggestions included including more shops (specifically in MajdelAnjar area where Ali hamza shop is present) to decrease monopoly and make shops more accessible. Also, the refugees suggested that we request that the shops give them a receipt when they redeem the vouchers. This way, they can prove that prices were increased; especially those who cannot read and who would be able to ask someone back home to read for them.

On a different note, 97.3% did not find any part of voucher redemption confusing, 99.1% felt safe during voucher redemption and 92.7% did not have any problem with the shopkeeper being knowledgeable about their UNHCR registration number. In the main complaints and unmet needs, meat accounted for 10.9% of the voiced needs, cooking gas for 5.5%. A number of refugees (13.6%) stated that the voucher amount is not sufficient, especially with the national increase of the cost of living, and voiced their needs to increase the voucher value.

## Unmet needs and further assistance needed



It is important to note that 49% of the beneficiaries voiced their need for at least one winterization service (blanket, clothes or heating).

**NB:** a main concern was that most UN organizations do not answer their hotlines.

## Recommendations for further actions

- Increase visibility of the NGOs working so that refugees know how to distinguish between them.
- Diversify NFI distribution to include winterization items (blankets, mattresses, heating, clothes), cooking gas, and cooking utensils.
- Advocate with the UNHCR to refine the hotline service and the registration process.
- NFI distribution;
  - Ameliorate the quality of the NFIs procured (washing products for example) and look into the possibility of increasing the quantity of NFIs and diversifying (pesticides, disinfectants, brooms, mops, baby diapers, etc). A different approach to this issue would be to consider a voucher-based NFI distribution whereby coupons would be provided per household and the beneficiaries would be free to choose what hygiene items to spend on. This is a sound idea as it also supports local economy.
- Food vouchers distribution:
  - Establish a rewarding mechanism for shops that are systematically compliant
  - Increase the number of shops in order to decrease monopoly and decrease distance from shops to households). To note that this is on-going
  - Enhance the monitoring system:
    - Providing bar-code readers to speed up the reconciliation process. This is also on-going
    - Set up a “fake beneficiaries” action to confirm complaints at the shops’ level): this has been raised and should be put in action
    - Re-study the possibility of asking shops to provide receipts for the refugees, as suggested by them, in order to increase the beneficiaries’ control over the redemption process (the refugees would be able to identify if the shop owner increased prices): this is sensitive as receipts could be easily faked.
  - Re-study the market prices to look into the possibility of increasing the voucher value