

EVALUATION REPORT

Evaluation of the Norwegian Refugee Council's Lebanon Host Community Shelter Programmes

“Increasing the availability of host community
housing stock and improving living conditions
for the provision of refugee shelter”

Period: January 2013– December 2014



NORWEGIAN
REFUGEE COUNCIL
المجلس النرويجي للاجئين

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This evaluation was produced at the request of the Norwegian Refugee Council. Ofelia García, independent consultant, led the evaluation exercise and is the author of this report. This report represents the analysis and findings of the author and not necessarily the NRC's position.

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1. ACRONYMS

See **Annex 1** – Acronyms.

2. ACKNOWLEDGMENTS

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- Thank all of the contributors to this evaluation, particularly the assistant evaluator, the NRC Monitoring and Evaluation officers, country management and field teams working as enumerators, who brought substantial insight, remarkable commitment and flexibility to carry out the evaluation work (including the face-to-face, phone surveys and focus groups discussions).
- Highlight NRC's transparency and collaboration throughout the duration of the evaluation. Many efforts were made to support the smooth execution of the evaluation in the form of openness to suggestions, availability of staff, administrative and logistical cooperation and access to information within a very positive team atmosphere.

It has been a real pleasure to undertake this evaluation!

3. REPORT ORGANIZATION

The Report is organized into different sections. Section 6 “FINDINGS”, is the most extensive section of the report. In this section, the evaluation criteria are analysed more in depth according to the Indicators, Sources and Methods outlined in the Methodology section and the Evaluation Matrix (see **Annex 4** and **Annex 5**).

In order to attain the evaluation objectives, this evaluation report will assess the *Relevance, Appropriateness, Coverage* (including *Targeting*), *Effectiveness* and *Impact* of the NRC's Lebanon Host Community Shelter Programmes.

Priority was given to the inclusion of highly visible graphs/figures (when available), illustrating and supporting the Findings section. In the Findings section, the criteria that have been developed the most and are the most extensive are Relevance and Appropriateness, where there has been an increased number of secondary and primary sources for review and the Indicators defined to respond to the questions required further analysis.

4. EXECUTIVE SUMMARY

4.1. Project Background

NRC has been present in Lebanon since 2006, initially assisting Lebanese internally displaced persons, and later Palestinian, Iraqi and Syrian refugees. Since 2012, with the influx of refugees fleeing Syria, NRC has developed and delivered a significant shelter programme- the Small Shelter Unit Housing Rehabilitation Programme- focusing mainly on the completion of partly-finished buildings. The programme increases the number of housing units in the market and, at the same time, offers rent-free accommodation to refugee families for a one-year period.¹ While no rent is to be paid, in many cases beneficiaries do contribute to utilities, such as water and electricity. The rehabilitation is carried out in accordance to an upgrade package of minimum standard shelter conditions that are common to all

¹ NRC supports the hosting process by offering a package of upgrades for unfinished buildings and other structures in exchange for the 12 month rent-free hosting of a displaced household.

primary beneficiaries.

This evaluation focuses on Small Shelter Units (SSUs)² and Sub-Standard Buildings (SSB) that includes both unfinished houses (either previously occupied or unoccupied) as well as garages, shops, etc. by refugees coming from Syria. The upgrade of the housing units³ (usually unfinished buildings but increasingly generally sub-standard ones, garages etc.,) is the core of the programme and largely what NRC shelter is known for in Lebanon.

The SSUs was a new NRC programmatic approach with the intention of increasing the housing stock. It is implemented by the NRC Shelter Programme that upgrades and rehabilitates existing housing units which are unfinished or incomplete and require a degree of work to bring them to adequate and set standards.

Buildings for upgrade can be selected both when already occupied by eligible beneficiaries (“occupied modality”) and when empty (“unoccupied”), with NRC placing beneficiaries on completion. NRC does both types, usually in response to local variations. NRC considers these models to have equal value, since in all cases NRC is creating new minimum standard spaces.

Building owners are offered an exchange whereby NRC will provide cash to match an NRC-specified Bill of Quantities (BoQ), and the owner will organise the works required to bring the building to minimum standards. In exchange, the owner is asked to shelter NRC-identified beneficiaries, usually one family per room (referred to as a Housing Unit - HU), without rent or other exchange for one year. Contracts between NRC and the local property owner, as well as lease agreements with beneficiary refugee families, aim to ensure that refugees live in the created housing units rent-free for 12 months.⁴

NRC also has complementary interventions related to different core competencies, such as the Education, WASH, Camp Management and the Information, Counselling and Legal Assistance (ICLA). WASH is systematically integrated with Shelter since early 2014.

4.2. Evaluation Purpose, Scope and Methodology

This evaluation covers the country shelter rehabilitation programme in exchange for 12-months rent-free hosting in support of displaced people from Syria (2011- 2014).⁵ According to the Terms of Reference (ToR) (see **Annex 2**), the Evaluation must respond to one Main Question: ***Does the NRC housing rehabilitation approach allow refugees to enjoy their right to adequate housing⁶?***

The evaluation will contribute to organizational learning and it is framed within the following objectives:

- To support learning and provide guidance for future programme direction, especially for what concerns strategy of shelter – ICLA integration in Lebanon;
- To contribute to an annual learning review which feeds into NRC annual strategic planning processes in Oslo.

The evaluation process was based on a mixed-methods approach, combining qualitative and quantitative methodologies, performing both quantitative and qualitative analysis. The field phase took place in January-February 2015 in Beirut, North (T5) and Bekaa.

² The SSU component is linked to capacity, which for SSU is 5 or less households.

³ A Housing Unit is defined as a space – bedroom type that can be suitable for an average sized 4-5 person Household and has access to an improved kitchen and bathroom.

⁴ Contractual aspects are rather important for the tenure security dimension.

⁵ According to the March 2014 UNHCR Shelter Survey, the largest percentage of refugees (73 percent) rent finished or unfinished apartments, houses, or various types of one room structures. Typically, 1-3 room units are created by sub-dividing preexisting apartments or houses. The figure also includes a small but significant number of units, such as commercial or office spaces that have been adapted to serve as shelter. It also extends to old or abandoned houses in historic village cores.

⁶“The Right to Adequate Housing”, Office of the United Nations High Commissioner for Human Rights and UN Habitat, Fact Sheet No. 21 (Rev. 1), 2009.

4.3. Main Conclusions and Recommendations

- * In terms of **impact**, there are undoubtable **positive effects** in the population directly benefiting from the NRC intervention. With the rent-free approach, NRC has improved HHs capacity to allocate scarce income for basic expenditures and also avoided HHs assuming much higher debts and compromising household livelihood. There has also been a positive impact on the increase in the number of rental units available in the localities of intervention after the 12-month rent-free period expires. Municipalities and authorities interviewed also offer a generally positive or very positive perception of the approach and work done, especially in those localities where NRC investment (No. of HUs rehabilitated) has been higher and more sustained over time.
- * With the crisis now protracted after four years of conflict, and considering the Government of Lebanon's restrictions to new refugee entries and the reduction in international assistance, the overall SSU approach **continues to be relevant as a shelter response, but it is insufficient (as a stand-alone sectoral intervention)** to adequately respond to the living costs and basic assistance and protection needs of the most vulnerable refugee families, who lack both official refugee status and possibilities of dignified work and life. There is a need to lobby/advocate for a 100 percent free-shelter modality to donors and shelter actors, instead of rent freeze and/or rent reduction approaches (which is the main current implementation mechanism by shelter actors under SSUs approach). Given the restrictive government policy and cuts in assistance to refugees in the country, a stand-alone **NRC shelter intervention can only contribute to families not falling into more aggressive coping mechanisms.**
 - ✓ Average NRC 2014 beneficiaries are unable to reach the MEB and unable to reach the SMEB in Bekaa (already calculated without the shelter expenditure).
 - ✓ Average NRC 2014 beneficiaries need 2.96 months' income in T5 and 3.89 months' income in Bekaa to be able to pay the cost of legalizing their stay under new regulations active in Lebanon. This is simply not likely to happen, what can contribute to forcing some families to return to Syria.
 - ✓ Average NRC 2014 beneficiaries in both T5 and Bekaa have incurred more debt during the period of assistance, showing on one hand the incapacity to generate enough income and, on the other, the insufficient complementary assistance to cover that gap.
 - ✓ The evaluation found that 40 percent of NRC SSUs beneficiaries remain in the HU after the free-rent period expired, but only 65 percent of this 40 percent remain paying rent. For the 60 percent of beneficiaries who could not continue in the NRC HU after the 12-month rent-free period ended, the majority moved to substandard shelters, a clear indication of the insufficient length of the support.
- * According to the collected information, only NRC has been implementing a purely SSUs rental-free modality, whilst other actors either apply a mix of rental-free, rent freeze or rent reduction⁷, or only rent freeze which, in light of the qualitative research carried out during this evaluation, are non-appropriate to assist vulnerable refugee families beyond localized emergencies. Some of those interventions are simply weather-proofing and emergency shelter & WASH, which can be very relevant but should not be called SSUs interventions, as they are not meeting the agreed SSUs minimum standards.
- * NRC is the only agency that put in place both modalities: "occupied" and "unoccupied" that are considered **key for either stabilization of families or for Protection contingency purposes**. Direct referrals to other actors are the exception rather than the norm, and complementarity within NRC core competencies was insufficient. **Protection activities played a marginal role** in the response and **HH Targeting** has mostly been guided by the technical condition of the shelter than by a thorough a socio-economic-protection family assessment (vulnerability). When comparing the needs (and exposure to threats-vulnerability) of both Lebanese and Syrian refugees, it becomes clear that the **NRC decision to prioritize the targeting of refugees coming from Syria was the right one**. These populations are not sufficiently assisted and protected and are exposed to an overwhelming and increasing exploitation, which adds to their pre-fleeing.
- * As part of the evaluation research and analysis, several **vulnerability factors** and percentage of

⁷ According to the information collected, SC implements the SSUs in the majority of cases (around 90 percent) with rent-free, whilst in other cases, when the cost of the rehabilitation works is not enough to negotiate a 12-month rental-free, they accept rent reduction.

negative coping mechanisms practiced were reviewed. **Direct correlation** was identified with disability, family size, head of household profile, health expenditure and family composition linked to the cost of residence renewal, while **no conclusive correlations** were identified with dependency ratio, female head of households, date of arrival in Lebanon or previous shelter conditions.

- * The SSUs strategy and secondary objectives of the modality (to increase the number of Units in the rental market), catalyzed implementation of the people-centered approach and the needs-driven orientation that was and should still be the primary focus of any humanitarian intervention. The current implemented “**unoccupied**” modality feasibility is highly compromised due to its **high move out rates** and a weak NRC performance in certain aspects of the programme.

Recommendations

- * NRC should be more proactive and visible at the national and international level to systematically confront the question of humanitarian principles and the violation of refugee rights (including security of tenure) in Lebanon by raising visibility of:
 - ✓ The scope of the needs and the constraints faced by refugees in Lebanon, illustrated through human stories of NRC beneficiaries: testimonies, successes and challenges, making use of social media and ways to communicate in Arabic to actors and people in the region, and linking the messages with the horrific situation in Syria and the current impossibility for the majority of the refugees in Lebanon to return to most areas (either in dispute-besieged / Government / Opposition / IS control, etc.).
 - ✓ A specific position on how NRC (and by extension the rest of the SSUs implementers and supporting donors) will either confront the GoL and/or support SSUs beneficiaries to renew residence permits is urgently needed. It would also benefit from a proactive contact with other non-shelter humanitarian iNGOs and actors in Lebanon and the region, to search for common grounds in lobby/advocacy and specific response strategies. Even if not part of the traditional humanitarian system, the power and involvement of new donors from Gulf countries should not be underestimated due to their influence and the important pumping of resources channelled to respond to the Syrian refugees and high visibility at municipality level.
- * In light of the current context deterioration (protection- and livelihoods-related) and the scope and type of negative coping mechanisms that refugees can be forced to employ in the coming future, the priority lines for further investment in operational research should be linked to the most acute needs of Syrian refugees (protection- and livelihoods-related issues). These include:
 - ✓ Documentation of the situation and scope of the problematic of those refugees for which the only alternative has been / will be to go back to Syria (which the GoL is encouraging- a “voluntary” return by exhausting livelihoods and opportunities to legalize their stay in Lebanon), in order to evidence the widespread consequences of the non-refugee status and the application of the current GoL regulations.
 - ✓ More information on livelihoods of refugees is needed as a basis for advocacy as well as to better define the appropriate levels and duration of complementary assistance / safety nets support. The launch of the research should not stop the start of implementation of a multi-purpose cash complementary assistance (equity based).
- * The results of the research carried out during the evaluation justify the immediate **extension in the rental-free period** for the most vulnerable (the majority of the families) in exchange for at least including plastering of the walls as a new standard. The coverage of monthly average costs for utilities should also be considered, due to its heavy burden on the overall family income allocation (above expenditure on education). This inclusion would lead to a full shelter/utilities’ free modality.
- * A new **targeting** definition of criteria for “unoccupied” and for “occupied” and/or “mixed (cash-occupied modality) taking into prioritization the vulnerability factors identified in this evaluation, should be elaborated. Factors with **direct vulnerability correlation** should be prioritized for any modality, defining as well a maximum percentage of the scoring for shelter conditions in any modality, since no direct vulnerability correlations were found in the research.
- * Shifting from the technical/shelter condition to a **people-centred focus** and **family case management approach** needs to be considered. Improvements in **quality** of processes and respect for standards have to be prioritized in order to be accomplished. Building staff capacity in principled humanitarian action is a priority and essential for any programme reorientation.

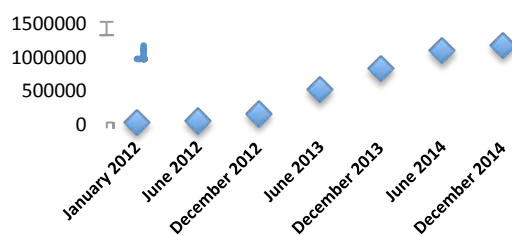
- * Flexibility in the most appropriate approach should be implemented at both geographic area (location) and HH level. This should be done after a risk-assessment on each modality (at both area and locality level), defining a simple algorithm for the systematic choice of the best type of response at HH level, bearing in mind that the “occupied” modality is more effective in the reduction of move outs and evictions rates than the “unoccupied”:
- ✓ The implementation approach and processes of the current “**unoccupied**” modality should be redefined, reducing insecurity of tenure and improving fulfillment of beneficiaries’ rights. NRC should study different alternatives and pros and cons to improve the legal and lobby/advocacy enforcement of security of tenure, including the possibility of transferring the same model applied in Collective Centres to SSUs: the INGO is the tenant (NRC). This would allow to sublet the HUs to the Syrian families. Any modality should be analysed through a risk assessment methodology and also guarantee that the legal approach allow families to renew/extend their residence period.
- ✓ For Protection/contingency purposes, NRC should also assess if other options are available, like renting out finished apartments if there is no shortage in that particular location (under an agreed formula to grant security of tenure).
- ✓ For “**occupied**”, a mixed modality (with complementary cash – ideally multi-purpose to avoid rental inflation), can also be applied when the BoQ for the rehabilitation works do not allow NRC to negotiate an extended rental-free period. Cash through beneficiaries options (as implemented by Save the Children) should also be considered with the necessary caveats, instead of Landlord-led rehabilitation, as a way of increasing beneficiaries’ empowerment and creating livelihoods opportunities for their close environment.
- ✓ SSUs (even though they belong to the landlord) should be adapted for the I HHs special needs: they should be made more usable for people with disabilities, through specific mobility aid or specific sanitation items and sleeping arrangements in order to support individual needs. Those items (NFIS and minor construction interventions) can be given after the standard “blue print” solution has been finalized.
- ✓ To also follow the short-term recommendation within the October 2013 visit of the NRC Shelter Adviser – Technical (Oslo): “*consider using assistance to cover arrears if this will allow a family to remain in suitable accommodation*”.

5. INTRODUCTION

5.1. Lebanon and the Syrian Crisis

Lebanon, a country with a pre-crisis population of around 4.2 million, received more than 1.2 million refugees (registered) from Syria between 2011 and the end of 2014, which is roughly 24 percent of its pre-crisis population- the highest per-capita concentration of refugees worldwide. In addition to the Syrian caseload, authorities, host-communities, and agencies are also supporting Lebanese returnees, Iraqi refugees, Palestinian refugees, and Palestinian Refugees from Syria (PRSs).

Lebanon registered⁸ refugees from Syria - Evolution by Semester (01/2012 –11/2014)



Source: Own elaboration based on UNHCR information (Inter-agency Information Sharing Portal Syria Regional Refugee Response)

⁸ Registered by UNHCR in Lebanon.

However, despite this rapid population expansion, the government of Lebanon has not authorised the establishment of camps for Syrian refugees. The government's policy is one of the reasons for limited housing options and the policy has also led to:

- The mushrooming of informal settlements across the country, most of these among low-income communities;⁹
- The majority of Syrian refugees choosing to live among Lebanese host communities and rent accommodation in villages and cities throughout the country- since they have not been compelled to live in designated areas. The No. of villages in Lebanon hosting Syrians is high: 1,702 (January 2015).

The refugee influx has an impact on the poorest Lebanese families, as well as institutions and community relationships– and the needs of families displaced from Syria are fast-growing:

- The vulnerability of the “de facto refugees”¹⁰ from Syria increases as their personal resources diminish. The livelihoods of Syrian refugees further deteriorate with rising unemployment and cost of living¹¹. Access to goods, commodities and services becomes more difficult. Almost half of refugee households live below the poverty line of US\$3.84 per person per day. Severe livelihood conditions trigger extreme coping mechanisms by affected groups, including an increase in child labour.
- The crisis has also deepened the vulnerability of the poorest Lebanese, in a context where community support networks and social welfare systems that can provide lifelines often do not reach all vulnerable communities.
- The strain on fragile Lebanese infrastructure, coupled with security concerns related to the Syria and sub-regional conflicts, have increased tensions in areas hosting persons displaced from Syria. Social tensions with host communities pressure Syrian refugees in the North, the South and Bekaa to either return to Syria or to flee to safer Lebanese areas. The fragile security situation along border areas, particularly in Akkar and the northern Bekaa Valley, is also deteriorating for Syrian refugees, who experience an increasing harassment and extortion with additional challenges for humanitarian access and the delivery of assistance.¹²
- Funding continues to recede while needs continue to increase, widening the gap between available and needed resources for the response. During September and October 2013, WFP and UNHCR started targeting assistance in Lebanon (instead of blanket targeting to the registered population), refocusing assistance on vulnerable families. As a result, 70 percent of registered Syrian refugees continued to be assisted monthly with food assistance from WFP, as well as baby and hygiene kit assistance from UNHCR. In 2014 WFP assistance went from 30\$USD per person to 27\$USD per person and to 19\$USD in January 2015.

The Government adopted a policy paper in October 2014 setting three priorities to manage the displacement crisis: (i) reducing the number of individuals registered in Lebanon by UNHCR as refugees from Syria; (ii) addressing the rising security concerns in the country; and (iii) sharing the economic

⁹ Lebanon implements some provisions of the 1951 **Refugee Convention** on a voluntary basis and considers that granting the refugee status to individuals lies within its margin of discretion. The Government of Lebanon stresses on all occasions its longstanding position reaffirming that Lebanon is neither a country of asylum, nor a final destination for refugees, let alone a country of resettlement. The Government of Lebanon refers then to individuals who fled from Syria to Lebanon after March 2011 as “displaced”, whilst the United Nations characterizes the flight of civilians from Syria as a refugee movement, and considers that most of these Syrians are seeking international protection and are likely to meet the refugee definition. Source: Lebanon Crisis Response Plan 2015-2016.

¹⁰ They have not – or not yet – been officially recognized as (Convention or Protocol) refugees in the country where they are living.

¹¹ Lebanon is an extraordinarily expensive context in which to operate: a household minimum expenditure basket (MEB) of \$607 per month with the survival basket costed at \$435 per month or \$5,220 per annum. Source: “Towards a 21st century humanitarian response model to the refugee crisis in the Lebanon”, by Simon Little (field article published in Field Exchange, November 2014, Issue 48).

¹² In August 2014, a five-day battle (known as the Aarsal Battle) took place between the Lebanese army and police forces against al-Nusra and the so-called Islamic State of Iraq and the Levant (ISIL) fighters in Aarsal. While the Lebanese army regained control over the area, it has led to a shift in the Government's perception of the effect of Syrian refugees' presence in Lebanon and has resulted in stricter admissions at the borders and escalated tension between the Lebanese and refugee communities.² Source: “Lebanon: Syria Crisis, Facts & Figures”, DG ECHO, 29 January 2015.

burden through a more structured approach benefiting Lebanese institutions, communities and infrastructure. It also encouraged third countries to offer more resettlements and humanitarian admission opportunities for refugees from Syria.

The most significant aspect of this paper may be the **government's announcement that it would take active steps to reduce the number of Syrian citizens emigrating from Syria and residing in Lebanon**. The October curtailing of cross-border movement effectively hampered a large part of the influx into Lebanon.

5.2. Legal Challenges for Refugees and Fear of Forced Return to Syria

Lebanon is not a State Party to the 1951 Convention Relating to the Status of Refugees and has not signed its 1967 Protocol. Refugees lack domestic legal safeguards beyond those applying to foreigners: those coming from war zones or those who could prove that they had been subjected to persecution were granted no special status or treated differently from those who were able to lead a safe and secure existence within Syria. Nevertheless, Lebanon is obliged (under customary international law) to not breach the principle of non-refoulement.

Although the Lebanon Roadmap of Priority Interventions for Stabilization from the Syrian Conflict is dated October 2013, it was not until October 2014 that the government took initiative to regulate the presence of Syrian refugees in Lebanon with regards to the fields of employment, accommodation or education. Such efforts had been left to international organizations, impeding efforts to improve accommodation in unofficial camps.¹³ A political and security role adopted by local municipalities emerged, particularly the night curfews that some authorities imposed on foreigners or refugees (or certain categories of refugee, such as labourers), which constituted an overreach of their legal powers, a violation of the basic right of free movement and a breach of the principle of non-discrimination between resident persons on Lebanese soil.¹⁴

On 31 December 2014,¹⁵ the General Security Office (GSO) issued a Circular introducing new entry and residency rules for Syrian nationals (Palestinian Refugees from Syria - PRSs are not included but are subjected to extremely complex and costly processes), becoming effective January 5th 2015 onwards. In addition, other regulations concerning residency renewal and regularisation have been issued. These changes represent a shift in policy and in practice which, in turn, create serious protection concerns such as:

- Reduction in freedom of movement and access to rights and services, as more Syrians are unable to maintain legal status (documents for renewal are difficult and expensive to obtain);
- Limited livelihood opportunities;
- The disproportionately high cost of residence renewal (USD 200¹⁶ for every person over 15 years) and the high cost of the "new" required documents (average of USD 150 per family) can lead to negative coping mechanisms to fulfil onerous requirements;¹⁷
- Refugees in need of international protection might not be able to enter Lebanon to seek safety. Since January 5th 2015, Syrian nationals wishing to enter Lebanon must disclose their purpose for entry and comply with the requirements of one of a number of categories. **There is currently no category for refugees who are fleeing conflict or persecution and seeking safety in Lebanon.**
- These regulations can *de facto* contribute to pushing refugees back to Syria on a "voluntary basis" on paper, but in practice against their will, preventing the Government of Lebanon from being

¹³ October 2014 is relevant in that the Council of Ministers decision regarding refugee policy was published (it had been agreed in May 2014). The government was party to the RRP6 in 2014 and, therefore, involved in the response, including for the points mentioned.

¹⁴ Source: "*The most important features of Lebanese policy towards the issue of Syrian refugees: From hiding its head in the sand to soft power*", Nizar Saghieh Ghida Frangieh (30 Dec. 2014).

¹⁵ Circular was amended on 13th January and 3rd February 2015.

¹⁶ Already in place before the new GSO Circular.

¹⁷ For those that entered Lebanon unofficially, they must pay fine of USD 633, leave within 5 days and may re-enter according to one of the categories. If do not able to pay fine, will be given a permanent ban from re-entry. See **Annex 3** for more information: "NRC handout on Legal Status of Refugees from Syria and the consequences of recent changes", 12 February 2015.

considered as **breaching the customary norm that it is impermissible to deport any person who might be at risk, or subjected to torture, in their country of origin.**

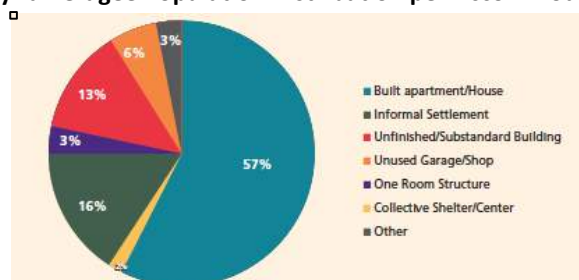
*“The government talks about the need to encourage Syrian displaced persons to return to their country or to other countries, by all possible means. This means that the government is first and foremost depending on these refugees leaving Lebanon voluntarily, and that it prefers this approach over physical or forcible deportation”. One of the most important of these “means” is failing to renew residency visas, and also by requiring Syrians to obtain work permits in the full knowledge that the Labour Ministry has granted no permits to Syrians since the formation of this government. If this policy of encouragement appears to be the only practically possible one in light of the growing number of Syrian immigrants, there is nevertheless a concern that this policy will itself result in the forcible deportation, most likely of those who fear for their lives and freedom in Syria, thus constituting a violation of refugees’ rights and putting Lebanon at odds with its obligations under international law”.*¹⁸

5.3. Country Shelter Situation in 2014

There is no humanitarian cluster system in place in the country.¹⁹ The **shelter sector is led by UNHCR, and Co-led by the Ministry of Social Affairs (MoSA)**²⁰ which liaises with national, local, and other authorities to facilitate shelter response throughout Lebanese territory. The Shelter Core Coordination Group in Lebanon is comprised of: UNHCR, MoSA, IOM, UN-Habitat, NRC, Save the Children, DRC and PU-AMI.

Shelter conditions are deteriorating, rather than improving. By March 2014²¹, 57 percent of Syrian refugees were renting a finished apartment or house, whilst 25 percent were living in unfinished buildings or in non-residential structures such as garages, shops, warehouses, factories, or outbuildings.

Figure 2: Syria Refugee Population Distribution per Accommodation Type²²



Source: UNHCR Shelter Phone Survey, March 2014

¹⁸ Source: “The most important features of Lebanese policy towards the issue of Syrian refugees: From hiding its head in the sand to “soft power”, Nizar Saghieh Ghida Frangieh (30 Dec. 2014).

¹⁹ “With greater numbers of refugees seeking sanctuary in Lebanon from mid to late 2012, the responsibility to lead and coordinate the humanitarian effort was debated between UNHCR and the UN Office for the Coordination of Humanitarian Affairs (OCHA). The former declared that a steadily increasing flow of refugees accorded it the lead coordinating role, whilst OCHA highlighted aspects of the Transformative Agenda, notably the Cluster System and reinforcing the role of the Humanitarian Coordinator. Although the swelling of refugee numbers strengthened UNHCR’s claim, there were some within the humanitarian community who remained perplexed as to why a cluster system, far from perfect but refined over successive crises, was overlooked. Whilst UNHCR is certainly mandated to lead/coordinate refugee responses, introducing a sectoral response (though different from the cluster system largely in name only) caused confusion and delays amongst humanitarian actors more familiar with a cluster approach refined in recent crises”. Source: “Towards a 21st century humanitarian response model to the refugee crisis in the Lebanon”, by Simon Little (field article published in Field Exchange, November 2014, Issue 48).

²⁰ The MOSA is the government interface on Shelter response (as of March 2013 is co-leading the shelter sector meetings).

²¹ UNHCR phone survey of 6,000 refugees living across Lebanon.

²² According to the March 2014 UNHCR Shelter Survey, the largest percentage of refugees (73 percent) rent finished or unfinished apartments, houses, or various types of one room structures. Typically, 1-3 room units are created by sub-dividing preexisting apartments or houses. The figure also includes a small but significant number of units, such as commercial or office spaces that have been adapted to serve as shelter. It also extends to old or abandoned houses in historic village cores.

The UNHCR Shelter Survey revealed two main changes (negative evolution) taking place as compared to the previous survey conducted in August 2013:

- There had been a 16 percent decrease in the number of refugees reported living in finished apartments or houses (from 67.4 percent in 2013 to 57 percent in 2014);
- The number of refugees reporting themselves as living in “informal settlements” had increased by 26 percent in one year: from 12.7 percent in 2013 to 16 percent in 2014.

The majority of households reported living in apartments and independent houses (59 per cent), while over 40 per cent reported living in tents, collective shelters, unfinished constructions, garages, squatting, and separate rooms.

Most households (82 per cent) reported paying rent for shelter including for pieces of land where tents are erected. The average rent paid was US\$250 per month.²³

Refugees face an increased risk of eviction due to lower acceptance and the change in perception following the August 2014 heavy fighting in Arsaal and Tripoli and the general depletion of livelihoods and income opportunities and hence cash to pay for rent.²⁴

Shelter evolution and projections for 2015

According to the Regional Refugee & Resilience Plan (3RP) 2015-2016 estimation for Lebanon, by the end of 2014, 55 percent of Syrian refugees would be in substandard shelters. Of these, 70 percent of substandard shelters are in very critical conditions. This equates to 38.5 percent of the refugee population living in very substandard accommodation.

That estimation coincides with other sources such as UNHCR and the Assessment Capacities Project (ACAPs)²⁵ that estimates that over 40 percent of refugees live in sub-standard accommodation such as informal settlements, unfinished buildings, garages, worksites and warehouses.

Figure 3: UNHCR refugees’ projection by type of shelter December 2012 – December 2015



Source: Save the Children presentation – 2015 Shelter & NFIs Sector Strategy. Produced in December 2014 based on UNHCR projection.

Over 60 percent of Syrian refugees live in the north of the Bekaa Valley, where winter conditions are severe. Low temperatures and harsh weather increases the need for heating fuel, warm clothes, weather proofed shelters and infrastructure, and items such as stoves and blankets. Displaced populations living in informal settlements, and sub-standard accommodation are most at risk.

²³ Vulnerability Assessment of Syrian Refugees in Lebanon produced by UNHCR and based on information provided by UNHCR and partner agencies (it is a joint UNHCR, UNICEF and WFP multi-sectoral household survey conducted with the registered and awaiting-registration Syrian refugee population in Lebanon).

²⁴ Other reasons for increased risk of eviction include no financial capacity (as displacement has lasted longer than refugees initially envisaged) and perception that refugees are receiving more assistance than Lebanese which has led to resentment from some host communities.

²⁵ Sources: UNHCR July 14 and ACAPS (The Onset of Winter in Syria, Iraq and the Region), October 2014.

Strategic shift in the shelter approach (UN and Government)

There is a general perception that Lebanese communities have been overlooked by humanitarian actors, which has in turn contributed to a negative perception of refugees residing in their communities. The key strategic shifts in the shelter approach included in the 3RP 2015-2016 for Lebanon are:

- Increased focus on improving and rehabilitating unoccupied²⁶ accommodation, so as to enhance the availability of adequate and affordable housing, and upgrading and renovating occupied²⁷ houses, so as to improve living conditions.
- Integrated neighbourhood approaches to benefit both host communities and vulnerable communities, including direct shelter assistance to poor Lebanese households, thus having a positive impact on social wellbeing and being cost-effectiveness.
- Activities to improve security of tenure for persons displaced from Syria.

5.4. Project to be evaluated - background

Target population

For the SSU-Unfinished houses Component the targets are displaced people from Syria: either Syrian, Palestinian refugees from Syria, Lebanese citizens normally resident in Syria, nationals of other countries who were resident in Syria, or stateless, although the vast majority are Syrian nationals.

They may reside within the host community, living in homes shared with Lebanese or Lebanon-resident hosts, in unfinished buildings, in collective shelters or centres or in other structures. They may also be homeless and seeking accommodation in the host community. They may also reside, or seek to reside, in formal or informal Settlements.

Outcomes and Objectives Evolution (years 2012 – 2014)²⁸

The available NRC logframes do not specify the SSUs component. There has been a clear evolution in the Outcomes pursued with the shelter intervention in the country:

Table 1: Evolution of NRC's intervention General Objective and Outcomes 2012-2014

	2012	2013	2014
General Objective / Impact	To improve the living condition of the Syrian refugees in Lebanon	Improved living conditions for the population affected by the Syrian crisis in Lebanon	Displaced and vulnerable persons in Lebanon enjoy improved living conditions
Shelter related Outcomes	To improve the shelter condition of the Syrian refugee families	Ensure adequate shelter solutions are available for Syrian refugees in Lebanon	<p>People displaced from Syria secure adequate shelter within the host community</p> <p>People displaced from Syria have sufficient household and shelter support items to ensure their health, dignity and well-being</p>

Source: Own source, based on the Intervention Logframes

Indicative NRC Unit Cost \$US per HU

1,500 \$USD direct cost/materials + 800 \$USD of Direct Staff, 690 \$USD of Support and 209 \$USD of Overhead, with a total of 3.199 \$USD per Unit (either occupied or unoccupied).²⁹ The additional WASH items added in late 2014 amount to an additional USD350 on top of the USD1500 base BoQ.³⁰

²⁶ Not inhabited prior to the rehabilitation.

²⁷ Previously inhabited by the beneficiary Household.

²⁸ The information included in the tables has been literally copied from the sources cited in the foot notes.

²⁹ Both: the average cost and the length of the rental-free period were agreed in the shelter coordination group.

³⁰ While the base BoQ includes toilet, water tank, etc., the additional accounts for water testing, hygiene kits, water

6. METHODOLOGY

For a more detailed explanation of the evaluation methodology please see **Annex 4** – Methodology.

6.1. Evaluation Purpose and Scope

According to the Terms of Reference (ToR) (see **Annex2**), the Evaluation must respond to one Main Question: *Does the NRC housing rehabilitation approach allow refugees to enjoy their right to adequate housing?*³¹

This evaluation covers the country shelter rehabilitation programme in exchange for 12-months rent-free hosting in support of displaced people from Syria (2011- 2014).³² While the response was running before this date the evaluation focused on post January 1st 2013.

The evaluation will contribute to organizational learning and it is framed within the following objectives:

- To support learning and provide guidance for future programme direction, especially for what concerns strategy of shelter – ICLA integration in Lebanon;
- To contribute to an annual learning review which feeds into NRC annual strategic planning processes in Oslo.

The intended users of the evaluation include: the NRC management team, who will directly use the evaluation findings to adjust programme implementation and improve its quality (primary user), and the global shelter and ICLA technical advisors and programme managers (secondary audience).

6.2. Overall Approach

The evaluation process was based on a mixed-methods approach, combining qualitative and quantitative methodologies, performing both quantitative and qualitative analysis.

Most of the quantitative information was extracted from secondary sources (internal and external), searching beyond descriptive statistics and identifying interrelations among factors and relevant tendencies in the documents and NRC shelter database. Some quantitative information has also been obtained through different surveys carried out among beneficiaries of the intervention and landlords/owners of the rehabilitated houses.

Existing data sets, reports and studies used, and where these were not reliable or available, qualitative approaches were followed to compensate. The data analysis did enable the evaluator to identify/map possible trends and hypotheses to be tested during the field phase. Different Key Assumptions/Theory of change of the approach shaped the evaluation outcomes and methodological approach. The integration of Vulnerability, Protection-Safe programming and Gender throughout the different strategies and activities put in place³³.

The evaluator identified attribution / contribution problems where relevant and carried out analysis accordingly, employing triangulated data analysis procedures.³⁴ The data and information reflected correspond to what was available and triangulated during the evaluation field and analysis phases.

trucking, etc.

³¹“The Right to Adequate Housing”, Office of the United Nations High Commissioner for Human Rights and UN Habitat, Fact Sheet No. 21 (Rev. 1), 2009.

³² According to the March 2014 UNHCR Shelter Survey, the largest percentage of refugees (73 percent) rent finished or unfinished apartments, houses, or various types of one room structures. Typically, 1-3 room units are created by sub-dividing preexisting apartments or houses. The figure also includes a small but significant number of units, such as commercial or office spaces that have been adapted to serve as shelter. It also extends to old or abandoned houses in historic village cores.

³³ Special attention was given to avoiding stigma for affected populations, putting in place best practice for approaching-carrying out interviews.

³⁴ Triangulation is a key technique for ensuring accuracy and reliability in qualitative and mixed-methods approach.

6.3. Evaluation Questions and Criteria

During the first phase of the evaluation and in order to respond to the core question “*To what extent are the interventions likely to achieve their intended results?*”³⁵, the evaluator proposed adding one further sub criteria to the initial ToR (to determine the *Coverage*³⁶ of the interventions), which was accepted by NRC. A detailed Evaluation Matrix with Indicators, Sources and Methods per Question and Criteria was developed and approved by NRC during Phase I (See **Annex 5** Evaluation matrix).

6.4. Tools/Techniques employed

See **Annex 4** “Methodology” (section 6.4), **Annex 6** “Data Collection Tools” and **Annex 7** “List of Contacts of the Evaluation” for more details.

6.5. Sampling

See **Annex 4** “Methodology” (section 6.5) for detailed information about sampling.

6.6. Timeline - Phases and deliverables of the evaluation

See **Annex 4** “Methodology” (section 6.6) for detailed information.

6.7. Limitations / Evaluability deficit / Discrepancies in the evaluation report

There have been no major limitations to the normal development of the evaluation. See **Annex 4** – “Methodology” (section 6.7) for detailed information about Limitations / evaluability deficit.

6.8. Composition of the evaluation team

The team was composed of two senior external and international experts (the Evaluator: Ofelia García and the Quality reviewer: Xavier Bartrolí) and one NRC national staff (from the NRC office in Jordan): Imad Gammoh who was the evaluator’s assistant and provided valuable knowledge of the region, sector and overall evaluation organization and analysis. They were supported by NRC in country staff (fully or partially allocated to the evaluation).

7. Evaluation FINDINGS

7.1. CRITERIA: Relevance and Appropriateness

- ***Q1. Is the housing rehabilitation in exchange for free-of-charge occupancy appropriate for the situation in the country?***

The pressure in the shelter market due to the dramatic increase in the number of arrivals in a short timeframe (almost 1,000,000 new registered refugees in 18 months - Jan 2012 – June 2014)³⁷ coupled with the Government of Lebanon (GoL) restrictions to provide quality assistance within the informal settlements (ITS), but also no-camp or large scale shelter solutions permitted, pushed NRC to look for an

³⁵ Area of inquiry under the “Effectiveness” criteria.

³⁶ Coverage refers to the extent to which population groups are included in or excluded from an intervention, determining who was supported by humanitarian action and why and it is especially relevant for the humanitarian commitment to provide aid on the basis of need alone. Key elements of coverage include: Targeting (with inclusion and possible exclusion bias), Levels of Coverage, Demographical analysis and the factors influencing it.

³⁷ Registered refugees in Lebanon (UNHCR figures): January 2012: 129,106, 805,835 end of December 2013 and 941,696 end of June 2014. The assumption in 2013 was at least 30 percent more of non registered refugees.

alternative approach to assisting out of camp populations living in critical conditions. NRC undertook rehabilitation works in unfinished buildings in exchange for a refugee family occupancy of 12 month rental-free period (SSUs approach), providing greater tenure security and eliminating rental expenditure.

The activities of the SSUs³⁸ programme were the outcome of a strategic exercise carried out at the beginning of the crisis. NRC made several analyses and assumptions related to both the modality itself (including the duration of the assistance) and the context (detailed in the Introduction section, point 6.2) and opted for turning that approach into the main focus of the NRC shelter programme in Lebanon. Both empty buildings and buildings occupied by vulnerable people could thus be addressed.

With growing numbers of refugees and insufficient shelter stock to absorb the demand in the housing market, NRC (by providing one free year shelter in exchange of a 1,500\$USD³⁹ rehabilitation) would contribute to reduce family difficulties in accessing other basic services and at the same time, having a positive effect in stabilization of rental prices (a secondary objective of the intervention) beyond the mere shelter provision. Although not explicitly included in the NRC country logframes, the primary objective of the NRC SSU housing rehabilitation programme is to provide 12-month secure tenure for vulnerable families by rehabilitating Lebanese homes.

When the SSU approach in response to the Syrian crisis was defined, it was considered to have been very relevant to the situation, the in-country shelter needs and the existing context and alternatives. At the beginning of the crisis, the scope and duration of the Syrian conflict and displacement, as well as the challenges of the external environment (GoL's regulations) could not have been foreseen. As the GoL did not allow the creation of formal refugee camps within its borders (unlike other countries hosting Syrian refugees), the challenge for traditional delivery of humanitarian assistance in the country to such a large number of out-of-camp refugees in rural, semi urban and urban areas, was huge.

Evolution of the approach

Several complementary *ad hoc* acute/emergency interventions were at times carried out in conjunction with the programme, such as winterization and NFIs kits/support but not systematically nor sufficiently to help cover the refugees' basic needs given deteriorating conditions.⁴⁰

The WASH component was added to the SSUs approach only in 2014 and it is considered very relevant for the type of existing needs, and potential maximization of impact in the living conditions of the refugees. However, there is no documented analysis on the need to broaden the scope of the assistance. No other basic needs that would fall into NRC's technical competencies were addressed, such as other types of NFIS and complementary cash assistance for those families more in need. According to NRC, that was due to a coordination issue with other agencies and UNHCR. NRC tried several times to introduce a NFI package for the shelter beneficiaries but donors didn't fund it.⁴¹

There has been an insufficient integration with other NRC core competencies and insufficient prioritization of a case management/family approach in both cases: direct assistance from other NRC core competencies (notably ICLA – legal aspects) and the creation of direct referral pathways for other pressing needs.

The initial NRC assumption that at the end of the 12-month period the HHs may have been able to establish themselves economically and enter the rent-paying sector could not hold true due to the

³⁸ Small Shelter Units (SSUs) are (usually) privately owned unfinished or otherwise substandard buildings that have been brought to minimum shelter standards in order to accommodate between one and six households.

³⁹ Average Price.

⁴⁰ The non-ability for humanitarian community to respond to the given GoL restrictions, cuts in aid and protracted displacement are some of the reasons for the deteriorating conditions.

⁴¹ NRC added NFIs focusing on hygiene items and water filters as part of the standard. Other HHs items can be included through ad hoc during winterisation campaigns (both in 2014 and 2015) in areas not fully covered by other NFIs interventions/agencies.

external and contextual factors beyond NRC control (GoL restrictions, cuts in aid...) which limited the development of potential livelihoods and positive impact of “settling down” sought with the approach.

Regarding the programme formulation, the main objectives of NRC in Lebanon were relevant to one of the main refugees’ humanitarian and pressing needs: shelter. Shelter-related activities were in line with NRC’s objectives at country-level but the NRC logframes were not specific to the SSUs component⁴² and not linked to a precise vulnerable population but overall Syrian refugees in Lebanon, leaving room to interpretation from different offices/managers.

Table 2: Evolution of the NRC intervention Objectives/Outcomes 2012-2014

	2012	2013	2014 ⁴³
NRC Shelter-related Outcomes	To improve the shelter condition of the Syrian refugee families	Ensure adequate shelter solutions are available for Syrian refugees in Lebanon	People displaced from Syria secure adequate shelter within the host community People displaced from Syria have sufficient household and shelter support items to ensure their health, dignity and well-being

Source: NRC Intervention Logframes

The above outcomes are formulated based on an “equity” approach and are relevant to the needs in the country but the activities and assistance effectively implemented are based on the activity completion of a number of HU rehabilitated following a standard approach (egalitarian), with little room for adaptation to the families’ particular needs.⁴⁴

In fact, the SSUs strategy and secondary objectives of the modality (to increase the number. of Units in the rental market), overpowered implementation of the people-centred approach, the needs driven and right to adequate housing orientation that was and should still be the primary focus of any humanitarian intervention. This is not only a NRC challenge, but seems to be quite an extended approach in Lebanon:

Shelter interventions during this crisis in Lebanon have been very output-oriented: houses rehabilitated, kits distributed... however, we need to better prove the impact of what we are doing. There is a lack of objective quantifiable information on reduction of health and protection vulnerabilities. Shelter External Stakeholder.

Programmatic documents and reports offer little clarity on how NRC identifies the gender-related and/or disabilities’ needs and priorities of its beneficiary groups, what its strategies are for addressing these, and what its performance has been.

Monitoring

The limited qualitative monitoring and follow-up of field activities and its outcomes at family-level also limited the capacity of NRC to react and to consider the implementation of different models to better respond to both:

- The Shelter outcomes defined
- To do so in accordance with the changing context and pressing HHs needs, such as the extension of the 12-month period, assistance to cover arrears, creation of direct referral pathways of complementary assistance, and the possibility of providing direct complementary assistance, among others.

⁴² Other Outcomes related to tented settlements and Palestinian refugees (Syrian refugees in Lebanon, arrived before the Syrian crisis) are not detailed here. The NRC Lebanon General Objective/Impact (all core competencies) was in 2014: “Displaced and vulnerable persons in Lebanon enjoy improved living conditions”.

⁴³ Specific and special shelter needs are not systematically taken into consideration (including disabilities). Additionally, not all HHs have the same needs of assistance and protection and the response is a standard pack that does not give room to offer different alternatives/support (people focused) framed around the right to adequate housing.

It was not until the end of 2014 that a systematic Outcome Monitoring process started, following the HH situation at month three, nine and close to the end of the last month of the contract (12). The increase in the case load and manual encoding into excel sheets, in addition to reliability problems due to non-tracking of changes, caused noticeable delays in edition and data entry. Implementation problems arose, essentially related to internet connection. The evaluation team found many discrepancies in the data, which staff could mostly attribute to either the lack of a solid database, or to the excessive workload of certain positions (mostly social teams).

Key stakeholders' perception about the intervention

Interviews with external stakeholders show that the NRC SSU approach, and reflections on the overall assessment of shelter situation in Lebanon, provided key inputs for the development of the national shelter response. NRC also chaired the Temporary Technical Committee⁴⁵ of the Inter-Agency Shelter Sector Coordination Working Group for the development of the SSUs Rehabilitation Guidelines and has provided a strong technical contribution to the interagency shelter coordination core group from both: shelter and ICLA, but could have done more to promote the mainstreaming of crosscutting issues such as protection and gender.

What came out as the main NRC added value is the possibility to put in place both modalities: Occupied and Unoccupied, that are seen to be key for either stabilization of families or for Protection contingency purposes. Most consulted actors stress the importance of NRC being the only actor doing (so far) Unoccupied, which is key for protection purposes and/or urgent cases (contingency planning and response).

Several external stakeholders highlighted a disproportionate overall humanitarian assistance response to Informal Tented Settlements when, for many HHs outside the ITs, needs are many and/or more severe. This supports the NRC decision to prioritize assistance for out-of ITs population. The need to support non-ITs populations with different and flexible approaches was constantly highlighted during the different interviews, although the security of tenure and shrinking humanitarian space was pointed out as the main challenge for its development.

Municipalities and authorities interviewed offer a generally positive or very positive perception of the approach and work done, especially in those localities where NRC intervention (No. of HUs rehabilitated) has been higher and more sustained over time. They all stressed their challenges to confront the reality of the refugee influx in their localities and the pressure on budget, infrastructure and public services. All interviewed local authorities, confirmed responding to the crisis in a decentralized manner, without support (either in budget or in guidance) from the central Government.

The perception of interviewed beneficiaries provides what is missing and what should be improved. The request for an extension of the 12-month contract is constantly repeated as a priority, as well as the need to improve standards (especially plastering)⁴⁶ and the need to receive complementary assistance, such as food, cash, fuel, NFIs and support to pay utilities. The specific request for protection against LL's exploitation is also extremely worrying and will be more elaborated upon under "Effectiveness". The contract extension has also been systematically mentioned as a priority by the NRC field staff interviewed. Perception of LLs / Owners is quite positive, and some point out the same challenges as the refugees.

- ***Q2 Does the approach respond to the shelter needs in country?***

Four years after the beginning of the crisis, the cluster system is still not activated and UNHCR continues to lead the response. Under that leadership, the profile of the shelter and most vulnerable needs in

⁴⁵ Chaired by NRC with contributions from ACTED, CISP, COOPI, DRC, PCPM, SCI, SI, SOLIDAR, UNHCR and UNHABITAT.

⁴⁶ Even though plastering has only a minor side effect on thermal insulation, it also lifts the status and is related to dignity.

Lebanon is still patchy and inaccurate, whereas the national strategy would require a baseline of the situation in order to inform the formulation of the most appropriate response approaches and targets.

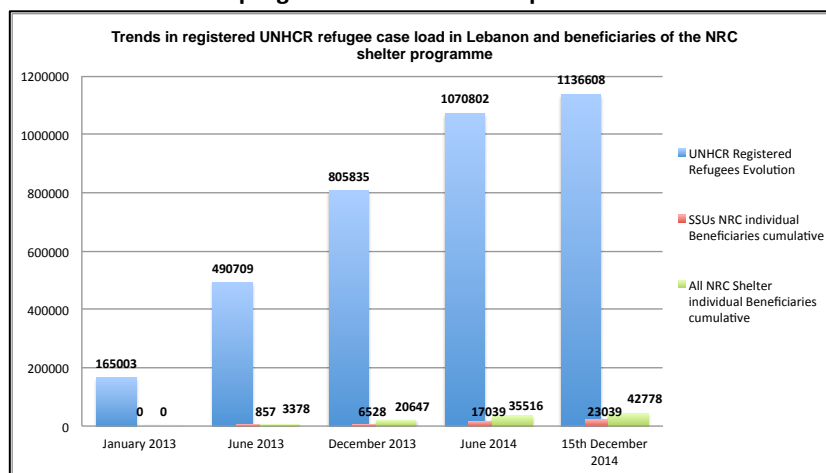
The different shelter actors (including UNHCR, iNGOS and Donors⁴⁷) have their own strategic approach, selection criteria and operational procedures, different funding requests and visions. Intervention criteria have not been harmonized in terms of areas and localities to be targeted, based on a thorough needs assessment, instead of ad hoc agreements at field-level. The consequence is that areas targeted and the overall coverage of interventions at country-level is quite uneven in terms of presence (with notorious overlappings in some municipalities/districts and gaps in others) and type of assistance provided.

It also became clear by the FGDs carried out⁴⁸ in 2015 that the majority of those living in the worst shelter conditions are still refugees: they are occupying spaces that were not meant to be used for living and which are still not occupied by Lebanese people, reinforcing the appropriateness of the SSUs approach. Amongst those spaces:

- Most frequent response in T5: camps⁴⁹, unfinished apartments, garages and vacant department stores.
- Most frequent response in Bekaa: camps and unfinished apartments.
- Next more frequent response in T5: rooftops and, to a lesser extent, iron storage and containers.
- Next more frequent response in Bekaa: garages, farms and attic rooms.

These findings are also in line with the global trend of refugees to downgrading their living standards due to an inability to continue paying rent and/or utilities in finished apartments (see section 5.3 of the current report for more details).

Figure 4: Trends in refugee case load (UNHCR registered⁵⁰) and beneficiaries of NRC shelter programme and SSUs component



Source: UNHCR and NRC shelter data base

The willingness to host refugee communities has also changed since the Syria crisis began. At the start of the crisis, Lebanese communities were receptive to hosting Syrian refugees (even for free) but this has changed with the increased strain on the economy⁵¹ and the rising demands on basic services, food and shelter as well as an increase in the number of security incidents across the country.

⁴⁷ Including non-traditional donors from Gulf countries with high visibility at community/neighborhood level as confirmed by the FGDs carried out during the field phase of this evaluation.

⁴⁸ In response to the question: *Where in your community/neighborhood are the families living in the worst shelter conditions? Are they Syrian? Lebanese? Other?.*

⁴⁹ ITS.

⁵⁰ The percentage of non-registered refugees in 2014 is estimated at around 20 percent of those registered. NRC covers both, without distinction.

⁵¹ Specifically for those Lebanese engaged in semi-skilled and unskilled employment, who are facing the greatest competition from unskilled Syrian refugee workers, particularly in Akkar, Bekaa and T5.

Need of complementary assistance (beyond shelter free rent support)

The scope and duration of the Syrian crisis and external factors related with legal regulations in Lebanon (heavily restricting Syrian refugee capacity to settle down and enjoy basic freedom), on top of the constant reduction in complementary assistance to refugees, have affected the economic recovery of families during the 12-month rental-free period.

Under this chapter, several comparisons are made between the results of the HH survey (NRC) and the Lebanon Inter-Agency Cash Working Group (CWG) calculations for:

- The Minimum Expenditures Basket (MEB) includes the Minimum Food Basket required to meet 2100KCAL/ day and nutrients needed, the minimum NFI required per month, average rent, and normal water supply required per month. Monthly calculation for an average (5 members) family: 571\$US with shelter and 378 \$US without shelter rent.
- The Survival Minimum Expenditures Basket (SMEB) includes the minimum food required to meet 2100KCAL/ day, the minimum NFI required per month, rent in ITS, and minimum water supply required per month. Clothes, communication and transportation are calculated based on average expenditures, the survival minimum for those expenditures will have to define, monitor and add to the SMEB. Monthly calculation for an average (5 members) family: 435\$US with shelter and 354\$US without shelter rent.

Figure 5: CWG for MEB and SMEB (breakdown per expenditure in \$US)

Cash Working Group - MEB calculations		Cash Working Group - SMEB calculations
Type of expenditure	Amount in \$US	Amount in \$US
Total Food expenditures/HH	184	159,2
Total NFI expenditures/HH	33	32,7
Clothes /HH	25	24,7
Communication /HH	23	17,7
Water supply	47,5	20,4
Transportation	27	26,9
Health	9,5	0
Education	30	0
Debt repayment	0	72,4
Monthly subtotal (without shelter rent)	379	354
Shelter	193	81,2
Monthly subtotal with shelter rent	572	435,2
Cost of legalizing stay in Lebanon (per year)	400	400
Winterization: Petrol (monthly cost during 5 months)	49,3	49,3
Critical medical event	585	0

Source: CWG 2014.

The following benchmarking (Figures 8 and 9) shows that:

- The average **HH size** of NRC beneficiaries in T5 and Bekaa is much larger than the CWG average (5 members per HH): more than double in T5 and 3.55 members more in Bekaa.
- Average NRC 2014 beneficiaries are **unable to reach the MEB** (already calculated without the shelter expenditure) in T5 and Bekaa and **unable to reach the SMEB** (also without shelter expenditure) in Bekaa.⁵²
- Average NRC 2014 beneficiaries in both T5 and Bekaa, even without paying rent, **have incurred more debt⁵³ during the period of assistance**, showing on one hand the **incapacity to generate enough income** and on the other, the **insufficient complementary assistance to cover that gap**. Both situations are linked to external factors and they point out the need to lobby/advocate for a 100 percent free shelter modality instead of rent freeze and/or rent reduction approaches. NRC has really pioneered the 100 percent free rent modality and, in light of the results, these prove to be a must, although not enough to avoid negative coping mechanisms.
- **Average NRC 2014 beneficiaries need 2.96 months' income in T5 and 3.89 months' income in Bekaa to be able to pay the cost of legalizing their stay in Lebanon—simply impossible: it is more likely that they will be forced to return to Syria.**⁵⁴

⁵² Even when 80 percent received WFP food assistance.

⁵³ Results extracted from the answers to the question *Do you owe any money to family, friends, or lenders?*

⁵⁴ For the calculation, it was taken the number of able family members per HH aged 18 or plus, not 15 (which was not available), which can only increase the average cost for renewal.

Figure 6: NRC beneficiaries: Average Debt, Monthly income, expenses and deficit (Compilation: T5 and Bekaa - HH Survey 2014 caseloads)⁵⁵

T5	Average HH in \$US	Female Headed HHs \$US	Disabled Headed HHs \$US	Families with more than 1 disabled member \$US	BEKAA	Average HH in \$US	Female Headed HHs \$US	Disabled Headed HHs \$US	Families with more than 1 disabled member \$US
Debt before NRC shelter	993	756	745	1266	Debt before NRC shelter	591	274	702	776
Debt now (in NRC shelter)	1408	913	826	1521	Debt now (in NRC shelter)	710	289	436	1048
Debt variation	-415	-157	-81	-255	Debt variation	-119	-15	266	-272
Monthly Income (All combined, inc. assistance)	375	256	340	280	Monthly Income (All combined, inc. assistance)	255	160	144	336
Monthly Expenses	384	384	400	384	Monthly Expenses	432	344	272	552
Monthly Deficit	-9	-128	-60	-104	Monthly Deficit	-177	-184	-128	-216

Source: Evaluation Survey results (HH Survey)

Figure 7: Comparison CWG MEB and SMEB minimum expenditure with NRC HHs average expenditure

Cash Working Group - MEB calculations		Cash Working Group - SMEB calculations		NRC Beneficiaries HH Survey 2014 caseloads	T5	Bekaa
Average HH size	5	Average HH Size	5	Average HH size	11.2 (6.2 family members more than the MEB and SMEB average)	8.5 (3.55 family members more than the MEB and SMEB average)
Average No. of members aged 15 +	2	Average No. of members aged 15 +	2	Average No. of members aged 18 + (Able)	3.8 (1.8 members more than MEB and SMEB average)	3.5 (1.5 members more than MEB and SMEB average)
	Amount in \$US		Amount in \$US		Amount in \$US	
Monthly expenditure subtotal (without shelter rent)	379	Monthly expenditure subtotal (without shelter rent)	354	Monthly expenditure subtotal (without shelter rent)	384 (5 more than MEB and 30 more than SMEB)	432 (53 more than MEB and 78 more than SMEB)
				Monthly income	375 (4 less than MEB and 21 more than SMEB)	255 (124 less than MEB and 99 less than SMEB)
Cost of legalizing stay in Lebanon (per year)	400	Cost of legalizing stay in Lebanon (per year)	400	Cost of legalizing stay in Lebanon (per year) with the new 2015 regulations: (# of adults X 2005)+150\$	1,109 (709 more than MEB or SMEB average calculations: almost triple). Equivalent to 2.96 of average monthly income	991 (591 more than MEB or SMEB average calculations). Equivalent to 3.89 months of average monthly income

Source: CWG and Evaluation Survey results (HH Survey)

Even by cutting one of the three main family expenditures (rent)⁵⁶, taking the cost of living and average income/assistance per family and due to external factors, beyond NRC control, **NRC can only contribute to families not falling into more aggressive coping mechanisms** (developed under Impact criteria). By no means can NRC improve family capacity to settle down if their combined capacity to generate income, receiving complementary assistance and status legalization is not met. This reinforces the need for extending the rent-free approach to the rest of the shelter sector, in addition to seeking multisectoral assistance complementarity, based on needs, strengthening the protection focus and full ICLA involvement. According to the evaluation research, around 80 percent of the current SSU NRC beneficiaries get WFP food assistance, but a very tiny percentage (3.4 percent in Bekaa and 2,08 percent in T5) other cash assistance what can be interpreted as a non-overlapping in the inter-agency

⁵⁵ Calculations made at the Exchange rate February 2015: 1 LBP = 0,000663348458733 USD (http://ec.europa.eu/budget/contracts_grants/info_contracts/infoeuro/infoeuro_en.cfm). Income for NRC beneficiaries refers to all combined income of the HH, including assistance.

⁵⁶ Around 80 percent of the refugees (82 percent) pay rent for shelter (including for pieces of land where ITS are erected). The average paid rent was US\$250 per month. Source: Vulnerability Assessment of Syrian Refugees in Lebanon, UNHCR, August 2014.

unconditional cash assistance for the most vulnerable refugees established in 2014, as part of the response to Syrian refugees.

Much more could have been done in incorporating advocacy into the SSUs intervention, focusing on evidence and the human reality of the supported families.

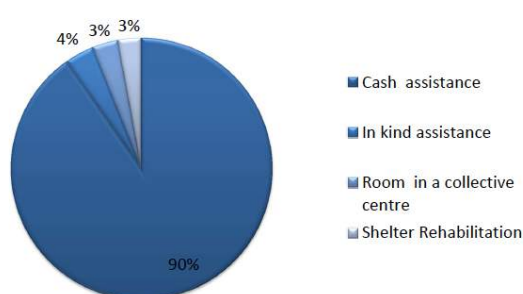
“Thanks to NRC, we would hope to stay in the place because now we are settled down and cannot think of any other choice or where to go, and we cannot get back to Syria because we come from an extremely critical region”. SSUs beneficiary

Choice of appropriate SSUs / shelter response modalities

The implementation of a 100 percent rental-free⁵⁷ approach has been proven to be a key strategic choice that NRC must be proud of and should be a must when carrying out SSUs in the current protected Lebanon context. Even without paying shelter rent, NRC beneficiaries are unable to cope with a basic minimum expenditure and in average, their debt has increased during the period they have been under NRC assistance.⁵⁸ Without that rent-free support, they would have entered into much more extended and/or aggressive negative coping mechanisms (developed under “Impact”).

This situation can be one of the main reasons why there is a majority preference for Cash assistance for shelter: The majority (90 percent) of the Syrian refugees surveyed reported that they prefer to receive cash assistance:

Figure 8: Preferred Shelter assistance by UNHCR registered shelter beneficiaries



Source: Shelter Phone Survey March 2014, UNHCR.

The available research on the topic (“*Evaluation of Oxfam GB’s Cash-for Rent Project in Lebanon*”, March 2014) shows that through their cash for rent programme in Lebanon “it is likely that most of the accommodation paid for with the cash did not meet Sphere standards for shelter”. This finding has also been confirmed by the stakeholders consulted, who also stated that any cash modality should be “multipurpose” to avoid the negative effects of a pure shelter assistance modality, such as increasing the rent of very substandard shelters, like garages, shops, etc.

According to the collected information, only NRC has been implementing a purely SSUs rental-free modality, whilst other actors either apply a mix of rental-free, rent freeze or rent reduction⁵⁹, or only rent freeze, that in light of the qualitative research carried out during this evaluation, are non-appropriate to assist vulnerable refugee families beyond localized emergencies. Some of those interventions are simply weather-proofing and emergency shelter & WASH, which can be very relevant

⁵⁷ No rent for one year in a unit that meets agreed shelter and WASH standards. The rent-free period has a value of, on average, USD 1,800 to USD 3,000.

⁵⁸ The majority of refugee households are unable to meet will be their minimum expenditure needs due to the household income gap and 90,6 percent in Bekaa and 87 percent in T5 have resorted to owing money to family, friends, or lenders.

⁵⁹ According to the information collected, SC implements the SSUs in the majority of cases (around 90percent) with rent-free, whilst in other cases, when the cost of the rehabilitation works is not enough to negotiate a 12-month rental-free, they accept rent reduction.

but should not be called SSUs interventions, as they are not meeting the agreed SSUs minimum standards.

The duration of the 12-month rental-free period was defined as the minimum provision of secure tenure for beneficiary households in Lebanon (inter-agency temporary shelter working group agreement) but NRC in Lebanon has stuck to it as if it were a blueprint. Except for the new piloting in the South⁶⁰, no flexibility to extend the initially defined 12 months was applied, even after the October 2013 visit of the NRC Shelter Adviser – Technical Support Section (Oslo) that specifically recommended⁶¹:

- *“Repeat assistance for 1st year beneficiaries can and should be considered if this helps them remain in their current accommodation.*
- *Consider increasing the amount of work undertaken per household (cost) with increases in periods of tenure (contract periods). The Jordan programme currently works on 18-month contract periods. Longer contract periods could justify engagement with buildings needing more significant completion works – assuming contracts can be made suitably binding.*
- *Consider using assistance to cover arrears if this will allow a family to remain in suitable accommodation”.*

The research of this evaluation (as shown before) reveals the need to extend the 12-month rental-free period in exchange for at least including Plastering for the walls (not considered so far as a standard), due to:

- The non-capacity to pay rent of the vast majority of the NRC current beneficiaries, who are unable to reach the Survival Minimum Expenditures Basket (SMEB) even under the 12-month rental-free modality.
- The severe weather/winter conditions (especially in Bekaa) and the leaking in many properties that has led to either move outs of families before the end of the rental-free period or living in unhealthy environments. Any upgrade in plastering would represent an increase in the average Bill of Quantity (BoQ), requesting an extension of the negotiated rent-free period.

For the decision on who leads the rehabilitation work, NRC has chosen to be LL-guided⁶² (instead of Beneficiaries’ led or an external contractor led). According to the different actors interviewed and after analysis of the pros and the cons of each alternative, either the LL- or refugee-guided seem to be the more appropriate for the context:

- The main cited advantage of the LL-led rehabilitation is that the LL chooses the work and he/she will be in agreement with the works and outcomes, creating a permanent asset and home improvement, having also the willingness to invest more to upgrade the minimum standards. It is also appropriate for non-occupied buildings, which have turned out to be the massive percentage of NRC SSUs portfolio. Some actors mention a danger in the LL-led rehabilitation- that the quality of the works could be above-standard and after the 12-month rental-free, it would be kept for the LL relatives or the resulting charged rent would be unmanageable for the family.⁶³ It usually takes longer than one month for the rehabilitation works to be finished. The Unoccupied modality is more time-consuming in terms of negotiation and matching of HUs and HHs, and implies more risks of failure than occupied in terms of Acceptance, Adequate location and Suitability for the families’ needs but also provides additional benefits such as more units on the market.
- The second option, cash through beneficiaries, which is implemented by Save the Children (SC) for occupied buildings, has the advantages (with the necessary caveats) of increasing beneficiary empowerment, creating a livelihood opportunity for Syrian refugees (the beneficiary family or another that they chose) and lowering HU cost. It is also quite fast (average 1 month maximum to be completed). The main associated challenges can be: the quality of works and the need to more closely supervise the technical aspects as well as possible protection/exploitation concerns, the difficulties associated in the supply and purchase of goods/transportation, either due to movement restrictions imposed on Syrian refugees or fear of movement and needed support for those families

⁶⁰ With a new and specific grant (approved in September 2014), 80 HUs with 24-month hosting periods are starting to be piloted, by taking buildings with only columns and slabs.

⁶¹ The evaluator was not provided with any documentation of why the stated recommendation were not followed.

⁶² Homeowner driven rehabilitation. Conditional, phased cash transfers to the owner.

⁶³ This is further analyzed under Impact.

that are not capable of carrying out the works (for instance Female-Headed Households). For those cases, ad hoc alternatives are taken (including external contractors carrying out the rehabilitation works) and an important investment in supervision and close follow-up has to be granted.

Even in spite of the difficulties of this second approach (SC) and knowing that LLs will be more interested in the first option (NRC current programme), the willingness from LLs to invest more in their properties with the first option has not been found in Bekaa and only to a certain extent in T5. On the contrary, in Bekaa some standards are not even met under NRC assistance, which also represents as, an NRC supervision weakness (more developed under “Effectiveness”).

According to the review of documents and process carried out, there is little documented analysis that explains the rationale for the decisions /choice of either Occupied or non-Occupied unfinished buildings that should be based either on HHs needs (incl. protection), shelter stock availability in the locality, cost-efficiency and/or feasibility (including risk analysis at Locality/Municipal level). Response analysis has not been systematically used to assess which modality would be more appropriate in a given operational context, and it is not suggested by either NRC directives.

According to the research results and the opinion of several stakeholders, the **Occupied modality can also be more effective in the reduction of Move outs and Evictions** if the family already has a sense on the type of LL/Owner prior to the rehabilitation work.

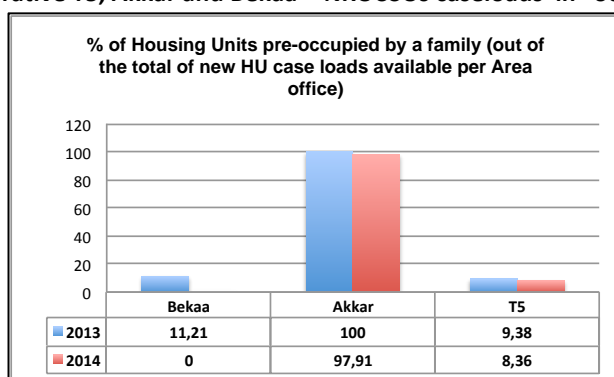
Security of tenure from both: the legal framework and enforcement are key. Although the **legal contract of the modalities was improved in 2014** to include a specific cost for utilities (water and electricity), considered very much needed in light of the abuses from some LLs, its **general enforcement is weak or very weak** (more detailed under “Effectiveness”).

According to external stakeholders:

- **The Unoccupied modality** is seen as the **most appropriate for certain Protection cases, Evicted/Homeless/No shelter and those living in overcrowded conditions or very substandard accommodation**, not suitable for rehabilitation. It presents the challenge of adapting the HU to special needs (such as of the elderly, bed-ridden and disabled) prior to the matching process with the HH in need.
- On the contrary, **Occupied** is the **most appropriate for families who are already stable in one location with community/working ties** and under substandard shelter conditions suitable for rehabilitation.

All consulted sources in Bekaa and rural areas of T5 confirmed that **there is no shortage of unfinished buildings to rehabilitate** (either for occupied or unoccupied modality). In fact, for the non-occupied modality, there seems to be a massive offer due to the construction permits authorized by Lebanese authorities in the last years, which would allow NRC to choose the most appropriate option based on the HH profile and needs, and also have a stronger position when negotiating with LLs.

Figure 9: Comparative T5, Akkar and Bekaa - NRC SSUs caseloads in “occupied” modality



Source: NRC Area offices data compilation for the Inception Report, December 2014.

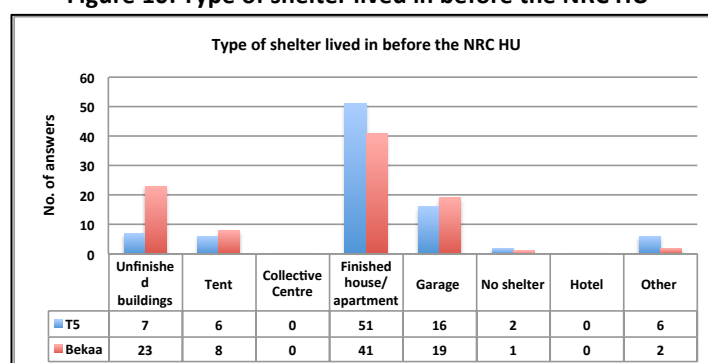
As per the figure above, the theoretical flexibility of implementing Occupied and Unoccupied according to the particular needs of each area/context/HH (appropriateness), shifted to a 100 percent Unoccupied implementation in T5 and Bekaa without any official endorsement and needs justification. This decision was not based on a needs assessment strategy analysis of alternatives at local or HH level, but on an interagency coordination and tasks division between UNHCR and different iNGOs. The main assumption was that Occupied modalities would be correctly covered by other actors (at least for T5 this is not the case). A deeper understanding on real geographic, HH coverage and extent of rent reduction and minimum standards (including security of tenure) of those agencies carrying out the so-called Occupied modality should have been carried out before deciding on its reliability.

The implementation of only one modality (unoccupied) can cause harm to HHs, when the Occupied approach would be needed, justified and feasible, as well as the other way around. In the area offices where a 100 percent unoccupied modality is implemented, families are not assessed by NRC if they are not ready to move to a new HU (even if they are satisfy in their location and the HU could qualify for the rehabilitation programme). Even in those cases where another NGO is working in the area with the occupied modality, it is unknown if those families are later assisted by another organization and in which conditions.

There is no documented evidence on key issues and risk analysis when choosing the SSU modality to implement, like:

- What are the **main threats** to the population's integrity and dignity?
- Which are the **most vulnerable** groups to those threats and **Where** are they?
- What is the **existing response** capacity and its limits?
- What would be the **risks** NRC would be faced in the case of an intervention?
- What would be the **risks** that each modality would pose to the **potential beneficiaries**?
- What would be the likely **strategies (pros & cons of different alternatives)**

Figure 10: Type of shelter lived in before the NRC HU⁶⁴



Source: Evaluation Survey results (HH Survey)

Even when the majority of the HHs surveyed were living in finished houses/apartments before moving to the NRC HU and rent cost was the main reason for moving in, the evaluator could not find any document related to the consideration on the possibility to introduce other variations/flexibility in the main strategy according to specific context and situations, like:

- including a combined rehabilitation and cash assistance for some families,
- beneficiary-led rehabilitation for occupied unfinished buildings, etc.,

These results are also in line with the UNHCR information (2014) available on the number of Syrian refugee families by type of accommodation, where 57 percent live in apartments-houses.

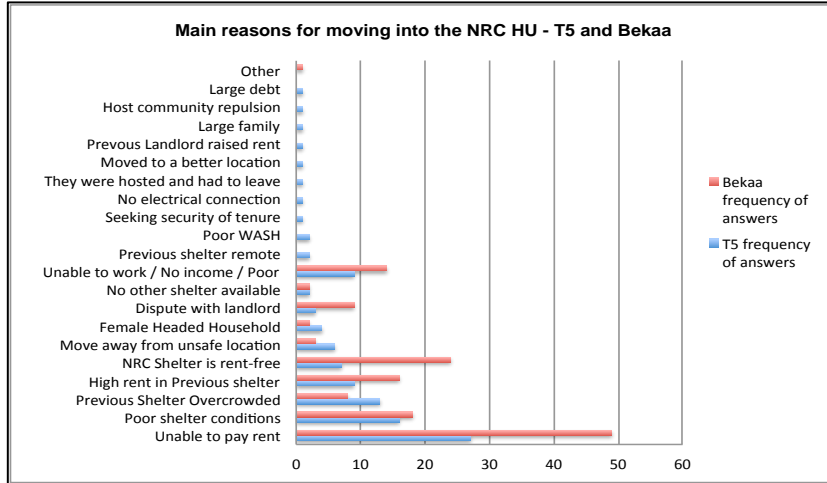
This finding somehow contradicts the assumption of the shortage of shelter and insufficient existence of shelter with minimum standards for the vast majority of the supported HHs, questioning as well:

- The suitability of the approach and the need to consider other options
- The target population prioritization

⁶⁴ Some HHs gave more than one answer, according to the most recent shelters they were in prior to the NRC HU.

If matching those a priori HHs characteristics with those of the current beneficiaries and why they were accepting the NRC HU, a third or mixed modality (not yet implemented by NRC) seems to also be necessary for the majority of cases: those formed by families that were either living in finished houses/apartments but were simply unable to pay rent/financial limitations⁶⁵.

Figure 11: Main reasons of current NRC beneficiaries for moving into the NRC HU – T5 and Bekaa



Source: Evaluation Survey results (HH Survey)

The above results contradict the figures of the previous type of shelter registered on the NRC country data base and should request further verification:

7.2. CRITERIA: Coverage

Q3 To what extent has the project reached the target population?

The target population for the SSU-Unfinished houses Component, as detailed in point 5.4 of the current report is the displaced people from Syria (either Syrian, Palestinian refugees from Syria, Lebanese citizens normally resident in Syria, nationals of other countries who were resident in Syria, or stateless), although the vast majority are Syrian nationals.

They may reside within the host community, living in homes shared with Lebanese or Lebanon-resident hosts, in unfinished buildings, in collective shelters or centres or in other structures. They may also be homeless and seeking accommodation in the host community. They may also reside, or seek to reside, in formal or informal Settlements.

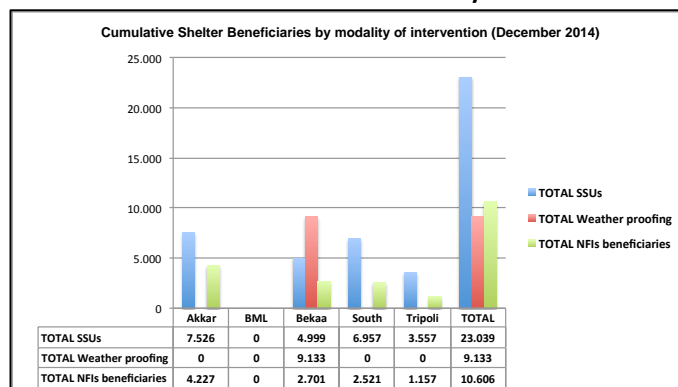
Estimated NRC SSU modality national coverage

According to the following figures, the theoretical potential of NRC SSUs coverage has notably improved with the 2014 scale-up and the relative stabilization in the case load growth but it should be linked to the type of shelter the NRC SSUs beneficiaries were coming from. According to the HH Survey, only 7,95 percent came from unfinished apartment/house. That percentage shows that the SSUs modality (possibly highly influenced by the implementation of the Unoccupied approach) has marginally reached the initially defined target population compared to its potential. It can be attributed to the fact that not a single approach can cover all the shelter needs and that there must be different approaches to be

⁶⁵ The combination of the following reasons: Unable to pay rent, High rent in Previous shelter, NRC shelter is rent-free, Unable to work / No income / Poor financial condition, Previous Landlord raised rent and Large debt account for 61,81 percent of the total number of answers.

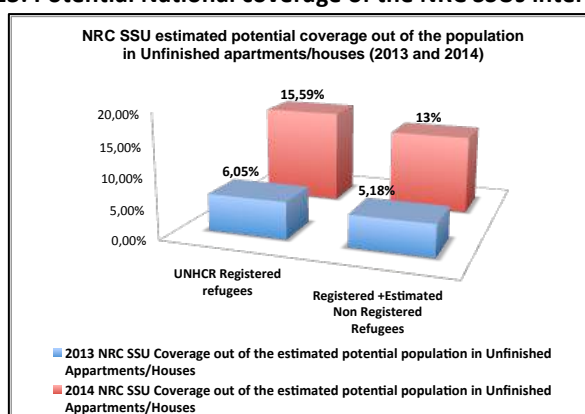
applied in accordance with a thorough analysis of appropriateness for the geographic location and HH needs and characteristics.

Figure 12: NRC Cumulative Shelter beneficiaries by modalities of intervention



Source: NRC shelter database

Figure 13: Potential National coverage of the NRC SSUs intervention⁶⁶



Source: NRC shelter database and UNHCR reports data (2013 and 2014)⁶⁷

That percentage shows that the SSUs modality (possibly highly influenced by the implementation of the Unoccupied approach) has marginally reached the initially defined target population compared to its potential. It can be attributed to the fact that not a single approach can cover all the shelter needs and that there must be different approaches to be applied in accordance with a thorough analysis of appropriateness for the geographic location and HH needs and characteristics.

Where the assistance was given (Geographic coverage)

NRC started to assist Syrian refugees with the SSUs modality in 2013. It took time to start and scale-up. The first beneficiaries of the SSUs programme were reported in:

- Bekaa: March 2013
- Akkar: July 2013
- T5: October 2013
- South: March 2013

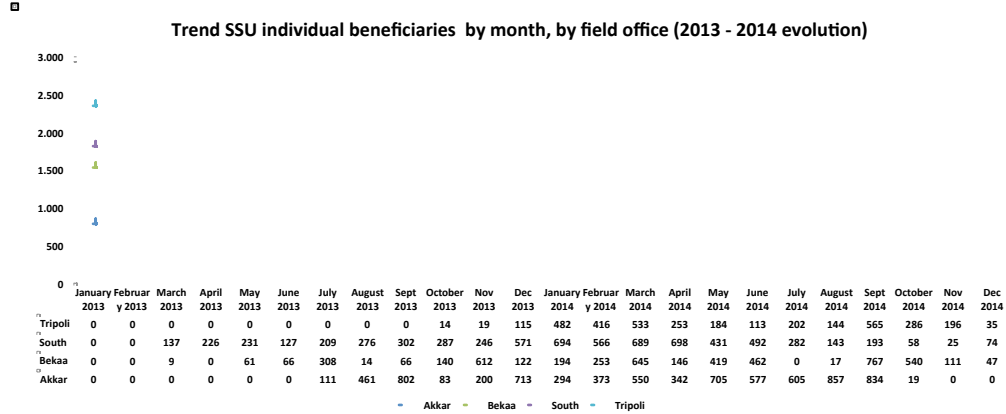
⁶⁶ Base for calculation:

- 2013 UNHCR registered refugees: 805,835. Estimates of + 20 percent of unregistered= 967,002 in 2013. 13,4 percent of refugee population living in unfinished apartments/houses (not including garages, falling into the more substandard shelter classification).
- 2014 UNHCR registered refugees: 1,136,608. Estimates of + 20 percent of unregistered= 1,363,930. 13 percent of the refugee population living in unfinished apartments/houses (not including garages, falling into the SSB classification).

⁶⁷ Report on the Shelter Phone Survey, Second Survey conducted in August 2013 and the presentation of the Shelter Phone Survey March-2014 (v2).

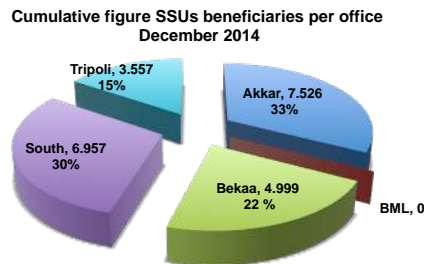
Coverage in terms of HUS reached and individual beneficiaries supported has experienced a steady increase during the period May 2013-March 2014:

Figure 14: Cumulative trend of NRC SSUs individual beneficiares by month and by field office



Source: NRC shelter database

Figure 15: SSUs beneficiaries per office

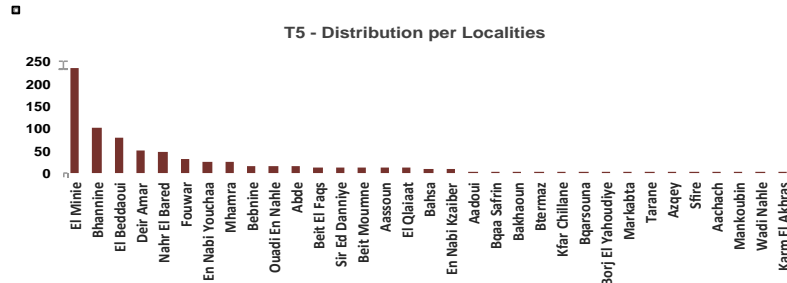


Source: NRC shelter database

Compared with the 2013 UNHCR refugee Geographical distribution refugees' registration data, Bekaa and the Great Beirut area are underrepresented in terms of the refugees' caseloads and also when taking into consideration the significant impact of the refugee influx on certain Lebanese communities (inc. livelihoods). These vary largely depending on the density of refugees in each area and the availability of adequate public services.⁶⁸ In any case, this analysis is inaccurate due to the shelter sector-wide problem: the mapping of needs is not global, only where the different actors operate.

The Geographic Targeting (Governorate level) has been guided by the previous NRC presence (T5) but also responds to the higher caseloads location (in both: T5 and Bekaa).

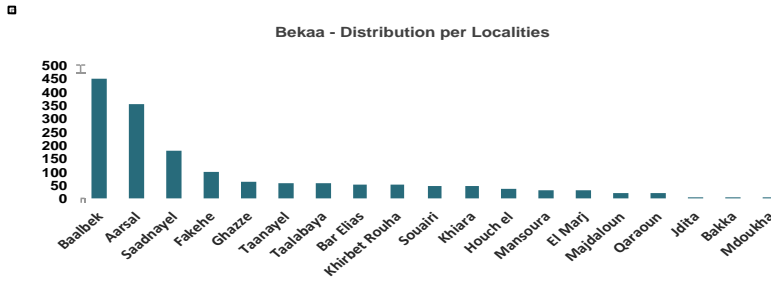
Figure 16: Geographic Targeting: T5 Distribution per localities



Source: NRC shelter database

⁶⁸ According to the UNHCR figures, Bekaa (with 60 percent of the country refugee caseload) should have the highest percentage of NRC beneficiares.

Figure 17: Geographic Targeting: Bekaa Distribution per localities



Source: NRC shelter database

There is no evidence of having applied clear criteria for choosing areas/municipalities/localities (such as percentage Refugees/host population, Gaps in coverage, Protection concerns, Presence of other NGOs and modalities, Municipality openness, Risk analysis in terms of modality, Work Progress, possibility to complete assistance with other NRC core competencies and/or reliable external referrals, etc.). Even if no evidence of a clearly needs and gaps analysis guided decision making, the **NRC areas of work are still very relevant and present huge needs** for shelter, complementary assistance and protection components.

Who received the SSUs assistance / HHs characteristics

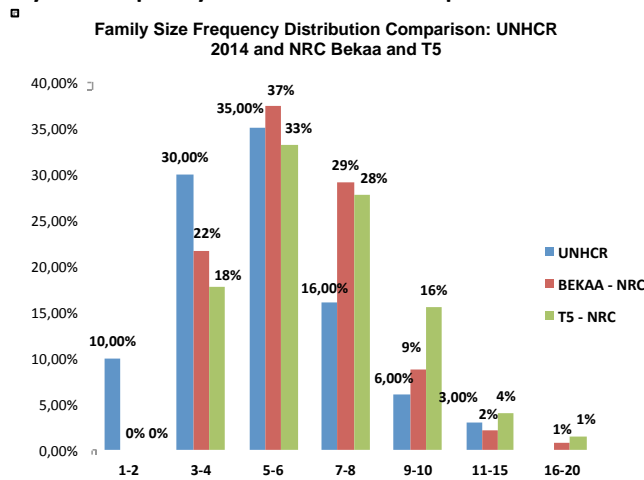
The surveyed refugees are quite stable in their Governorates of residence. The pattern of mobility:

- T5: only three HHs were previously living in Bekaa and two in Mount Lebanon
- Bekaa: only one HH from South, one from Mount Lebanon and one from Tripoli city

With regard to the number of shelters they lived in before the NRC Unit, the average was:

- 2.32 in T5
- 2.9 in Bekaa

Figure 18: NRC family size frequency distribution and comparison with UNHCR national average



Source: UNHCR March-2014 Shelter Phone Survey and NRC shelter database

Family size/HH size of the NRC beneficiaries is much higher than the national average of registered UNHCR refugees in Lebanon⁶⁹: 40 percent of UNHCR are or 4 members or less and 75 percent or 6 or less with only 25 percent 7 and over, whilst NRC and especially T5 have higher caseloads: 41percent and

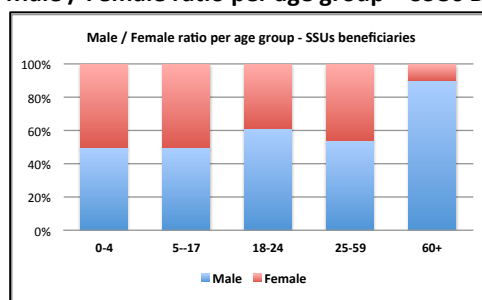
⁶⁹ Potential explanations biases as the understanding of respondent between the definition of family and HH were minimized by the clear redaction of the explanation and the training carried out to the enumerators. UNHCR in 2013: **4.38** persons/family and in 2014, **5.19** persons/family through the direct calculation of UNHCR registration database, whilst in 2014 the Shelter phone survey showed **5.53**.

49 percent 7 and over respectively with 59 percent and 51 percent of families with 6 and less members.⁷⁰ The bigger family size from NRC compared to the UNHCR average shows that NRC is assisting HHs with one of the most clearly identified factors of vulnerability.

According to the NRC social teams, they have difficulties to place small size HHs into the HU (less than three members), due to the average calculation of family members per unit and the challenges to privacy and sharing common spaces (kitchen and bathroom) with unknown families.

The male/female ratio overall ratio of the NRC SSUs individual beneficiaires is 1.47 female vs 1.53 male, whilst the UNHCR overall gender ratio in 2014 was of 1.65 female vs 1.5 male. The analysis per age group shows important differences in two segments: in the 18-24 (66,23M/33,77F) and in the 60+ (61,29 M /38,71F). This gender gap does not correspond to the gender division pyramid of average Syrian families or to the rest of the Syrian refugee families in Lebanon. No coherent explanation could be found for this gender gap, which deserves further research.

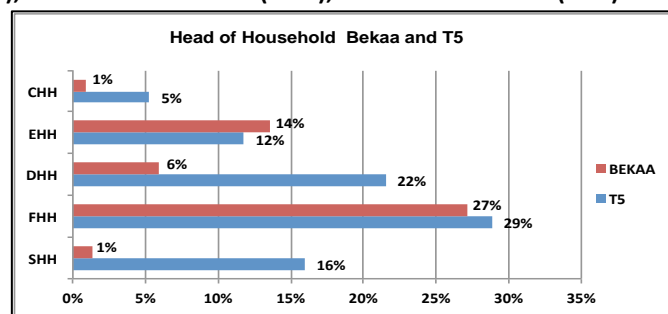
Figure 19: Male / Female ratio per age group – SSUs Beneficiaries



Source: NRC shelter database

HH Targeting has been mostly guided by the technical condition of the shelter than for a thorough socio-economic-protection family assessment (vulnerability) with insufficient weighting assigned in the scoring system for certain **cross-cutting** priorities (vulnerability, gender, protection). In spite of those weaknesses in the targeting scoring allocation, there is a high percentage of Female HH and other vulnerable Heads of HHs and family members with disabilities out of the total caseload, which is very positive.

Figure 20: Head of Household SSUs beneficiaries characteristics: Child-headed HH (CHH), Elderly-headed HH (EHH), Disabled-headed HH (DHH), Female-headed HH (FHH) and Single-headed HH



Source: NRC shelter database

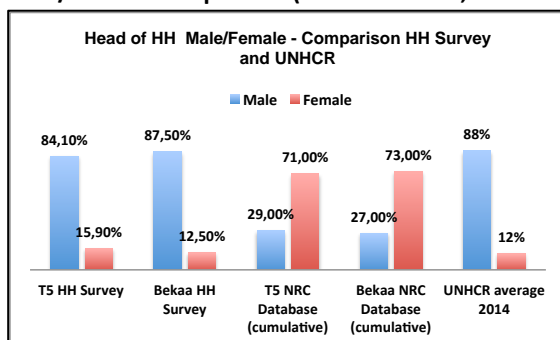
NRC is targeting an important number of FHH, DHH and EHH, especially in T5. The percentage of CHH presents protection concerns, since no indication on special ICLA – assistance follow-up could be tracked.

Compared with the available head of HH UNHCR profiling (2014 HH Survey), NRC is targeting a higher percentage of Female-headed HHs (national average of 12 percentage).

⁷⁰ 52 percent of the NRC shelter beneficiaries are under 18 years, exactly the same figure that UNHCR presents.

The percentage of FHH is more reduced in the HH survey. The comparison in the figure below:

Figure 21: Head of HH Male/Female comparison (NRC data base, HH survey and UNHCR average)



Source: NRC country database, Evaluation survey (HH survey) and UNHCR 2014 shelter phone survey

The proportion of disabled family members in T5 and Bekaa in the above figure is in line with the total registered families with disabilities: for 2014, 192 in Bekaa and 219 in T5, out of which, 9 HHs had more than one disabled member in Bekaa whilst 88 had more than one in T5.

NRC HH Targeting

Humanitarian action goes beyond the delivery of relief assistance and includes respect for international humanitarian law and the protection of civilians and crisis-affected persons, in particular the most vulnerable groups. The assessment of the ability of different population groups to meet their basic protection and survival needs are not sufficiently reflected in the vulnerability criteria scoring system applied by NRC.

NRC targeting criteria are based on a combination of Shelter vulnerability⁷¹ (existing family living conditions and including WASH since the last quarter of 2014) and Socio-Economic vulnerability, in a combined NRC own scoring system classification (ranging 1 – 100). The same targeting criteria and scoring apply for both modalities: Occupied and Unoccupied. The results of the scoring should classify the families according to a clear process based on transparent and defined selection principles (including minimum cut-offs for eligibility for the programme). There are no minimum cut-offs or standard operational procedures defined for the process: neither for targeting, nor for matching families, for instance, and each office applies different systems. The targeting process is not sufficiently systematized (highly personalized) and has insufficient registration/tracing on decision-making processes and results. Registration of Protection-related concerns is also insufficient.

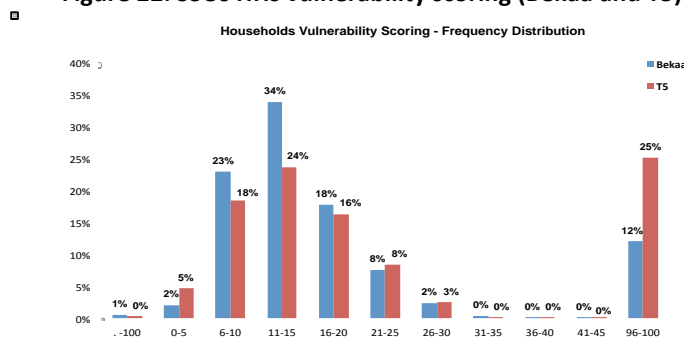
The technical focus (shelter condition) overpowers the socio-economic-protection vulnerability analysis. That preponderance could be understood for Occupied buildings, but should be secondary for Unoccupied, where the weight of the Socio-Economic Vulnerability and Protection needs of the family (beyond shelter conditions) should be emphasized to make an appropriate use of the added value of the approach.⁷² Additionally, the current weight assigned to key vulnerability factors is minimal and disproportionate with other factors related to the shelter technical condition and WASH data. Monitoring effectiveness of reaching the target population is weak, and so is the refining of the targeting process to improve performance and transparency, and fluctuating “protection” conditions present challenges that could be better addressed. Several modifications in the vulnerability criteria were carried out in 2014 but only to review technical aspects (including WASH).

⁷¹ In spite of that shelter vulnerability weight, NRC does not have a statement indicating that it provides assistance to the most vulnerable families living in the worst conditions, but the weight given to the shelter-vulnerability is proportionally very high with zero scoring for protection related purposes. In fact, in the social assessment forms, there is no such space (only a small space for “Security” that has to be filled simply to prioritize the three main needs out of a list of: Shelter, Water, Sanitation, Food, health, Education, NFIs, Information and Other).

⁷² While the shelter itself may be selected based on technical criteria, the people that are moved into the finished unit would have to be selected based on their vulnerability and needs.

There is neither an updated record of Acceptance nor a systematic registration on all families assessed and their vulnerability scoring, waiting lists and family characteristics/special needs, rejections in the matching, etc.

Figure 22: SSUs HHs vulnerability scoring (Bekaa and T5)



Source: NRC shelter database⁷³

According to the available information and taking into consideration the low vulnerability scores showed in the above figure (in a scale of 1 to 100, 100 being the highest⁷⁴) of a high percentage of the HHs benefiting from the SSUs programme, there have been, presumably, inclusion and exclusion errors.

The overall percentage of HHs assessments in the most substandard shelter conditions is low. Since information on assessment requests (mostly arriving through the specific phone lines- “shelter hot lines”) is not regularly analyzed by NRC, the comparative of assessments carried out and the number of families in waiting lists and their profile, against the total requests per type of shelter, cannot be calculated.

Transparency is missing in the matching process of the Unoccupied modality and the results of the matching are not always adapted to the families’ needs and characteristics (disabilities, chronic diseases and access to services, location, minimum standards according to family size). This can be one of the reasons for the high move out rates found (more developed under “Effectiveness”). The targeting process should have identified the intended SSUs beneficiaries and then ensuring that, as far as possible, NRC reached them and not others. Most processes involve some degree of targeting inaccuracy, either due to inclusion error (reaching untargeted groups) and/or exclusion error (intended target groups not receiving the assistance).

Other actors also prioritize the shelter technical condition scoring in their assessments, whilst the Socio-Economic vulnerability seems to be, in its majority, defined by the Targeting Task Force (under an interagency agreed tool for selecting families for multi-purpose cash assistance). This tool provides a vulnerability score based on the family’s composition (HH size), disability, adjusted dependency ratio, economic vulnerability and extreme coping mechanisms⁷⁵ which identifies 4 classifications related to the poverty line. The simple mention of “poverty” as classification around poverty line seems more appropriate for development programmes than for humanitarian interventions, when “vulnerability” is the right semantic.

In light of the new GoL legal restrictions and the results of this evaluation research in the following section, both scoring weights (NRC and the Targeting Task Force) should be challenged and NRC should review and adapt it when applying to shelter interventions in 2015. When comparing the needs (and exposure to threats- vulnerability) of both Lebanese and Syrian refugees, it becomes clear that the **NRC decision to prioritize the targeting of refugees coming from Syria (either Syrians, PRSs or sateteless)**

⁷³ T5: 730 cases have scoring out of the 767 cases that have a date (entry date / occupancy registered in the data base). Bekaa: 1192 cases have scoring out of the 1984 cases that have a date.

⁷⁴ Those scoring 96-100 are usually those that directly qualify for the programme: homeless/no shelter HHs.

⁷⁵ In the case of Lebanon, the Proxy Means Test (PMT) Index for cash targeting has been developed using regression analysis of expenditure per capita on the relevant household characteristics. The PMT relies primarily on a set of verifiable indicators (Family size, disability adjusted dependency ratio, shelter type, occupancy type, toilet type, luxury assets, basic assets, negative coping mechanisms and income earning).

was the right one. These populations, whilst they are in Lebanon, are not sufficiently assisted and protected and are exposed to an overwhelming and increasing exploitation, which adds to their pre-fleeing. On the contrary, Lebanese are exposed to poverty, which does not, *per se*, justify the humanitarian targeting and assistance if not for an acceptance issue and for the application of the Do no Harm approach.⁷⁶

Vulnerability Factors Identified through HH Surveys

The research carried out among the NRC programme beneficiaries has focused on identifying specific HH characteristics or categories that would have more difficulties to meet the basic SMEB and other negative coping mechanisms. For the purpose of the vulnerability factor research, Vulnerability was defined by the evaluator as the presence of factors that place households at risk of becoming temporarily without shelter and/or incurring more negative coping mechanisms. As part of the HH survey in Bekaa and T5, HHs were given a list with a series of negative coping mechanism practices and asked whether they practiced any/all of them within the last three months. For every Household, the average listed negative coping mechanisms being practiced was two out of ten (more developed under "Impact").⁷⁷

As part of the analysis, potential correlations between several known vulnerability factors and percentage of negative coping mechanisms practiced were reviewed. **Direct correlation** was identified with **disability, family size, head of household profile, health expenditure and family composition linked to the cost of residence renewal**, while **no conclusive correlations were identified with dependence ratio, female head of households, date of arrival in Lebanon or previous shelter conditions**. These results highlight the importance of taking into consideration other vulnerability factors along with dependency ratio and the FHH. **Strong vulnerability correlations were found in:**

- **Disabled HH**
- **Families having more than one disabled family member**
- **Family size: seven and larger in Bekaa and ten and larger in T5**
- **Families that have disabled Elderly (possibly linked as well with health needs and chronic⁷⁸ medical conditions)**
- **Health expenditure (including spending rent savings on health)⁷⁹**
- **HHs needing to incur in more than 950\$US expenditure to renew residence due to their families' composition.**

HH targeting mechanisms

NRC conducts social and technical assessments of the families and their dwellings, respectively. As part of the ongoing work in the area, NRC continues to assess new families registered locally, as well as those identified by the NRC field team, and those referred to us by other local and international

⁷⁶ This is currently debated at inter-agency level and within the Lebanon Crisis Response Plan 2015-2016 framework.

⁷⁷ All HHs in both, Bekaa and T5 were practicing at least one of the following: By less expensive food, Reduce the No. of meals per day, Selling Assets, Spending Savings, Buying on credit, Accruing on debt, Sending children to work, Stopped sending children to school, Reduce expenses on health, Increase number of working hours, Selling food vouchers/relief items, Not heating the house properly, Reduce utility bills, or stop paying, Not buying cloths / HH materials

⁷⁸ Among household members who were ≥18 years, 14.6 percent were reported to have at least one chronic condition. The proportion with chronic condition varied by age: while only 4.5 percent of 18 to 29 year olds were reported to have at least one chronic condition, that proportion increased by age group to 12.8 percent for 30 to 44 years, 31.5 percent for 45 to 59 years and 46.6 percent for household members who were 60 years or older. The main reported chronic conditions were hypertension (25.4 percent), and ischaemic heart disease and other cardiovascular diseases (23.4 percent). The proportion of household members with chronic diseases who reported difficulty accessing medicine or other health services for their chronic condition were 56.1 percent. The main reason mentioned for difficulty in getting needed care was inability to afford fees (78.9 percent). Source: Health access and utilisation survey among non-camp Syrian refugees (UNHCR), Lebanon, July 2014.

⁷⁹ For those who needed health care, the average out-of-pocket expenditure was USD 90. Source: Health access and utilisation survey among non-camp Syrian refugees (UNHCR), Lebanon, July 2014.

organisations. Just a few referrals come from NRC's ICLA, who are involved in independent outreach activities (see **Annex 8**, List of NRC ICLA Referrals to NRC Shelter for more information).

7.3. CRITERIA: Effectiveness

Q4 To what extent do the achieved results comply with the minimum quality criteria defined by "The Right to Adequate Housing"⁸⁰?

As a humanitarian NGO, NRC adheres to Sphere and therefore, to the following rights:

Table 3: Rights assessment

Rights	Assessment of accomplishment
The right to life with dignity	<p>The dignity concept has not been sufficiently reinforced in the field as a key component. Teams have been more focused on activity implementation, finishing HUs and meeting deadlines. Perceptions of "doing fine" by providing shelter (even if not the most adequate / not matching families' needs, profile or sometimes standards) were quite extended in T5 and Bekaa.</p> <p>Teams in T5 and Bekaa, following the overall NRC reporting system, have also given more importance to reaching a high "occupancy rate"⁸¹ of the HUs rehabilitated than to prioritizing the follow-up and reduction of "move outs". Once a family left/was evicted from the HU, as far as a new family was settled⁸² in the rehabilitated property for the remaining rental-free period, the perception was/is that it was/is OK (as far as they were fitting into the programme HHS' characteristics: Syrian refugee, vulnerable, etc.).⁸³</p>
The right to receive humanitarian assistance	<p>Any such assistance must be provided according to the principle of impartiality, which requires provision solely on the basis of need and in proportion to need. The right to receive humanitarian assistance is at stake if it does not target the most vulnerable in an explicit way. As developed in the previous section, the current programme formulation does not precise the segment of Syrian refugees to be targeted: neither the most vulnerable in the worst shelter conditions nor the most vulnerable Syrian refugees.</p>
The right to protection and security	<p>Some people may be particularly vulnerable to abuses and adverse discrimination due to their status such as age, gender and other factors, and may require special protection and assistance measures. This has not been sufficiently analyzed. The intervention has been based on an equalitarian assistance and without a clear rights' enforcement from both perspectives: security of tenure and overall family protection. HHs protection needs have not been sufficiently assessed or analyzed (in fact, social assessments only include a small "security" point) and security of tenure was not sufficiently enforced. With the deterioration of the context and the shrinking of humanitarian space due to the particularly restrictive protection environment the situation of the Syrian refugees in Lebanon (not even recognized as such by the GoL) is turning into a massive protection crisis that is not yet sufficiently prioritized by the entire humanitarian community and</p>

⁸⁰ The right to housing for refugees does not imply exactly the same scope as for nationals. The critical importance of ensuring the realisation of refugees and internally displaced persons' right to housing and property restitution has become increasingly recognized. The approval of the Pinheiro Principles on Housing and Property Restitution for Refugees and Displaced Persons by the UN Sub-Commission on the Protection and Promotion of Human Rights in August 2005 was an important step towards providing useful guidance on the international standards governing the effective implementation of housing, land and property restitution programmes and mechanisms.

⁸¹ HU occupied by a Syrian refugee family during the 12-month rental-free period / Total of HUs rehabilitated within the same period. There is clearly a difference between occupied units with NRC beneficiaries versus the length of stay for each beneficiary family in NRC units. The current outcome monitoring system is intended to capture this, and largely does, but does not adequately capture the date if a family moves out before the 12-month period.

⁸² These families can only benefit from the remaining period. For those that are vulnerable, this represents a clear discrimination if compared to those that have access to the full 12-month rental-free assistance. NRC is replacing families who have moved out for very short periods of time; T5 has defined a minimum of 3 remaining rental-free months to move in a new family but in Bekaa families are placed for even shorter periods of time.

⁸³ Even if the newly placed family was not previously identified and matched by NRC.

	NRC. Unfortunately, is likely to deteriorate further.
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Assessment of the “The Right to Adequate Housing”⁸⁴:

Table 4: Right to Adequate Housing assessment

Rights	Understanding	Assessment
Freedom	The right to choose one’s residence, to determine where to live and to freedom of movement.	<p><u>NRC performance:</u> Weaknesses when implementing only one intervention modality, forcing people to live in a certain area by choosing the location of the HU. Even if in the matching process HHs have the right to refuse the proposed HU once, some of the HUs offered do not match HHs’ profile or special needs. These families can be so under pressure and in need that they have no other options than accepting.</p> <p><u>External factor (non NRC):</u> Syrian refugees’ freedom of movement is highly restricted by the regulations of national and municipal authorities, including curfews, checkpoints, etc.</p>
Security of Tenure	<p>Housing is not adequate if its occupants do not have a degree of tenure security which guarantees legal protection against forced evictions,⁸⁵ harassment and other threats.</p> <p>Protection against forced evictions is a key element of the right to adequate housing and is closely linked to security of tenure.</p>	<p><u>NRC performance:</u> This principle is at stake due to the high number of evictions and move out rates (especially in the Unoccupied modality – more details under Q5 of this evaluation report).</p> <p>Important abuses by LLs (specially reported in Bekaa), requesting high utilities’ payments (equivalent in some cases to a monthly rent), have been acknowledged during the evaluation.</p> <p>Even if the NRC legal framework of the SSUs is (according to the legal section) legally-binding and has been improved⁸⁶, there has been a very weak enforcement of the contracts. The signature of Municipalities as “witnesses” in the SSUs rehabilitation contract has not represented, in practice, an effective enforcement of the agreed conditions.</p> <p>In 2014 a legal prosecution against at least one LL was requested by one of Bekaa’s social officers (to serve as a deterrent example for the rest) but NRC decided not to legally intervene. The rationale for this decision is not sufficiently documented / supported with a risk analysis tool on consequences and alternatives. Once a legal intervention was disregarded, no alternative lobby/advocacy plan with involvement of the country management team is defined or implemented.</p> <p><u>External factor (non NRC):</u> On top of that, the new challenges that new GSO regulations⁸⁷ present and for which alternatives are still</p>

⁸⁴ Joint OHCHR/UN-Habitat Fact Sheet No. 21, Rev. 1. Printed: November 2009 and reprinted at United Nations, Geneva May 2014.

⁸⁵ NRC Lebanon is not tracking Acceptance rates and refusals to move in once the HU and the family are matched and does not track the LLs’ refusals to join the programme, so a specific question was included in both the HH and LL phone surveys. Move outs: HHs that left the units at some point during the 12-month hosting period.

⁸⁶ The Occupancy Free of Charge Agreement (OFCA) between the owner and the Syrian family is not a Lease agreement per se under Lebanese law as no rent is paid. However, the purpose is the same. FC has been presented in its final version in October 2014 but its implementation in T5 and Bekaa started later. The document is used on national level within all fields as it has become a mandatory requirement upon relocating families and/or giving last payment to owners, but for these “replacement” families this practice seems to not be systematically taking place. For the families relocated in place of moved out families they will have a new OFC for a shorter period (the remaining period). However, there's not yet a clear procedure on how to cancel an OFC for a moved out family.

⁸⁷ Now the challenge is whether GSO will now accept the OFCA instead of a *stricto sensu* lease agreement: a document stating that there is a tenancy agreement between the landlord and the tenant should be presented at the GSO to obtain renewal of the residency visa. Also doubts about the validity of the OFCA for “replacement” families whose remaining period of stay is less than 6 months.

		under study ⁸⁸ , only contribute to weakening the theoretical security of tenure of the implemented model.
Availability of services, materials, facilities and infrastructure	Housing is not adequate if its occupants do not have safe drinking water, adequate sanitation, energy for cooking, heating, lighting, food storage or refuse disposal.	<p><u>NRC performance:</u> There is varying fulfillment of this right (see Figures of Key rehabilitation standards after this table and Missing opportunities in the WASH integration under Question 7 of this report).</p> <p>According to the agreed NRC standards, all rehabilitated properties should have electricity, water and a kitchen and a toilet/shower (amongst others). Key rehabilitation standards related to access to water, electricity and toilets/showers in the property are generally matched with some exceptions.</p> <p>On the contrary, the excreta disposal standard - Environment free from human faeces- was met in all the HUs visited, where toilets and showers where available.</p> <p>There is no evidence of consultation of HHs on facilities or the priority NFIs items they require. Since the second half of 2014, the WASH component in SSUs include distributions of soap⁸⁹ and basic cleaning materials. These distributions are done in all the SSUs rehabilitated by NRC. Moreover systematic NFI assessment for hygiene items are carried out through PDMs. On the contrary, no systematic NFI assessment / assistance is carried out, for shelter (such as clothing, bedding, cooking and eating utensils, lighting or assets). Fuel is assessed according to budget availability for the Lebanon 'cash for winterisation' programme which reached some of those who already were SSUs' beneficiaries.⁹⁰</p>
Affordability	Housing is not adequate if its cost threatens or compromises the occupants' enjoyment of other human rights. Access to adequate housing can be a precondition for the enjoyment of several human rights, including the rights to work, health, social security, vote, privacy or education.	<p><u>NRC performance:</u> There is a huge added value of the 12-month rental-free modality but it is insufficient to consider it a 100 percent shelter-free modality, due to the need to pay for utilities. Even a small monthly amount represents a huge burden for families.</p> <p>Utilities costs: monthly average of 44.44 \$US in T5 and 58.37 \$US in Bekaa. In Bekaa maximum value goes up to 265\$USD (equivalent or even higher than a monthly rent), which, linked to the fact that no sub counters were installed, represents a clear abuse of power from LLs. For an Average Bekaa HH, the monthly utility bill is equivalent to 22.89 percent of their monthly income, whilst for T5 is of 11.85 percent. Utilities represent the second main family expenditure (after food) in Bekaa, and in T5 the third (after food and health) – more details under "Impact" criteria and the figure: "Main HH expenditure allocation during NRC rent-free period". This situation has partially been addressed by NRC through the inclusion of a new clause in the legal agreements. The new models started to be signed (depending on the office) either in November 2014 or January 2015. The new "utilities" clause quantifies a standard and average monthly quantity for the whole of the agreement, which is very positive, but not effective if not enforced.</p>
Habitability	Housing is not adequate if it	<u>NRC performance:</u> There is a perception of "feeling safe" in the HU amongst the interviewed HHs, and this is a programme

⁸⁸ As for example, NRC writing a letter explaining to GSO that the OFCA is the same as a lease agreement (with specific references to the law) and duly present this document with necessary endorsement by Mukhtars and municipality as relevant to ensure that refugees obtain a renewal.

⁸⁹ During the HH visit, 96.9 percent of the HHs in Bekaa and 96,1percent in T5 had soap, a basic enabler for key hygiene practices.

⁹⁰ With agreed-upon cash transfer values, intended to meet the costs of a stove per household, and monthly heating fuel for five months.

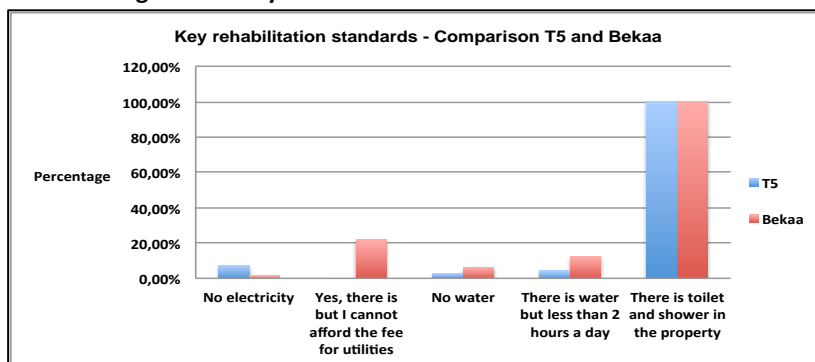
	<p>does not guarantee physical safety or provide adequate space, as well as protection against the cold, damp, heat, rain, wind, other threats to health and structural hazards.</p>	<p>success. On the contrary, the deficient shelter insulation and the non-plastering of walls due to budget constraints and not being defined as a standard by the interagency shelter group, is perceived by beneficiaries and NRC shelter staff as a major problem for habitability in certain areas with severe winter conditions. This was also confirmed by the evaluation's enumerators when visiting the HUs.</p> <p>From the pictures taken systematically during the HH survey evaluation (two pictures of each HU visited common area: kitchen and toilet with roofs, walls and floors), overall standards are not totally met in Bekaa and deserve further investigation. T5 has also reported problems but to a minor extent.</p>
	<p>Sufficient space and protection from cold, damp, heat, rain, wind or other threats to health, including structural hazards and disease vectors</p>	<p><u>NRC performance:</u> Only in T5 do families seem to have an initial minimum covered floor area of 3.5m² per person. Bekaa confirmed that the principle of calculating the floor area per person was not followed, but by applying an average number per HU independently of the surface, causing overcrowding and safety and protection harming issues. The average surface is not registered in the M&E system.</p> <p>In both places, but especially in Bekaa, there is insufficient cold / rain insulation. Potential harm to HHs was identified in several houses visited where high humidity, leaking and even moisture were detected (due to non-plastering and/or deficient finishing of works). In a few T5 HUs, a high presence of insects inside the HUs was also acknowledged. According to the HHs interviewed, no corrective action was taken after complaints and confirmation by technical teams of the problem, citing budget restrictions and a lack of flexibility to carry out work improvements. No alternative solution was offered to those families.</p> <p>In Bekaa, several HUs abandoned by families due to leaking/unhealthy conditions were offered to and newly occupied by replacement families that also moved out and were replaced once more, indicating that in both Bekaa and T5 a problem of insufficient humanitarian focus and understanding of the respect to the dignity and rights of beneficiaries.</p>
Accessibility	<p>Housing is not adequate if the specific needs of disadvantaged and marginalized groups are not taken into account.</p>	<p><u>NRC performance:</u> As there is no tracking of Acceptance of HUs offered to a HH, no specific figure can be given on families with special needs that were not matched in Unoccupied modalities (Bekaa and T5), a challenge of the modality and especially in T5 due to the high percentage of Disabled-headed HHs and families with disabilities previously described under "Coverage" criteria.</p> <p>Amongst those families that were matched, an important percentage seem to have got a special seating WC (in T5) but not a smooth/tiled floor, which would also be needed for the elderly, etc. There are specific difficulties in finding 1st floor units (usually kept by owners for themselves), complicating the matching of elderly, bed-ridden and physically disabled.</p>
Location	<p>Housing is not adequate if it is cut off from employment opportunities, health-care services, schools, childcare centres and other social facilities, or if</p>	<p><u>NRC performance:</u> Acceptance rates and reasons for non-acceptance (HHs refusals to move into the new HU once the family was selected / matched with one property) are not registered in the NRC database or M&E system.</p> <p>The results of the qualitative research carried out through the HH surveys, show that in T5 16 percent of the current SSUs, HHs hesitated to move in the offered HU, whilst in Bekaa the percentage is lower: 12.5 percent. This figure cannot be extrapolated, since those who did not become beneficiaries have not provided answers, but it still shows a trend and provides</p>

	located in polluted or dangerous areas.	information on why families hesitated, in T5 and Bekaa.
Cultural adequacy	Housing is not adequate if it does not respect and take into account the expression of cultural identity	<u>NRC performance:</u> Respect for privacy, and the lack of, is a big issue amongst the interviewed Syrian families, especially in Bekaa, where overcrowding, caused by NRC not applying the minimum surface per beneficiary, created, <i>de facto</i> , mini collective centres. Although no representative figures/percentages can be provided, Female-headed households were even more exposed by inadequate matching and overcrowded spaces (doubled than non FHH). ⁹¹

Access to water and electricity is overall, provided according to standards in the NRC rehabilitated HUs, what can be highlighted as positive. All HUs visited have toilet and shower and respect the Sphere standards.

- Access to water is met for the majority of HUs visited, with the exception of Bekaa, where 6.30 percent of the HUs do not have any access at all, what can constitute an NRC failure. NRC, as part of the WASH component, has also subcontracted water trucking activities to be able to guarantee access in case of drought/shortage but for the time of the year that the evaluation field work was carried out (February-March 2015), no water trucking activities were in place.
- No measurement of number of litres per day was undertaken during the evaluation survey, and no systematic information is available in the M&E shelter system to assess the accomplishment of this standard. As an alternative, the number of hours per day (less or more than two hours a day), gives an indication on the regularity of the service, what indicates a very good performance.

Figure 23: Key rehabilitation standards of the NRC HU



Source: Evaluation survey (HH survey)

Quality support

There is integration with WASH at the household level but there is little articulation with other complementary NRC core competencies that would enable an integrated approach, particularly ICLA (legal / protection capacity) and Education. The systematic use of ICLA services and ICLA follow-up on the families under the SSUs programme would have been, in view of the existing legal constraints and needs of SSUs beneficiaries, a must. However, according to the HH survey, only 15 percent of T5 HHs and 20 percent of Bekaa NRC SSUs HHs received ICLA services.⁹²

Constant references to the need of improving synergies and links between shelter and ICLA are found in different NRC internal documents, which are very much oriented to the preventive role of evictions when detecting LLs disputes. In spite of the constitution of a Shelter-ICLA task force being initiated, the **current approach is simply not covering families' needs** and it is not operational.

⁹¹ Out of a small No.: n=26 and FHH 8. Source. Evaluation survey (Bekaa Move-outs phone survey).

⁹² Although it was not formally registered, it seems that most of the assistance was related to birth registration (already part of the ICLA campaigns' agenda).

Information about **internal shelter referrals** to ICLA are not systematized (either by e-mail or providing HHs with the ICLA hotline's No.). There is no information on direct referrals to Education, perceived as a key need but difficult because of the different geographical coverage of the programme (not always coincident with the SSUs locations).

External referrals to complementary assistance, which would help to improve the targeted HHs living conditions, are not registered (except for the case of Akkar⁹³) and seem not to be taking place (lack of HH/family centred approach/case management orientation). No specific agreements have been settled for a direct pathway for health (including mental health and rehabilitation), education and protection beyond the mapping of services / information. A basic summary on ICLA statistics and shelter related users/typology of problems for the consultation was not provided, limiting the evaluation of this component.

Q5 Where households are not benefitting from the 12-month hosting period, what are the reasons for households vacating properties early?

Occupancy rates and move out rates

Prior to the evaluation, NRC in Lebanon was registering the Occupancy rates (occupied units with NRC beneficiaries) in the Outcome monitoring activities that started in the last quarter of 2014.

As field teams have focused on “occupying” the HU with an eligible HH for the programme (which in practice in T5 and Bekaa sometimes was not even placed by NRC but apparently by the LL⁹⁴), “Move out rates” have not been given a prior focus and they are not even systematically registered. Although several Shelter hotlines are available to SSUs beneficiaries and potential beneficiaries, they are managed by the same teams that carry out social assessments, matching processes and follow-up. This does not guarantee sufficient independence and trust in the complaints system if a family decides to inform about certain situations. In T5 and Bekaa, there is no formal registration on complaints and follow-ups.

Table 5: Occupancy rates⁹⁵

Office	Occupancy rate after 3 months	Occupancy rate after 9 months	Occupancy rate after 12 months
Akkar	96%	100%	92%
Bekaa	98%	97%	100%
South	88%	76%	69%
T5	98%	95%	88%

Source: NRC shelter Outcome monitoring – February 2015

As **move out rates** are not directly tracked, the two first columns of the table below, from NRC’s database, capture households that left the units at some point during the last 12-month hosting period (both non-forced or forced/evictions), and show a percentage against the total caseload. The third column includes the estimation of the percentages of move out rates (including evictions), based on a

⁹³ Regarding the Shelter-ICLA referrals, only Akkar has systematized a “Referral basic info tracker” (from the Shelter to ICLA programme). After cross-checking tool and the 64 cases registered for the period (presumably January-December 2014), primary reasons for the referral were not legal but health-related (external referrals). Other secondary needs were for complementary assistance. There is no data on outcomes / follow-up of those referred cases.

⁹⁴ Opening the questioning of out-of pocket payments and raising doubts as to whether the move out is in fact an eviction.

⁹⁵ NRC accepts three categories to be reported as “occupied”: 1) Unit occupied with original NRC HH: no immediate risk of eviction; no follow-up required 2) Unit occupied with original NRC HH: follow-up required and 3) Unit occupied with new HH: no forced move out, new HH eligible, no follow-up required. The third category implies that there has been a “move out” (theoretically not forced) and that there is a new HH occupying the HU for the remaining period.

reduced sample (HH survey lists for T5 and Bekaa and a newly created list in Akkar) and phone contacts to trace the current status of the HHs that would request further and more systematic research but that show an alarming trend in Bekaa and T5. The fourth column includes information on the number of families that moved out in Bekaa according to the knowledge of the HHs surveyed⁹⁶.

Table 6: Estimated Move out rates

Office	# of HHs relocated (NRC Outcome monitoring data)	% of total caseload (NRC Outcome monitoring data)	Estimation of move outs based on qualitative research (Evaluation Lists)	Estimation of Beka Move outs based on HH survey new question
Bekaa	412	20%	37 – 48% ⁹⁷	37.5% ⁹⁸
South	320	17%	---	---
T5	Data not available	--	28– 49% ⁹⁹	---
Akkar	119	7%	14.53%	---

Source: NRC shelter database – outcome monitoring and Evaluation collected data

The information in the data base does not allow identification of when the move out occurred but according to the perception of certain NRC key staff, most happened right after the family moved in the HU (within the first month of rent-free).

The move out rates in T5 and Bekaa show, in addition to a weak NRC performance in certain aspects of the programme, show a **contextual problem for the “unoccupied” modality itself in the country**. No benchmarking with other actors is possible for the modality in Lebanon, due to NRC being the only actor implementing it so far.

Even if improvements in the current “unoccupied” model of intervention could be made (introducing changes and implementing good practices in data collection and database design, processes and SoPs¹⁰⁰), the gravity and contextual nature of most of the confronted issues (linked to exposing beneficiaries to potential harm and exploitation and non-security of tenure) deserve a deeper reflection. **The unoccupied model**, as it is designed and implemented now, **it is not effective**.

On the contrary, Akkar, with the Occupied modality and with a more structured assessment and systematization procedures, achieves (by comparison with Bekaa and T5), an acceptable rate of move outs.¹⁰¹ This lower rate of move outs seems to be very much determined by the different approach (in line with the available benchmarking of move out rates with occupied modalities for Save the Children¹⁰²) or also by the contextual peculiarity of Akkar (that was not researched).

Reasons pushing families to leave the rented house

Within the 12-month rental-free period

These findings relate to those “move outs” that were registered in the NRC Bekaa database as not forced amongst the HUs still under the 12-month rental-free period¹⁰³.

⁹⁶ Answering the question: Do you know any other families living in NRC bedrooms within this building that left before the end of free lease period? How many? The question was introduced in Bekaa after the findings in T5, where high move out rates became evident.

⁹⁷ It was not possible to confirm the precise figure, although the move outs/evictions followed, in many cases, a trend (certain localities and areas), which backs-up the team’s findings on LLs agreeing to evicting NRC beneficiaries and/or pushing them to pay rent, etc. in certain locations due to NRC not pursuing breaches in the contracts.

⁹⁸ 64 HHs were surveyed and they reporting a total of 24 NRC families within the same building where their HU was placed, having left before the end of the 12-month rent-free period.

⁹⁹ The difference is because in T5 there was a high percentage of move outs that were relocated (possibly linked to an unsuccessful matching) and are still under NRC assistance by in other HUs.

¹⁰⁰ Where the “Unoccupied modality” has been implemented

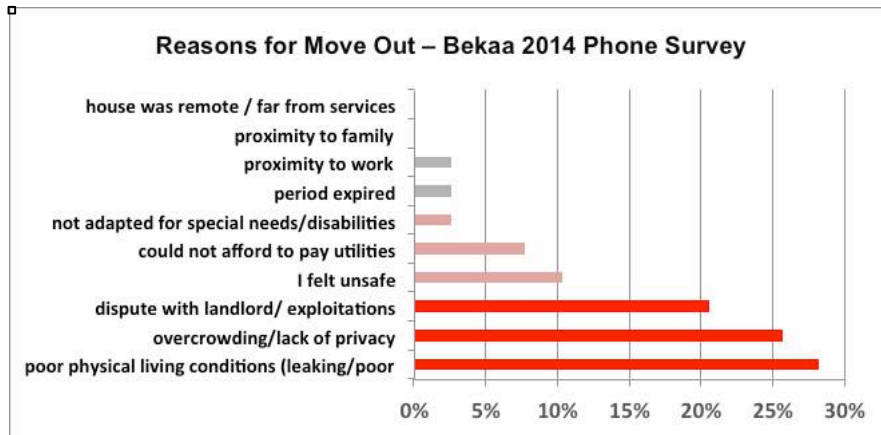
¹⁰¹ It is necessary to mention that the percentage was extracted from a list of HHs that were not registered as Move outs.

¹⁰² According to Save the Children, lower than NRC in both Akkar and Bekaa.

¹⁰³ All cases registered in the Bekaa database as move outs (2014 case loads), were contacted, but only 26 were reached.

The reasons represented in the red bars have direct relation to weak NRC performance, either in standards, matching process and/or security of tenure enforcement. The deficient matching process and the overcrowding/lack of privacy are the main reasons for Female-headed HHHs' move outs.

Figure 24: Reasons for Move out within the 12 month-rental-free period – Bekaa (n=26)¹⁰⁴

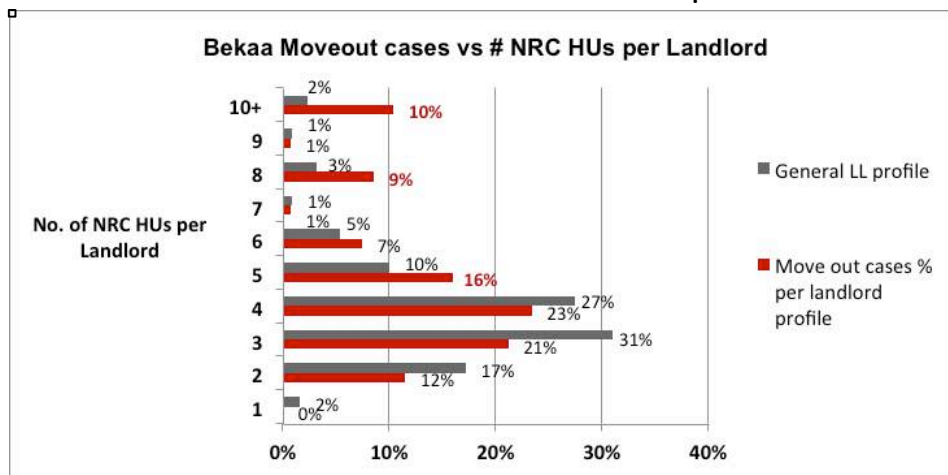


Source: Evaluation survey (Move out phone survey)

For those families that were previously responding to move out reasons, the majority left the house within the first month under NRC assistance.

According to the registered information (NRC Bekaa shelter data base¹⁰⁵), LLs owning five, eight and ten properties or more which have been rehabilitated by NRC, have the highest proportion of move outs, whilst those LLs owning four or less HUs, perform better (have less move outs):

Figure 25: Profile of the NRC HUs Landlords that were vacating properties before the end of the 12-month rental-free period



Source: NRC shelter database¹⁰⁶

After the 12-month rental-free period

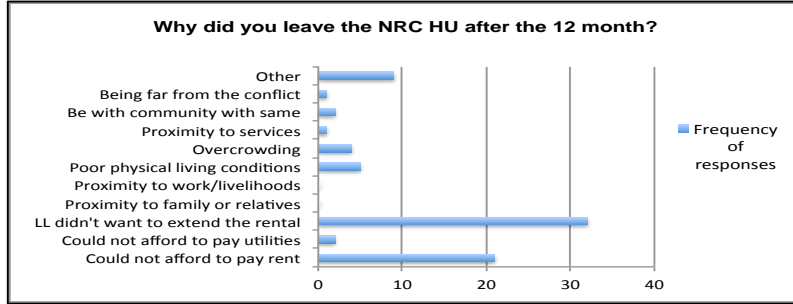
After the 12-month rental-free period, between **26 and 40 percent** (variations according to source: LL or HHHs and location) **of NRC HHHs stay within the NRC Unit.**

¹⁰⁴ Results from the registered move outs survey (non-evictions), not available for T5.

¹⁰⁵ The analysis can not be done for T5 because the move outs are not registered as such in the data base.

¹⁰⁶ Process of data analysis: 1) filtered only 2014 LLs who are registered in the database as having received a final payment; 2) total number of HUs rehabilitated for each LL based on mobile number (unique LLs); 3) filtered all registered move out cases not expired.

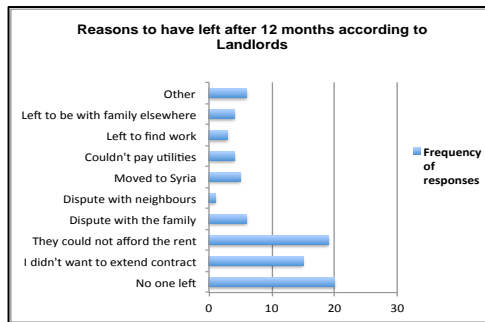
Figure 26: Reasons for leaving after the 12-month rental-free period (according to HHs)



Source: Evaluation survey (Beneficiaries phone survey)

The main reasons for leaving the HU after the contract expired are slightly different depending on who is answering (HH or the LL), but rent cost and the non-renewal of the contract (LL's decision) are the main reasons behind a family leaving the HU.

Figure 27: Reasons to have left after contract expired (according to LLs)



Source: Evaluation survey (LLs phone survey)

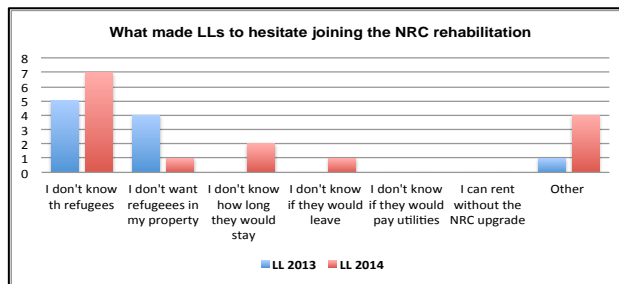
In spite of all the challenges, the majority of families would stay another year in the HU if they could.

LLs perspective

For a better understanding on the LLs perspective, specific questions on reasons for “Acceptance” to join the rehabilitation programme were included in the survey. The answers can also give an indication on certain assumptions related to the programme that could affect the relationship with the HHs, as is the case of those that responded “I don't want refugees in my property.” Ideally, these should be detected prior to any investment in their properties. The fact that in the “unoccupied “ modality, only the shelter technical team contacts the LL and selects the HUs to rehabilitate is not optimal to detect potential problems and negative attitudes towards the refugees.

Those LLs that were joining the programme in 2013 had less doubts than those than joined in 2014: 10.30 percent and 15.60 percent hesitation respectively, representing a very successful percentage that leaves room to be much more selective and demanding in selecting LLs for the programme. The rest did not doubt joining the NRC SSUs:

Figure 28: Reasons for LLs hesitation to join the NRC SSUs programme



Source: Evaluation survey (LLs phone survey)

The main reasons for accepting the NRC rehabilitation were Upgrades to their homes, followed by solidarity/humanitarian reasons, which were slightly higher in 2013 than in 2014. Although no registration on LLs acceptance is available in the NRC M&E system or databases, according to shelter teams in Bekaa and T5, the non-acceptance is low: 15-20 percent. This is in line with the results from the complementary question posed to LLs: *“Do you know any other homeowner that did not accept the NRC rehabilitation offer?”*

- Amongst those LLs that had HUs rehabilitated in 2013, 13.2 percent knew someone else that did not accept the NRC rehabilitation.
- The percentage was higher in 2014: 19.5 percent with a deterioration in overall refugees’ acceptance (*“they don’t want refugees in their property”*) on top of the 2014 reasons for refusing to join the programme.

Q7 What are the key effectiveness-efficiency options that could be employed to increase the effectiveness and coverage of assistance to the most vulnerable populations, also decreasing the overall use of resources and time required for each Housing Unit to be made available?

A simple improvement in effectiveness and reduction of move out rates will highly contribute to major efficiency gains. At the same time, a reflection on the following points is needed:

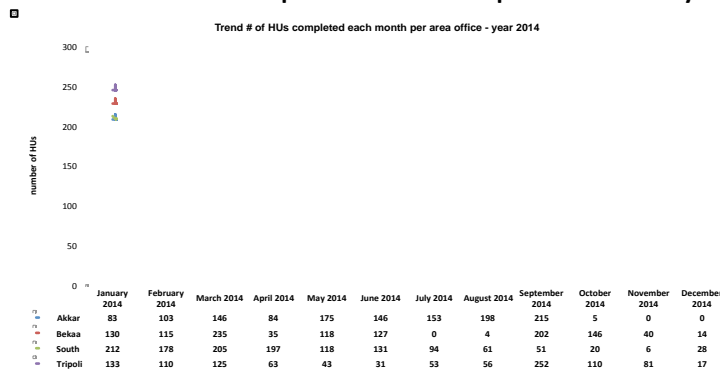
- Context matters and the “one size fits all” approach is not appropriate to respond to the profile of the current crisis in the different areas.
- The programme in T5 and Bekaa has acted as a supplier of shelter without sufficiently taking into account other dimensions that could improve health, education, livelihoods and protection of families sheltered in the HUs. Team composition is disproportionately unbalanced towards technical aspects/staff, whilst social teams are insufficient, considering their workload and the need to shift from a shelter technical-led intervention towards a HHs’-driven approach. Consequently, the requested fields of expertise when confronted with protection challenges would need to be reviewed as well as decision-making processes and area structure. The needed changes in vision and working modes for the needs-driven shift seem to represent major challenges to some key staff, too set in working in a particular way.
- Processes and systems are not sufficiently standardized between offices. The current database presents problems of reliability/accuracy that are being addressed. In spite of having a data gathering technology “Mobenzi software” that could be more systematically used and improved for data entry and the overall M&E system, its use is not optimized. Examples of social assessments carried out on paper and then entered into Mobenzi due to inconsistencies in the different data entry fields with the printed format (also with serious gaps), coupled with the non-user friendly format for printing (which could easily be sorted out), are major bottlenecks in daily work and only add more tasks to already overcharged social teams, and make no sense in its primary use (field tool).
- The selection of different response modalities did not systematically reflect the cost-efficiency and appropriateness of each one with regard to the specific needs of the target population in a specific area. According to the raw data in the following graphs, Akkar, implementing “occupied” modality, seems to be able to complete more HUs on average than the rest of the offices implementing “Unoccupied” and, as mentioned before, has better move out rates.
- In 2014, there were important differences between the number of new contracts signed and the outputs achieved that were not researched under this study.¹⁰⁷

As per the following figures (29 and 30), the trend on the number of HUs completed each month per area office shows a notable reduction in the number of HUs completed by the end of 2014 in Akkar and Bekaa in July and August (also linked to security constraints – contextual factors).

The uneven trends within the different area offices in 2014 can also show, beyond budget cycles, a planning weakness that should be better analysed:

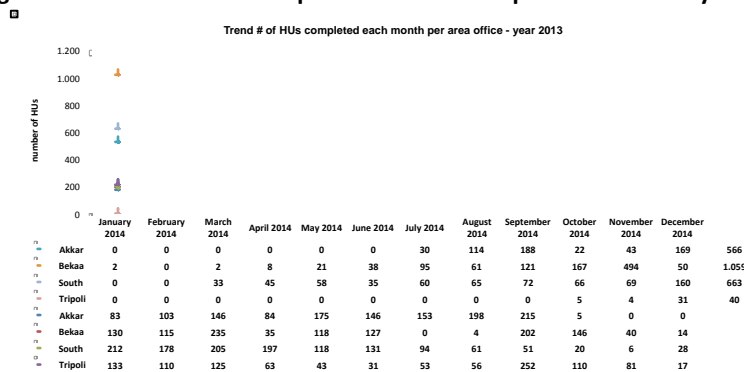
¹⁰⁷ In 2014 Akkar had ten months of activity, whilst Bekaa had 11. In 2013, Akkar had six months of activity whilst Bekaa had 11, South had 10 and T5 had four.

Figure 29: Trend on HUs completed each month per area office – year 2014



Source: NRC shelter database

Figure 30: Trend on HUs completed each month per area office – year 2013



Source: NRC shelter database

HU average cost

Regarding the SSUs modalities' costs, the average rehabilitation cost of 1,500 \$US (same for Occupied or Unoccupied) presents differences according to different areas:

- In T5 and in 2013 the average cost per HU was of 1,542.49\$US and of 1,584.56 in 2014.
- In Akkar, the average cost was of 1,233.46 \$US in 2013 and 1.342.84 \$US in 2014.
- In T5 and Akkar there are important differences between the minimum and the maximum expenditure values per HU: in some cases more than 2,000 \$US of difference: up to 2,998 \$US or a minimum of 240 \$US. Even considering that the different costs of each HU can be compensated with the total Contract per unfinished building¹⁰⁸, these differences seem to either be not coherent with the minimum expenditure in rehabilitation works to achieve minimum standards in order to be able to negotiate with the LL a 12 month rental-free contract, or to be too high for the agreed minimum standards. There is no evidence that for those contracts over 1,700 \$US per HU NRC negotiated a longer period of rental-free contract. Although some differences can be explained by a major investment on disabilities' adaptation, according to the collected information, the number of HUs adapted for special needs¹⁰⁹ is quite small.
- Bekaa did not facilitate the requested information but technical teams mentioned that it was an average of 1,500 \$US and it was not enough to cover minimum standards of the Bill of Quantities (BoQ). No coherent justification / informed analysis was provided.

Missing opportunities in the WASH integration

In accordance to the health morbidity profile, the priority focus of Hygiene Promotion in such a context

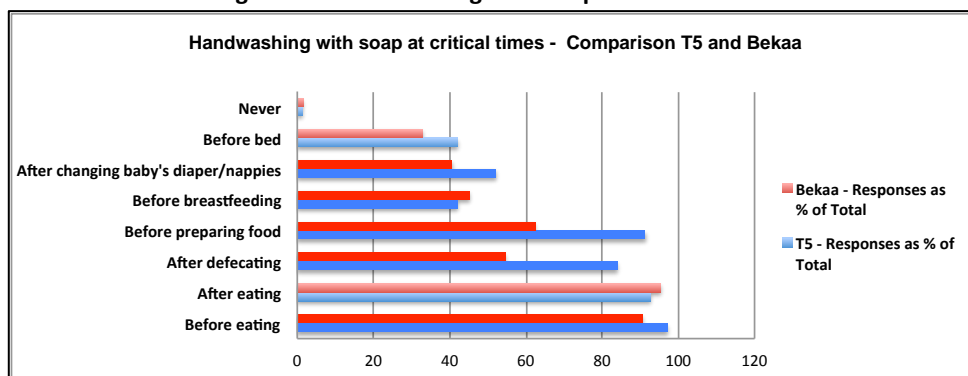
¹⁰⁸ There can be up to 6 HU in 1 unfinished property.

¹⁰⁹ Elderly, bed-ridden and physically disabled.

should be: reducing the contamination of household drinking water and Effective handwashing for under 5s' diarrhoea prevention. Handwashing with soap at critical times is vital to a successful WASH intervention and it is the most cost-effective intervention (it can reduce diarrhoea by 45 percent¹¹⁰) but it is still only starting to be systematically defined/integrated by NRC in Lebanon.

According to the interviewed external stakeholders, Hygiene promotion is also a major gap in the overall WASH response, including ITSs.

Figure 31: Handwashing with soap at critical times



Source: Evaluation survey (HH survey)

Overall, Bekaa presents a weaker practice of key hygiene behaviours than T5, and would require an important reinforcement.¹¹¹ Some key results regarding handwashing to be outlined:

- After defecating handwashing is very low in Bekaa (54.69 percent) whilst it is 84.06 in T5;
- Before preparing food it is also low in Bekaa (62.5 percent) whilst it is 91.3 percent in T5;
- Before eating it reaches the highest scoring in both Beka (90.62 percent) and T5 (97.1 percent), which is very positive.
- After changing a baby's diaper/nappies it is generally low (52.17 percent in T5 and 40.62 percent in Bekaa) but it can also be linked to the non-familiarity of the task to most of the respondents (males).

There is a partial inclusion of a basic NFI package with no systematic assessment/assistance foreseen. This includes NFIs such as: clothing, bedding and household items (there is no systematic non-food items assessment checklist).

7.4. CRITERIA: Impact

Q8 What impact has this had on the refugees who benefited from this intervention? (How has this modality created opportunities for refugees to access services (health, education, etc.), livelihoods, income generation activities, save money, improve their livelihoods, etc.)

In terms of **impact**, there are undoubtable positive effects in the population directly benefitting from the NRC intervention. The possibility of paying for basic expenditures by assuming much higher debts and compromising household livelihood has been drastically reduced by the intervention, allowing families to spend on other basic needs. According to the qualitative research (surveys) carried out during this evaluation, many Households perceive a positive change in the safety and improved security

¹¹⁰Source: Best practice materials – WASH Cluster HP Project 2007, UNICEF (based on Fewtrell et al (2005).

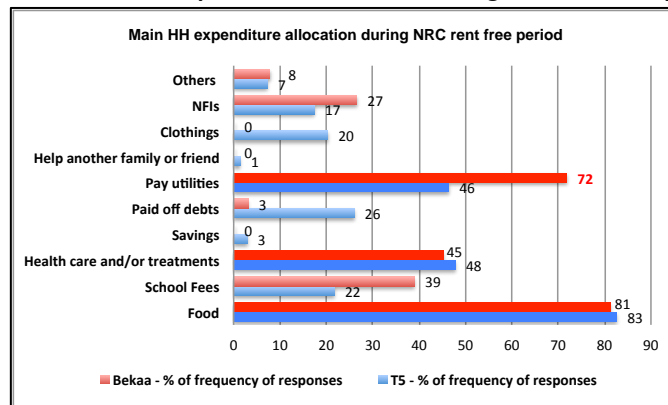
¹¹¹The No. of responses of Before breastfeeding in T5 is 29, when only 28 surveys' respondents were Females. In Bekaa 25 respondents were female and 29 answers as well of the same behaviour. It's possible that someone else from the respondent's entourage also answered that specific question. The question asked was: When do you wash your hands?, so a personal answer was expected.

associated with living in the upgraded HU, as well as a perception on having a better health situation than other families in worst (substandard) accommodations. It is also possible to infer that there has been a contribution to the accomplishment of the Programme Goal: *Displaced and vulnerable persons in Lebanon enjoy improved living conditions.*

HH Income allocation during the free shelter rental period

The majority of HH income was spent on covering food, health care and/or treatments and water/electricity payments (utilities)¹¹². Even under the rent-free assistance and due to external factors beyond NRC control (as largely explained in previous sections of this report), HH income was insufficient to meet basic HH needs (as developed under “*Appropriateness*”), and the majority of the families were obliged to resort to negative coping mechanisms.

Figure 32: Main HH expenditure allocation during NRC rent-free period



Source: Evaluation survey (HH survey)

*“In 2013, most refugees worked informally whereby 92 percent had no work contract and over half (56 percent) worked on a seasonal, weekly or daily basis; only 23 percent earned regular monthly wages”.*¹¹³ According to the same source, also *“in 2013, average monthly income of refugees was of 275.88 \$USD, whilst females earned 40 percent less than males”.* Since then, no updated study has been found but the situation has presumably worsened.

By no means can NRC improve the families’ capacity to settle down if their combined capacity to generate income, receiving complementary assistance and legalizing their status is not met.

Coping strategies

With the crisis now protracted after four years of conflict, and the Government of Lebanon’s restrictions to new refugee entries, the overall SSU approach **continues to be relevant for shelter provision but insufficient** (as a stand-alone intervention), to adequately respond to the living costs and basic assistance and protection needs of the most vulnerable refugee families, who lack both official refugee status and possibilities of dignified work and life and would need multisectoral assistance.

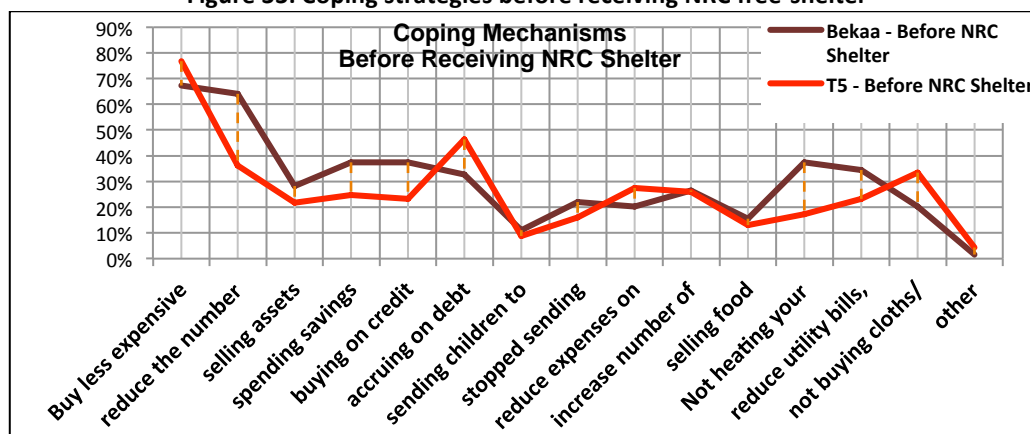
The main coping strategies reported before and after the NRC intervention are food-related: buy less expensive food and reduce the number of meals per day. The most common non-food related coping strategy was accruing debt.

All HHs in both, Bekaa and T5 applied coping strategies considered as negative (at least one). The main coping strategies reported are the following ones:

¹¹² For an Average Bekaa HH, the monthly utility bill is equivalent to the 22.89 percent of their monthly income, whilst for T5 it is 11.85 percent. As already developed under “Effectiveness”, LL abuses have had a very negative impact on the HHs capacity to freely allocate their scarce resources into other priorities.

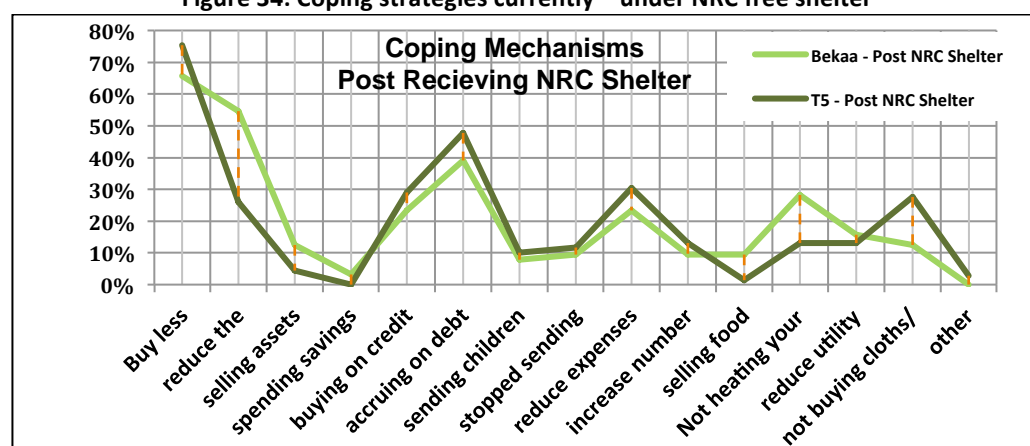
¹¹³ Source: Assessment of the Impact of Syrian Refugees in Lebanon and their employment profile. International Labour Organization 2013, (data collection completed in May 2013) published in 2014.

Figure 33: Coping strategies before receiving NRC free-shelter



Source: Evaluation survey (HH survey)

Figure 34: Coping strategies currently – under NRC free shelter



Source: Evaluation survey (HH survey)

The percentage of HHs recurring to credit/owing money to family, friends or lenders is also very high: 87 percent in T5 and 90.6 percent in Bekaa¹¹⁴, as well as the increase in the average debt during the NRC assistance, reinforcing the trend of deterioration of the refugees' HHs situation due to external-non NRC factors/performance during 2014:

Table 7: HHs recurring to credit / owing money

	Now	Now	Before	Before
	buying on credit	accruing on debt	buying on credit	accruing on debt
Bekaa	15 out of 64	25 out of 64	24 out of 64	21 out of 64
T5	20 out of 69	33 out of 69	16 out of 69	32 out of 69

The following HH characteristics were directly related (more likely) to applying more severe coping mechanisms:

- Disabled HH
- Families having more than one disabled family member
- Family size: seven and larger in Bekaa, and ten and larger in T5
- Families that have unable Elderly (possibly linked as well with health needs and chronic¹¹⁵ medical conditions)

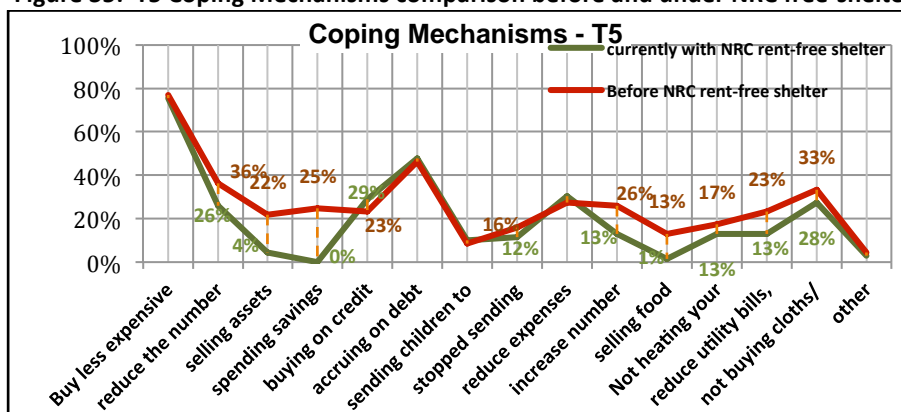
¹¹⁴ In the UNHCR 2014 shelter phone survey, only 18 percent of the interviewed borrowed money. More details and benchmarking with SMEB and MEB were given under "Relevance-Appropriateness" criteria.

¹¹⁵ Among household members who were ≥18 years, 14.6 percent were reported to have at least one chronic condition. The proportion with chronic condition varied by age: while only 4.5 percent of 18 to 29 year olds were reported to have at least one chronic condition, that proportion increased by age group to 12.8 percent for 30 to 44

- Health expenditure (including spending rent savings on health)¹¹⁶
- HHs needing to incur in more than 950\$US expenditure to renew residence due to their family composition.

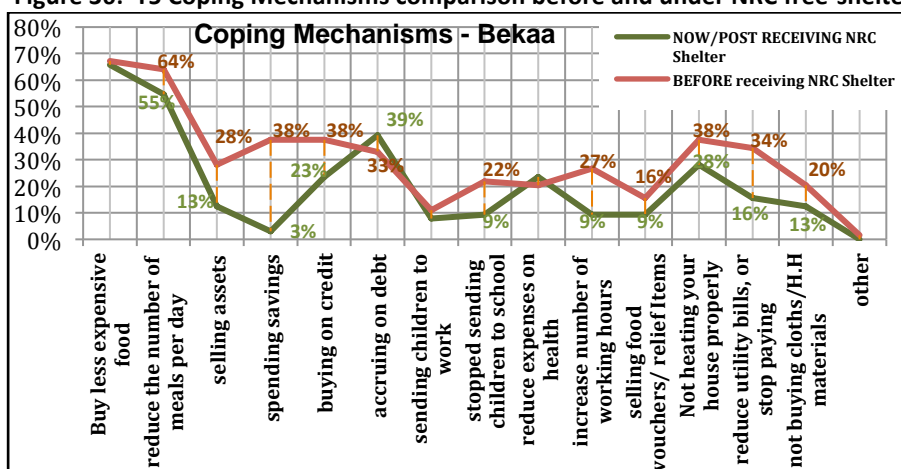
The comparison of coping mechanisms by area office (T5 and Bekaa) reflects major improvements in reducing the selling of assets, spending on savings and reducing the selling of food vouchers/relief as well as number of working hours, which can also be interpreted as they are accruing on debt, as already depleted and/or with reduced possibilities to work. Stopping sending children to school has notably improved during the period of assistance in Bekaa. In the graphs, only differences over 3 percent are level marked:

Figure 35: T5 Coping Mechanisms comparison before and under NRC free-shelter



Source: Evaluation survey (HH survey)

Figure 36: T5 Coping Mechanisms comparison before and under NRC free-shelter



Source: Evaluation survey (HH survey)

Beneficiaries able to maintain the same quality of accommodation when the rent-free period ends

As stated under “Effectiveness”¹¹⁷, 39 percent of the NRC SSUs beneficiaries were able to stay in the same HU after the rent-free period ended. Out of them, only 65 percent stayed in exchange of rent

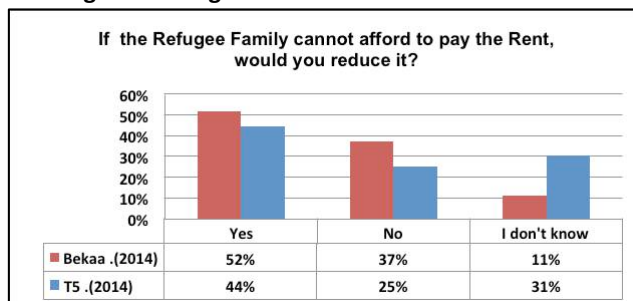
years, 31.5 percent for 45 to 59 years and 46.6 percent for household members who were 60 years or older. The main reported chronic conditions were hypertension (25.4 percent), and ischaemic heart disease and other cardiovascular diseases (23.4 percent). The proportion of household members with chronic diseases who reported difficulty accessing medicine or other health services for their chronic condition were 56.1 percent. The main reason mentioned for difficulty in getting needed care was inability to afford fees (78.9 percent). Source: Health access and utilisation survey among non-camp Syrian refugees (UNHCR), Lebanon, July 2014.

¹¹⁶ For those who needed health care, the average out-of-pocket expenditure was USD 90. Source: Health access and utilisation survey among non-camp Syrian refugees (UNHCR), Lebanon, July 2014.

whilst 27 percent stayed for free¹¹⁸. Only 26 percent of the initial SSUs beneficiaries stay in the same HU paying rent.

The LLs' willingness to negotiate the rent to allow families to stay is quite reduced:

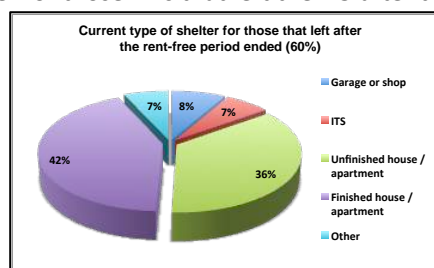
Figure 37: LLs' willingness to negotiate rent with HHs after the rent-free period ends



Source: Evaluation survey (LLs phone survey)

Beneficiaries not able to maintain the same quality of accommodation when the rent-free period ends

Figure 38: Type of shelter for those HHs that left the HU after the rent-free period ended



Source: Evaluation survey (Beneficiaries phone survey)

The majority of the 60 percent of beneficiaries that could not continue in the NRC HU after the 12-month rent-free period ended moved to substandard shelters¹¹⁹, giving a clear indication of the insufficient length of support. Those that left the NRC HU pay rent in 88 percent of cases.

According to LLs, less than 40 percent of the families remain after the rent-free period. This is similar (but more negative) to the HH survey results.

Q9 What other impact has this programme had on the refugees and, where applicable, on the host community, and homeowners, including positive and negative, intended and unintended impacts? This should include exposure to risk – including health and protection issues

The shelter approach chosen has contributed to **increase the number of available HUs** in the market and contributed to **stabilizing/ moderating the rent prices**, something a cash assistance approach could have not done:

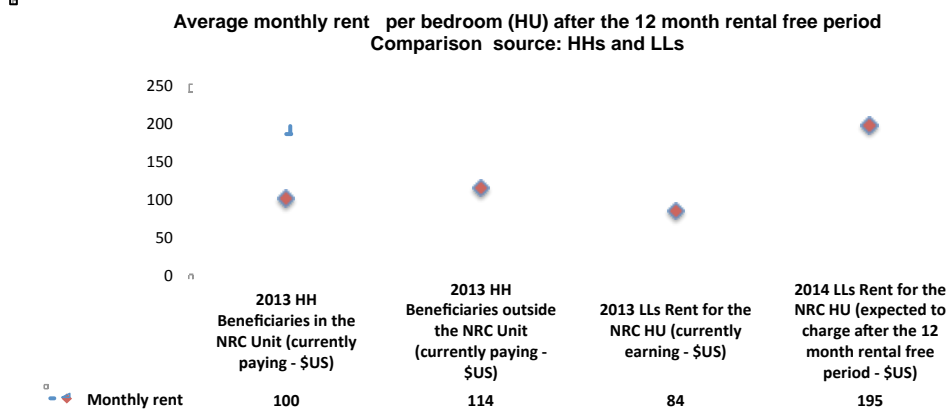
- For those HHs that stayed in the NRC HU (39 percent) after the end of the 12-month rental-free period, they pay, on average, between 84 \$US and 100 \$US per month per HU (Beneficiaries and LL source),
- For those that could not stay in the NRC HU (60 percent), the majority moved to substandard accommodation (57.5 percent) and are paying a higher monthly rent on average.

¹¹⁷ Figure: Percentage of HHs that still live in the HU rehabilitated by NRC after the 12-month rental-free period expired according to HHs beneficiaries.

¹¹⁸ The category other compiles cases that are about to leave the HU.

¹¹⁹ The category "other" compiles cases that are living in a high school and were not classified as Unfinished building.

Figure 39: Average monthly rent per bedroom (HU) after the rent-free period¹²⁰



Source: Evaluation survey (Beneficiaries and LLs phone surveys)

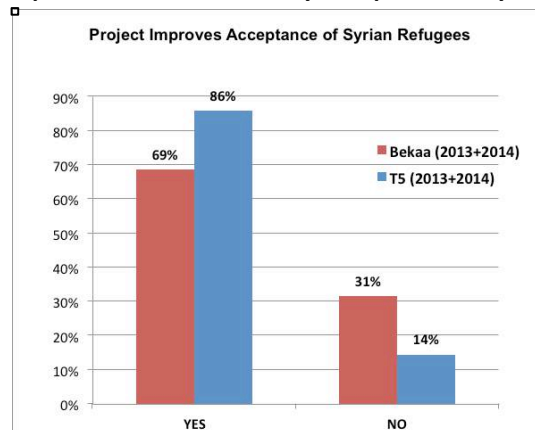
In T5, families occupy an average of 2.54 bedrooms (between 213 \$US and 254\$US), whilst in Bekaa, calculations range from 185 US and 220 \$US per month.¹²¹ These calculations are merely creative, due to the fact that the average number of occupied bedrooms of 2.54 and 2.20 (T5 and Bekaa respectively) implies that beneficiaries would possibly need to rent three on average.

A very positive impact related to rental price stabilization was found in T5, in El Mineh, where a high concentration of the HUs (high coverage) occurred. According to municipal authorities, in El Minieh there are around 15,000 refugees out of an estimated of 35,000 locals, and the NRC contribution to price stabilization is visible if compared to other surrounding areas. It was the only authority that mentioned such an impact.

Impact on Acceptance

According to Landlords' perception, there is a positive impact in acceptance from local/host communities, which is higher in T5 than in Bekaa:

Figure 40: Landlords' perception on local community Acceptance of Syrian Refugees' improvement



Source: Evaluation survey (LL phone survey)

There is also a positive impact in the increase in the number of rental units available in the localities of investment after the 12-month rent-free period expires, motivated by:

- The crisis itself. The majority of the Landlords (77.9 percent in 2013 and 75.3 percent in 2014) had never rented out any spaces before 2012.

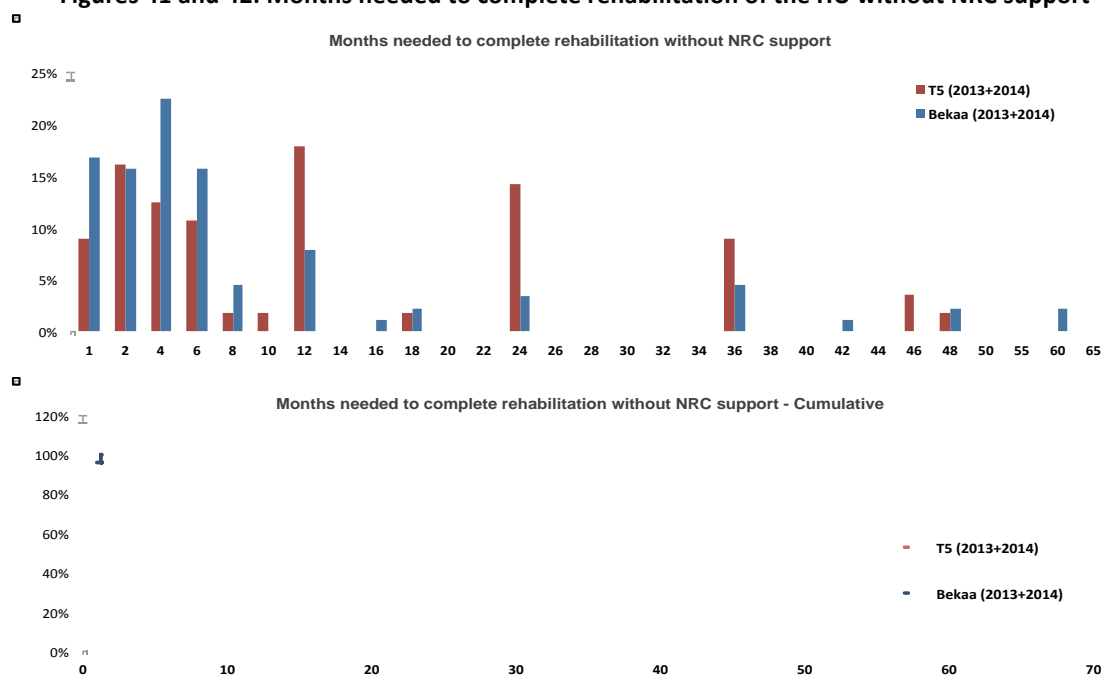
¹²⁰ (All initial calculations were in number of beds, to allow benchmarking with HUs rent prices).

¹²¹ Taking the information from the 2013 HH Beneficiaries remaining and paying in the NRC HU and the 2013 LLs.

- The perception of a positive NRC programme impact. When answering the question: *Do you think that more LLs in your neighbourhood are renting out unfinished HUs because of the NRC programme?* , **61.8 percent responded positively, a clear positive impact** of the intervention.

The research also shows that without the NRC support, Landlords would have needed much longer to carry out the rehabilitation works. NRC thus contributed to accelerating the availability of new rental units in the market:

Figures 41 and 42: Months needed to complete rehabilitation of the HU without NRC support



Source: Evaluation survey (LL phone survey)

Overall, the relationship between Syrian refugees and host communities (beyond Landlords positive perception of the project’s contribution), was perceived as contradictory and with important sources of varying tension according to the gender of FGDs’ respondents. For the purpose of this research, the majority of the FGDs’ interviewed were aware of the existence of several institutions/organizations assisting Syrian refugees, including NRC, UNHCR and Gulf countries that seem to have and continue to have a massive but not properly determined role in ad hoc distributions through local parties/organizations. There is also an extended perception that Syrian refugees are getting an excessive amount of aid, often selling them while there continue to be vulnerable Lebanese. This was a huge problem that cropped up in every discussion, reinforcing the need of prioritising channelling of non-in kind complementary assistance in the future to refugee families.

The increase in rent was not ranked as the main challenge/problem faced by Lebanese, neither in Bekaa nor in T5 (in fact, it was the less frequent response), which can be interpreted as an indirect contribution of the programme towards a certain degree of price stabilization. The full report prepared by the FGDs’ team is available in **Annex 9**. NRC not providing direct support to key Municipalities to help them cope with the public health burden of the crisis can be considered as a missing positive impact of the intervention, that, if undertaken, could have created major benefits to certain localities with minor investments.

“We have been very supportive and opened up our houses to the refugees but now, we cannot continue”. The influx is a big burden on the municipality: garbage, sewage system, water, electricity... security staff was also increased to cope with the increase in the population and we did not have any support from the central government; we also had to take in charge funerals, including a land for burying them”. Municipal authority

8. CONCLUSIONS AND RECOMMENDATIONS

8.1. Conclusions

- * In terms of **impact**, there are undoubtable **positive effects** in the population directly benefiting from the NRC intervention: NRC has drastically reduced payment for basic expenditures by assuming much higher debts and compromising household livelihood has been drastically reduced by the intervention, allowing families to spend on other basic needs. There has also been a positive impact on the increase in the number of rental units available in the localities of investment after the 12-month rent-free period expires, as well as a perception of a better acceptance of Syrian refugees by local communities (according to HUs' landlords) and a certain contribution to rental price stabilization. **The intervention objective of providing shelter to Syrian refugees in Lebanon was attained.**
- * When the **SSU approach** in response to the Syrian crisis was defined, it is considered to have been **very relevant** to the situation, the in-country shelter needs and the existing context and alternatives. In 2015 the situation of many Syrian refugees in the country is simply a tragedy and it is getting worse: they are not assisted as they should, they are not protected as they should and they are systematically exploited. The majority of those living in the worst shelter conditions are still refugees: they are occupying spaces that were not meant to be used for living and which are still not occupied by Lebanese people, reinforcing the appropriateness of the SSUs approach.
- * With the crisis now protracted after four years of conflict, and the Government of Lebanon's restrictions to new refugee entries, the overall SSU approach **continues to be relevant as a shelter response but insufficient (if a stand alone sectoral intervention)** to adequately respond to the living costs and basic assistance and protection needs of the most vulnerable refugee families, who lack both official refugee status and possibilities of dignified work and life.
 - ✓ Average NRC 2014 beneficiaries are unable to reach the MEB (already calculated without the shelter expenditure) in T5 and Bekaa, and unable to reach the SMEB (also without shelter expenditure) in Bekaa.
 - ✓ Average NRC 2014 beneficiaries need 2.96 months' income in T5 and 3.89 months' income in Bekaa to be able to pay the cost of legalizing their stay under new regulations active in Lebanon. This is simply not possible: it is more likely that they will be forced to return to Syria.
 - ✓ Average NRC 2014 beneficiaries in both T5 and Bekaa, even without paying rent, have incurred more debt during the period of assistance, showing on one hand the incapacity to generate enough income and on the other, the insufficient complementary assistance to cover that gap. Even by cutting one of the three main family expenditures (rent), taking the cost of living and average income/assistance per family, given the restrictive government policy and cuts in assistance to refugees both: the in country overall shelter and the NRC response **can only contribute to families not falling into more aggressive coping mechanisms.**
- * The strategic and technical added value of NRC in the shelter sector in Lebanon is largely recognized by key stakeholders, particularly its effective role in the scale-up of the SSUs modality and the possession of advantageous **opportunities to put in place both modalities: "occupied" and "unoccupied"** (both empty buildings and buildings occupied by vulnerable people) that are seen to be **key for either stabilization of families or for Protection contingency purposes.**
- * NRC has pioneered the 100 percent **free rent** modality in the SSUs and, in light of the results, these prove to be **a must**, although **not enough to avoid negative coping mechanisms**, which points out the need to lobby/advocate for a 100 percent free shelter modality instead of rent freeze and/or rent reduction approaches (the main implementation mechanism by shelter actors under SSUs approach).
- * In 2015, the main challenge for the overall humanitarian response is the increasing protection and livelihoods' needs of the refugees, the root causes of which are too linked to the GoL restrictions (including the newly established entry and residency rules for refugees coming from Syria, effective

as of January 2015) and the reduction in international assistance. The crucial overall country issue is that **families should not be forced to choose** between spending scarce resources on food, utilities, education, residence renewals and health care, or going without it, or going back to Syria.

- * Before this evaluation and related to implementation and the type of **modality** applied to the SSUs approach, there is no documented consideration on the possibility to introduce other variations/flexibility, according to specific context and situations, in the main strategy. The SSUs strategy and secondary objectives of the modality (to increase the number of Units in the rental market), catalyzed implementation of the people-centred approach and the needs-driven orientation that was and should still be the primary focus of any humanitarian intervention. Response analysis has not been systematically used to assess which modality would be more appropriate in a given operational context, and it is not suggested by NRC directives either. The 100 percent implementation of “unoccupied modality” in T5 and Bekaa has caused harm to both assisted families whose needs/characteristics did not match with the property offered and could have been better assisted through other modalities; and those that were not even assessed/assisted or who were directly rejected as potential beneficiaries because they did not fit into the “unoccupied” and INGO-UNHCR coordination agreements of that particular area (where other actors were doing 100 percent “occupied” and leaving the full “unoccupied” package to NRC).
- * The **duration of the 12-month rental-free period** was defined as the minimum provision of secure tenure for beneficiary households in Lebanon (inter-agency temporary shelter working group agreement) but NRC in Lebanon has stuck to it as if it were a blueprint. No flexibility to extend the initially defined 12 months was applied. The evaluation found that 40 percent of NRC SSUs beneficiaries remain in the HU after the free-rent period expired, but only 26 percent of the initial SSUs beneficiaries stay paying rent. For the 60 percent of beneficiaries who could not continue in the NRC HU after the 12-month rent-free period ended, the majority moved to substandard shelters, a clear indication of the insufficient length of the support.
- * According to the collected information, only NRC has been implementing a purely SSUs rental-free modality, whilst other actors either apply a mix of rental-free, rent freeze or rent reduction¹²², or only rent freeze, that, in light of the qualitative research carried out during this evaluation, are non-appropriate to assist vulnerable refugee families beyond localized emergencies. Some of those interventions are simply weather-proofing and emergency shelter & WASH, which can be very relevant but should not be called SSUs interventions, as they are not meeting the agreed SSUs minimum standards.
- * At activity level, the programme acted as a supplier of shelter-water and sanitation provision (and more recently WASH) without sufficiently taking into account other dimensions that could improve protection, health, education and livelihood outcomes. Direct referrals to other actors are the exception rather than the norm, and complementarity with NRC core competencies was not in place. **Protection activities played a marginal role** in the response. The lack of an integrated shelter-ICLA intervention in the HHs targeted is a particular weakness. The need to coordinate and “defend” core competency spaces seems to have contributed to slowing down the effective joint-implementation of the response.
 - ✓ Assistance was based on the activity completion of a number of HUs rehabilitated following a standard approach (egalitarian), with little room for adaptation to the families’ particular needs (equity). This seems to be not only a problem of NRC but of many other shelter actors in country.
 - ✓ The WASH component was added to the SSUs approach only in 2014 and it is considered very relevant for the type of needs, intervention and maximization of impact in the living conditions of the refugees. However, other basic needs that would fall into NRC’s technical competencies were only marginally-not at all assessed and/or addressed.

¹²² According to the information collected, SC implements the SSUs in the majority of cases (around 90 percent) with rent-free, whilst in other cases, when the cost of the rehabilitation works is not enough to negotiate a 12-month rental-free, they accept rent reduction.

- ✓ A clear **undermining of security of tenure** at the operational level is acknowledged in the areas visited during this evaluation: T5 and Bekaa.
- * Resources were mostly allocated according to humanitarian needs but in some circumstances were not proportional to the shelter needs of different geographical areas and vulnerable groups (notably in Bekaa, where a major proportion of refugees should have been reached). **HH Targeting** has mostly been guided by the technical condition of the shelter than thorough a socio-economic-protection family assessment (vulnerability), with insufficient systematic integration of **cross-cutting** priorities (vulnerability, gender, protection).
- * When comparing the needs (and exposure to threats- vulnerability) of both Lebanese and Syrian refugees, it becomes clear that the **NRC decision to prioritize the targeting of refugees coming from Syria (either Syrians, PRSs or stateless) was the right one**. These populations, whilst they are in Lebanon, are not sufficiently assisted and protected and are exposed to an overwhelming and increasing exploitation, which adds to their pre-fleeing. On the contrary, Lebanese are exposed to poverty, which does not, *per se*, justify the humanitarian targeting and assistance if not for an acceptance issue and for the application of the Do no Harm approach.
- * The targeting process is not sufficiently systematized (highly personalized and different in each area office without standard operational procedures -SoPs) and has insufficient registration/tracing on decision-making processes and results, including a non-standard vulnerability score cut-off/threshold for inclusion. Registration of protection-related concerns is also insufficient. In spite of those weaknesses in targeting, there is a high percentage of Female HH and other vulnerable Heads of HHs and family members with disabilities out of the total SSUs' caseloads, which is very positive.
- * As part of the evaluation research and analysis, potential correlations between several known **vulnerability factors** and percentage of negative coping mechanisms practiced were reviewed. **Direct correlation** was identified with disability, family size, head of household profile, health expenditure and family composition linked to the cost of residence renewal, while **no conclusive correlations** were identified with dependency ratio, female head of households, date of arrival in Lebanon or previous shelter conditions. These results highlight the importance of taking into consideration other vulnerability factors along with dependency ratio and the FHH.
- * The **"unoccupied"** modality, although very relevant, is **not effective in its current form**. Even if improvements in its current model of intervention would be made, the gravity and contextual nature of most of the identified issues (linked to exposing beneficiaries to potential harm and exploitation and non- security of tenure) deserve a deeper reflection.
 - ✓ **The move out rates in T5 and Bekaa show**, in addition to a weak NRC performance in certain aspects of the programme (inadequate matching of HU and HHs), a **contextual problem for the "unoccupied" modality itself in the country** (insecurity of tenure). No benchmarking with other actors is possible for the modality in Lebanon, due to NRC being the only actor implementing it so far.
 - ✓ Although the **legal SSUs' tools were improved at the end of 2014** and also expanded to include a clause with the specific cost for utilities (considered very much needed in light of the abuses from some LLs), its overall **enforcement is weak or very weak** (especially in Bekaa). NRC being the only actor in a weak legal environment makes options of continuity feasible if non-exploitation of beneficiaries and security of tenure can be granted. Otherwise, the harming consequences of the current move out rates and detected abuses from some LLs, costs of the current programme and the reduction in the arrival of newcomers, are a deterrent for further institutional engagement in that modality.
 - ✓ With regards to the M&E system design, the information available for the outcome monitoring did focus on capturing "occupancy rates" of the HUs instead of move out rates, wrongly interpreted at the field level as the priority. The high move out rates of the modality and the turnover of families within the rent-free period due to replacements for shorter periods of time were not properly tracked /detected until the evaluation teams pointed out the situation.

8.2. Recommendations

R1. NRC should be more proactive and visible at the national and international level to systematically confront the question of humanitarian principles and the violation of refugee rights (including security of tenure) in Lebanon.

- ✓ **R1.a)** NRC should base its advocacy efforts on documenting personal stories and realities, giving the human face to the big numbers of the Syrian crisis. The scope of the needs and the constraints faced by refugees in Lebanon, illustrated through human stories of NRC beneficiaries: testimonies, successes and challenges, making use of social media and ways to communicate in Arabic to actors and people in the region, and linking the messages with the horrific situation in Syria and the current impossibility for the majority of the refugees in Lebanon to return to most areas (either in dispute-besieged / Government / Opposition / IS control, etc.).
- ✓ **R1.b)** NRC should also try to influence Lebanese media through networking with others and consider less “soft” approaches when dealing with breaches in international law and refugee rights, shifting to public denunciation if needed. A specific position on how NRC (and for extension the rest of the SSUs implementers and supporting donors) will either confront the GoL and/or support SSUs beneficiaries to renew residence permits is urgently needed. This would also benefit from a proactive contact with other non-shelter humanitarian INGOs and actors in Lebanon and the region, to search for common grounds in lobby/advocacy and specific response strategies. Even if not part of the traditional humanitarian system, the power and involvement of new donors from Gulf countries should not be underestimated due to their influence and the important pumping of resources channelled to respond to the Syrian refugees and high visibility at municipality level.

R2. In light of the current context deterioration (protection- and livelihoods-related) and the scope and type of negative coping mechanisms that refugees can be forced to employ in the coming future, the priority lines for further investment in operational research should be linked to the most acute needs of Syrian refugees:

- ✓ **R2.a)** Protection-related issues. To document the situation and scope of the problematic of those refugees for which the only alternative has been / will be to go back to Syria (which the GoL is encouraging- a “voluntary” return by exhausting livelihoods and opportunities to legalize their stay in Lebanon), to evidence the widespread consequences of the non-refugee status and the application of the current GoL regulations. In T5, research should also cover families/family members trying to reach Europe (either on ships directly from the Lebanese coast or through other pathways/countries).
- ✓ **R2.b)** Livelihoods-related issues. More information on livelihoods of refugees is needed as a basis for advocacy as well as to better define the appropriate levels and duration of complementary assistance / safety nets support: their assets, patterns of income and expenditure, as well as the options and the constraints they face. As the situation is already acute for the majority of the families, the launch of the research should not stop the start of implementation of a multi-purpose cash complementary assistance (equity based). The amount could be initially calculated according to the findings of this evaluation and with the aim of reducing the use of more extended and/or negative coping strategies (including going back to Syria) amongst the most vulnerable families.

Any other Shelter-related research that could have been very relevant in 2013 and 2014, such as the mapping of the shelter availability, gaps in coverage at country level, etc., loses priority when compared with the above issues.

R3. The results of the research carried out during the evaluation justify the extension in the rental-free period for the most vulnerable (the majority of the families) in exchange for at least including plastering of the walls as a new standard (as already part of the NRC package in Jordan). The coverage of monthly average costs for utilities should also be considered, due to its heavy burden on the overall family income allocation (above expenditure on education!). This inclusion would lead to a full shelter-free modality: families will be discharged of any shelter cost during the period under NRC assistance.

- ✓ **R3.a)** Any upgrade in plastering would represent an increase in the average Bill of Quantity (BoQ), requiring an extension of the negotiated rent-free period. An initial period of 18 months which could be extended with pre-agreed upgrades, if LLs behaviour was correct and supervision mechanisms agreed, seems realistic for the current situation.
- ✓ **R3.b)** Any improvement should be subject to binding contracts – improvements in security of tenure’s enforcement.

R4. A new **targeting** definition of criteria for “unoccupied” and for “occupied” and/or “mixed (cash-occupied modality) prioritizing the vulnerability factors identified in this evaluation, should be elaborated.

- ✓ **R4.a)** In the current vulnerability scoring system, technical focus (shelter condition) overpowers the socio-economic-protection vulnerability score allocation. This preponderance could be partially understood for “occupied”, but should be secondary for “unoccupied”, where the weight of the Socio-Economic Vulnerability and Protection needs of the family (beyond shelter conditions) should be emphasized to make an appropriate use of the added value of the approach.
- ✓ **R4.b)** After an analysis of the findings of the evaluation research, factors with **direct vulnerability correlation** should be prioritized for any modality, defining as well a maximum percentage of the scoring for shelter conditions in any modality, since no direct vulnerability correlations were found in the research. For occupied modalities, NRC should also internally clarify if the target population will be the most vulnerable families living in the worst shelter conditions or, on the contrary, they should prioritize reaching pockets of higher than average vulnerability at the geographic level, moving towards reorientating the overall country portfolio, and thereby gaining more synergy between Shelter, ICLA and other core competencies, i.e. Education at specific locations. This would also open up avenues for agreements with Municipalities on public health investments/running costs support, which could contribute to improving the overall population situation and perception of the institution, gaining negotiating power to ease legal aspects and security of tenure enforcement.

R5. Shifting from the technical/shelter condition to a **people-centred focus** and **family case management approach** needs to be considered. NRC should unequivocally clarify (and make sure that the message is passed to all teams) that the SSUs’ approach main goal is not to increase the number of rental units available in the market but to address the HHs vulnerability and their current poor living conditions through combined assistance and protection interventions.

- ✓ **R5.a)** The model and procedures currently functional in Akkar (for “occupied”) and Jordan (for “unoccupied”) could be used as starting point.
- ✓ **R5.b)** A redefinition and reformulation of the SSUs programme should be carried out, aimed at improving the overall effectiveness and impact of operations, humanitarian/vulnerable/needs-driven orientation, the choice of appropriate modalities for each context and family, and the overall quality on delivery.
- ✓ **R5.c)** The SSUs should become an integrated shelter programme with ICLA and Education NRC core competencies and privileged external referral pathways to reach and achieve other objectives, such as coverage of basic needs, and support physical, psychological wellbeing and protection of the most vulnerable Syrian families.
- ✓ **R5.d)** The choice of modality should also consider HHs preferences, shelter stock availability in the locality, cost-efficiency and/or feasibility (including risk analysis at Locality/Municipal level).
- ✓ **R5.e)** Defining a maximum number of families in waiting lists, including quotas for acute/urgent cases is needed, putting a limit to: the continuous growth in the case load and the number of assessments carried out and the number of new contracts to sign per month per office.

R6. The implementation approach and processes of the current “**unoccupied**” modality should be redefined, reducing insecurity of tenure and improving fulfillment of beneficiaries’ rights.

- ✓ **R6.a)** NRC should study different alternatives and pros and cons to improve the legal and lobby/advocacy enforcement of security of tenure, including the possibility of transferring the same model applied in Collective Centres to SSUs: the iNGO is the tenant (NRC). This would allow to sublet the HUs to the Syrian families. Any modality should also guarantee that the legal approach allow families to renew/extend their residence period.
- ✓ **R6.b)** Improvements in **quality** of processes and respect to standards have to be prioritized.
 - For “unoccupied”, SoPs for the whole process and a new database for matching HHs and Properties should be immediately defined, implementing good practices in data collection and database design, processes and SoPs already available in the NRC programme in Jordan. Social processes in Akkar “occupied modality” could also be used as starting point.
 - For the desired change in focus, there is a need to make the current shelter management structure more rational, reducing unnecessary coordination layers provided that there is a recalculation and an increase in the ratio Social-ICLA assistant/HH. Below shelter area programme managers: one shelter coordinator (technical) and one social coordinator would ideally overlook the processes (including ICLA) and reduce the need to have other intermediate

positions that add more layers to the management and may hinder the overall view and needs-driven focus. The introduction of a Social coordination position would balance the shelter technical vision that has so far driven the approach.

- NRC should be more demanding and reject LLs and properties when ideal criteria are not met; LLs and properties should be jointly assessed by technical shelter teams and social teams, and a basic research on their suitability for the programme verified.
 - It is also suggested that NRC takes a more vertical approach in requesting results and warning-taking corrective actions to “weak performers” if tasks and humanitarian principles are not fulfilled.
 - Formulate a ‘whistleblower’ policy and make a hotline available for reported misuse of protocols or standard operational procedures which automatically triggers an internal investigation by an internal team. NRC must ensure that all staff is aware of the policy.
 - A specific and independent complaints mechanism procedure should be created for beneficiaries.
- ✓ **R6.c)** The quality of delivery is a must and in order to be accomplished, building staff capacity in principled humanitarian action is a priority and essential for the implementation of any programme reorientation. Regular psychological support should also be planned for social teams, who are highly exposed to acute needs situations of either assessed or assisted refugees and their potential deterioration.
- ✓ **R6.d)** It would be desirable, based on the evaluation findings and lessons learned, to carry out an institutional analysis exercise on how to avoid or mitigate similar situations (as reflected in points a, b and c) and reduce the adverse effects to the minimum possible level, especially in vulnerable populations.

R7. Flexibility in the most appropriate approach should be implemented at both geographic area (location) and HH level. It should be done after a risk-assessment on each modality (at both area and locality level), defining a simple algorithm for the systematic choice of the best type of response at HH level, bearing in mind that the “occupied” modality is more effective in the reduction of move outs and evictions rates than the “unoccupied”:

- ✓ **R7.a)** The “unoccupied” modality is the most appropriate for certain Protection cases, Evicted/Homeless/No shelter and for those living in overcrowded conditions or very substandard accommodation, not suitable for rehabilitation at the BoQ cost. Units should also be made more useable for people with disabilities, including specific mobility aid or specific sanitation items and sleeping arrangements in order to support individual needs. NFIS and minor construction interventions can be given after the standard “blue print” solution has been finalized. For Protection/contingency purposes, NRC should also assess if other options are available, like renting out finished apartments if there is no shortage in that particular location (under an agreed formula to grant security of tenure); NRC could be the tenant and sublease to the families.
- ✓ **R7.b)** On the contrary, “occupied” is the most appropriate for families who are already stable in one location with community/working ties and under substandard shelter conditions suitable for rehabilitation. A mixed modality (with complementary cash – ideally multipurpose to avoid rental inflation), can be also applied when the BoQ for the rehabilitation works do not allow NRC to negotiate an extended rental-free period. Cash through beneficiaries options (as implemented by SC) should be considered with the necessary caveats, instead of Landlord-led rehabilitation, as a way of increasing beneficiaries’ empowerment and creating livelihoods opportunities for their entourage.
- ✓ **R7.c)** To also follow the short-term recommendation contained in the October 2013 visit of the NRC Shelter Adviser – Technical (Oslo): *“consider using assistance to cover arrears if this will allow a family to remain in suitable accommodation”*.

R8. Expertise and capacity are also required for M&E enhancement to better detect and respond to “red flags”, such as move out rates, the inclusion of specific categories of HHs with special needs (such as children, disabled headed HHs/disabled members, elderly headed HHs and bed-ridden) and its follow up, vulnerability scores, etc. The use and systematic collection of information of some of the indicators used for this evaluation can provide a useful framework for the improved outcome monitoring. Other good practices identified during the evaluation (i.e. the on-the-spot phone checks, field visits, and internal audits of contracts carried out by the M&E in Akkar) could be systematically extended to all offices.

ANNEXES TO THE EVALUATION REPORT

Evaluation of the Norwegian Refugee Council's Lebanon Host Community Shelter Programmes

**“Increasing the availability of host community
housing stock and improving living conditions
for the provision of refugee shelter”**

Annex 1 – Acronyms

Annex 1. ACRONYMS

\$US	US Dollars
3RP	Regional Refugee & Resilience Plan
ACAPs	The Assessment Capacities Project
BoQ	Bill of Quantities
CHH	Child-Headed Household
CWG	Cash Working Group
DG ECHO	The European Commission's Humanitarian Aid and Civil Protection Department
DHH	Disabled-Headed Household
DRC	Danish Refugee Council
EHH	Elder-Headed Household
F	Female
FGDs	Focus Groups Discussions
FHH	Female- Headed Household
GB	Great Britain
GoL	Government of Lebanon
GSO	General Security Office
HH	Household
HLP	Housing, Land and Property Issues
HP	Hygiene Promotion
HU	Housing Unit
ICLA	Information, Counselling and Legal Assistance
IFRC	International Federation of the Red Cross
iNGOs	International Non-Governmental Organization
IOM	International Organization for Migration
ISIL	Islamic State of Iraq and the Levant
ITS	Informal Tented Settlements
Kcal	Kilocalorie
LL	Landlord
LPB	Lebanese Pounds
M	Male
M&E	Monitoring and Evaluation
MEB	Minimum Expenditure Basket
MOSA	Ministry of Social Affairs
NFI	Non Food Items
NGO	Non-Governmental Organization
No.	Number
NRC	Norwegian Refugee Council
OFCA	The Occupancy Free of Charge Agreement
OHCR	Office of the High Commissioner for Human Rights
PRs	Palestinian Refugees from Syria
PU-AMI	Première Urgence-Aide Médicale
SC	Save the Children
SHH	Single-Headed Household
SMEB	Survival Minimum Expenditure Basket
SSB	Sub-Standard Buildings
SSUs	Small Shelter Units
T5	Tripoli and 5 Districts
ToR	Term of Reference
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees

UNICEF	United Nations Children's Fund
USD	US Dollars
WASH	Water, Sanitation and Hygiene Promotion
WFP	World Food Programme

Annex 2 – Terms of Reference

NRC Evaluation Terms of Reference

EVALUATION OF NRC LEBANON HOST COMMUNITY SHELTER PROGRAMMES

“Increasing the availability of host community housing stock and improving living conditions for the provision of refugee shelter”

WORK STATIONS: Beirut, Lebanon, with field trips

REPORTING TO: Program Director

DURATION: The contract will be for 50 working days over a period of 2 months.

1. BACKGROUND INFORMATION

1.1 Background on the conflict/context

As of September 2014 over 1,1 million individuals have been registered with UNHCR or are awaiting registration, others are unregistered. In addition, the number of PRS has steadily increased, with approximately 50,000 individuals currently in Lebanon. Approximately 1 in 4 of Lebanon's population is a refugee.

The operating environment varies significantly within Lebanon, due primarily to the country's internal conflicts and the degree to which they mirror the Syria crisis. The refugees from Syria, overwhelmingly Sunni and often perceived as being associated with the opposition in Syria, are nonetheless accepted and hosted in all parts of the country for varying reasons.

Due largely to the involvement of Palestinian refugees in some phases of Lebanon's civil war, and to the finely-balanced confessional makeup of the country and its link to the constitution, the existence of camps is a highly emotive issue for many. At the same time the existence of very substantial numbers of refugees dispersed within the host community causes major discontent, with refugees often perceived as taking jobs, depleting resources and causing crime in addition to disturbing the delicate confessional dynamics and tilting existing geo-political balance.

1.2 Background on the thematic area in this context

To date government shelter policy, expressed through the sector's principle interlocutor the Ministry of Social Affairs (MOSA), has ruled out the establishment of large camps. The officially sanctioned alternatives (including building rehabilitation, collective shelters and cash for rent) have been inadequate in scale to prevent the establishment of Informal Settlements, spontaneous slum-like gatherings of temporary structures usually on private land and concentrated in North Lebanon and the Bekaa. As much as 20% of the entire caseload may be resident in such settlements where, despite paying an average of \$80/month rent, they enjoy little security of tenure and next to no service provision.

57% of registered refugees live in the private rental sector. The shortage of minimum standard shelters is seen as the principle sectoral constraint, and consequently large numbers of refugees inhabit progressively more inadequate buildings, including unfinished

houses, garages, shops and worksites.

Donor priorities vary somewhat, but all can usefully be seen in the context of the restrictions described above coupled with a contracting funding environment. The most active donors are UNHCR, ECHO and DfID.

Key further sources of information include the draft Multi Sectoral Needs Analysis chapter and the recent UNHCR shelter survey.

1.3 NRC's Presence and Activities the Country

NRC's Lebanon country programme was opened in 2006 in response to displacement resulting from the war with Israel. Since mid-2011, NRC Lebanon has been involved in the humanitarian response for refugees arriving from Syria. With an initial focus on the most immediate needs identified, NRC Lebanon, through its Shelter programme, has been a main actor in providing shelter solutions and NFIs for Syrian refugees and for Palestinian Refugees from Syria (PRS). Through its shelter work, assessments conducted and coordination with other stakeholders, NRC was able to identify the educational and protection needs of the refugee communities from Syria and started to address these through NRC Lebanon's respective Education and Information, Counselling and Legal Assistance (ICLA) programmes.

1.4 NRC's Intervention

The objective of NRC's shelter programme in Lebanon is to support the creation of new housing in local communities to provide adequate and secure shelter for refugees living in host communities.

Through the Shelter programme NRC upgrades and rehabilitates existing housing units which are unfinished or incomplete and require a degree of work to bring them to adequate and set standards. Contracts between NRC and the local property owner, as well as lease agreements with beneficiary refugee families ensure that refugees live in the created housing units rent-free for 12 months. Buildings are selected for upgrade works based on the willingness of the owner to adhere to the project provisions, the buildings' structural safety, their location (including reference to relevant social factors that affect hosting) and the ability to bring them to minimum standards at a reasonable cost.

Beneficiary households are selected on a formula which is a function of their current shelter conditions (homeless HH are accepted by default), their HH composition (including a full range of standard vulnerability factors) and their current income level. They must of course be willing to share minimum standard accommodation with other households.

A key challenge for the modality is that it is very intensive in terms of staff time and effort, and is therefore limited in scale. Although not part of the rationale in current project proposals, the 'sustainability' of shelter after the 12 month free period is also unproven.

2. PURPOSE OF EVALUATION AND INTENDED USE

The main purpose of the evaluation is to support learning and provide guidance for future program direction especially for what concerns strategy of shelter – ICLA integration in Lebanon. This can lead to a further study comparing our methodology with other alternative ones used to shelter refugees in Lebanon.

The primary user of the evaluation is the NRC management team who will directly utilise the evaluation findings to adjust programme implementation and improve its quality.

The evaluation will also be used by global shelter and ICLA technical advisors and programme managers as a secondary audience. It will directly feed into a technical hand book which will be developed by NRC in the future.

3. SCOPE OF WORK AND LINES OF INQUIRY

3.1 Evaluation Scope

The evaluation will cover the shelter rehabilitation program in exchange for 12-months rent-free hosting in support of displaced people from Syria and will cover the entire country. This evaluation will not include: shelter responses in the Informal Settlements, weather proofing and WASH upgrades in sub-standard buildings, nor the NRC response in the Palestinian Camps and gatherings.

3.2 Main question

Does the NRC housing rehabilitation approach allow refugees to enjoy their right to adequate housing¹?

Sub questions:

Relevance and appropriateness

- Is the housing rehabilitation in exchange for occupancy free of charge appropriate for the situation in country? Does the approach respond to the shelter needs in country?

Effectiveness

- Where households are not benefitting from the 12-month hosting period, what are the reasons for households vacating properties early?
- During the hosting period: How have the relationships between homeowner and beneficiary been during the occupancy free of charge period? What, if any, issues may lead to eviction or the owner or beneficiary not wanting to continue with the hosting agreement?

Impact

- What impact has this had on the refugees who benefited from this intervention? (How has this modality created opportunities for refugees to access services (health, education etc), livelihoods, income generation activities, save money, improve their livelihoods, etc).
- What other impact has this programme had on the refugees and where applicable on the host community, and homeowners, including positive and negative, intended and unintended impacts? This should include exposure to risk – including health and protection issues?

1. METHODOLOGY

The evaluator is invited to propose a methodological approach which will directly answer each of the questions outlined above. As a minimum, the methodology should desk review of key documents, structured interviews, focus group discussions with shelter program beneficiaries, community mapping etc. On individual level some in depth questionnaire/case study might be undertaken along a typical case line of enquiry.

¹ http://www.cohre.org/sites/default/files/un_factsheet_on_the_right_to_adequate_housing.pdf

All NRC evaluations are required to respond to an additional 'Evidence Case Study' which addresses a strategically important questions for NRC. In 2014, this question is:

Is NRC reaching the right people?

EVALUATION FOLLOW UP AND LEARNING

NRC follows up all evaluations with a management response, and its implementation is subsequently tracked. This will include the documentation of key learning which will be shared with the relevant head office technical advisor for circulation to NRC country offices.

In Lebanon the result of this evaluation will be used to inform the upcoming design of the Shelter strategy for 2015 - 2017. Additionally the evaluation will be shared with the Shelter Working Group and with the most relevant donor supporting NRC Shelter interventions.

This evaluation, including the case studies will contribute to an annual learning review which feeds into annual strategic planning processes. Key findings will be reported to NRC's senior management in Oslo.

2. EVALUATION PRINCIPALS

- The views expressed in the report shall be the independent and candid professional opinion of the evaluator. The evaluation will be guided by the following ethical considerations:
- Openness - of information given, to the highest possible degree to all involved parties
- Public access - to the results when there are not special considerations against this
- Broad participation - the interested parties should be involved where relevant and possible
- Reliability and independence - the evaluation should be conducted so that findings and conclusions are correct and trustworthy

3. COORDINATION AND MANAGEMENT OF THE EVALUATION

The evaluation is managed in country by the Program Director who assigns a steering committee for this evaluation.

The Program Director can draw on a reference group consisting of:

Lebanon Shelter Advisor
Program Advisor
Evaluation Advisor
Global Technical Advisor, Shelter
Global Technical Advisor, ICLA

The Program Director is responsible to facilitate access to information, documentation sources, travel, and field logistics.

The Steering committee in country will oversee administration and overall coordination, including monitoring progress. The main functions of the Steering committee will be:

- to establish the Terms of Reference of the evaluation;

- select external evaluator(s);
- review and comment on the inception report and approve the proposed evaluation strategy;
- review and comment on the draft evaluation report;
- establish a dissemination and utilization strategy.

4. DELIVERABLES AND REPORTING DEADLINES

The evaluation team will submit three reports and three presentations:

- **Inception report:** Following the desk review and prior to beginning field work, the evaluation team will produce an inception report subject to approval by the NRC Evaluation Steering Committee. This report will detail a draft work plan with a summary of the primary information needs, the methodology to be used, and a work plan/schedule for field visits and major deadlines. With respect to methodology, the evaluation team will provide a description of how data will be collected and a sampling framework, data sources, and drafts of suggested data collection tools such as questionnaires and interview guides. Once the report is finalised and accepted, the evaluation team must submit a request for any change in strategy or approach to the NRC Evaluation Steering Committee.
- **Draft report:** A draft evaluation report will be submitted to the Evaluation Steering Committee, who will review the draft and provide feedback within two weeks of receipt of the draft report.
- **Final report:** The Final Evaluation Report will follow NRC's standard template for evaluation reports. The final report should include a two page executive summary that summarizes the key lessons learned and should also include best practices case studies that can be shared with NRC's technical and management staff.

All material collected in the undertaking of the evaluation process should be lodged with the Chair of the NRC Evaluation Steering Committee prior to the termination of the contract.

- **Presentation of findings:**
 - o At the end of the field research, the evaluation team will present preliminary findings to validate and prioritise learning at the Lebanon level.
 - o After the Final Evaluation Report is submitted, the evaluation team will provide a final presentation for relevant stakeholders.
 - o One Skype call for HO and other interested NRC staff who may benefit from the learning with the lead Evaluator.

5. TIMEFRAME

Proposals should present a budget in the number of expected working days over the entire period.

The evaluation is scheduled to start at the end of September and fieldwork is projected tentatively in the 3rd and 4th week of October, depending on the availability of the evaluator; however a draft report should be submitted by November, 17 2014 and finalized by November 30th, 2014.

The consultant is expected to provide a suggested timeline and work plan for the assessment based

on these scheduling parameters and in keeping with the scope of the research questions and assessment criteria.

In event of serious problems or delays, the team leader should inform the Steering Committee immediately. Any significant changes to review timetables shall be approved by the Steering Committee in advance.

6. EVALUATION CONSULTANT TEAM

NRC seeks expressions of interest from people with the following skills/qualifications and expertise:

- Background in delivery of Shelter programmes (process rather than engineering focus)
- Understanding of HLP/Security of Tenure/CDR – ideally in both global, local and humanitarian context
- Understanding of rental markets, use of CTP modalities – economic measures of additional +/- the project may have given
- Social – protection and other comparables with camp/settlement
- Sound and proved experience in conducting evaluations, particularly utilisation and learning focussed evaluations. Expertise in qualitative data collection techniques.

7. APPLICATION PROCESS AND REQUIREMENTS

Application Deadline: 20th September 2014

Interview dates: 24 – 25 September 2014

Bids must include the following:

- Proposal including, outline of evaluation framework and methods, including comments on the TOR, proposed time frame and work plan (bids over 3 pages will be automatically excluded).
- Proposed evaluation budget
- CVs and evidence of past evaluations for each team member

Submit completed bids to Filippo Ortolani at filippo.ortolani@nrc.no

Annex 3 – “NRC handout on Legal Status of Refugees from Syria and the consequences of recent changes”

Legal Status of Refugees from Syria – consequences of recent changes

On 31 December 2014,¹ the General Security Office (GSO) issued a Circular introducing new entry and residency rules for Syrian nationals (PRS are not included) taking effect from 5 January 2015. In addition, other regulations concerning residency renewal and regularisation have been issued. These changes represent a shift in policy and in practice which, in turn, create serious protection concerns.

1) ENTRY

- Since 5 January 2015, Syrian nationals wishing to enter Lebanon must disclose their purpose for entry and comply with the requirements of one of a number of categories. For each category, specified documents must be presented at the border.
- **There is currently no category for refugees who are fleeing conflict or persecution and seeking safety in Lebanon.** There is a category for 'displaced' requiring compliance with either:
 - one of the other entry categories (for Syrians already registered with UNHCR); or
 - a criteria (not yet finalised) for exceptional cases as determined by the Ministry of Social Affairs (MOSA) (for those not registered with UNHCR).

2) RENEWAL OF RESIDENCY

- Syrian nationals already in country prior to 5 January 2015 may renew their residency visa provided they comply with amended, and **highly complex**, renewal regulations.
- **NRC has observed discrepancies in the application of these renewal regulations.**
- Documents required for renewal are difficult and expensive to obtain.
- New regulations make a distinction between Syrians registered with UNHCR and those who are not.
 - Both need to pay USD200 (unchanged), obtain a "housing pledge", lease agreement, etc. - approximately USD150² per family (registered with UNHCR) to obtain documentation.
 - Those registered with UNHCR: pledge not to work.
 - Those not registered with UNHCR: pledge of responsibility by Lebanese national.

3) REGULARISATION

- Expired residency - can regularise as if it was a renewal.
- Unofficial entry: 1) must pay fine of USD633, leave within 5 days and may re-enter according to one of the categories, or 2) if do not able to pay fine, will be given a permanent ban from re-entry.

PROTECTION CONCERNS AND CASES:

- Complex rules, interpreted and applied differently by GSO offices. Challenge to provide accurate information. For instance, GSO offices in the South and in the North require a certified statement from the Municipality attesting that the dwelling (or other) is suitable or adequate to live in. Meanwhile GSO offices in Bekaa do not require for such document.
- Pledge not to work – risk of criminal sanctions. Refugees are concerned and some ask if should register with UNHCR. Limited livelihood opportunities, reduction in assistance and places refugees at high vulnerable risk.
 - In the South, a refugee resigned from his job and went into hiding. In the North, a GSO office asked a refugee to cancel his UNHCR registration if he wanted to work.
- Cost of renewal – USD200 for every person over 15 years and high cost of required documents. Negative coping mechanisms – to fulfil onerous requirements.
- Housing pledge and lease agreement requirement – in the South, a landlord agreed to provide a housing pledge but refused to sign a lease agreement.
- Link between the length of time of UNHCR registration document and length of residency visa.
- Pledge of responsibility – sponsorship by Lebanese national who has to take full responsibility.
- Reduction in freedom of movement and access to rights and services as more Syrians unable to maintain legal status.
- Refugees in need of international protection might not be able to enter Lebanon to seek safety.

¹ Circular was amended on 13 January and 3 February 2015.

² Excluding transportation costs and the USD200 renewal fee.

Annex 4 – Methodology

ANNEX 4 (METHODOLOGY)

6. METHODOLOGY

6.1. Evaluation Purpose and Scope

According to the Term of Reference (ToR) (see Annex 2), the Evaluation must respond to one Main Question: *Does the NRC housing rehabilitation approach allow refugees to enjoy their right to adequate housing?*

This evaluation covers the country shelter rehabilitation programme in exchange for 12-months rent-free hosting in support of displaced people from Syria (2011- 2014).²

The evaluation will contribute to organizational learning and it is framed within the following objectives:

- To support learning and provide guidance for future programme direction, especially for what concerns strategy of shelter – ICLA integration in Lebanon;
- To contribute to an annual learning review which feeds into NRC annual strategic planning processes in Oslo.

The intended users of the evaluation include: the NRC management team, who will directly use the evaluation findings to adjust programme implementation and improve its quality (primary user), and the global shelter and ICLA technical advisors and programme managers (secondary audience).

6.2. Overall Approach

The evaluation process was based on a mixed methods approach, combining qualitative and quantitative methodologies, performing both quantitative and qualitative analysis.

Most of the quantitative information was extracted from secondary sources (internal and external), searching beyond descriptive statistics and identifying interrelations among factors and relevant tendencies in the documents and NRC shelter database.

Existing data sets, reports and studies used, and where these were not reliable or available, qualitative approaches were followed to compensate. The data analysis did enable the evaluator to identify/map possible trends and hypotheses to be tested during the field phase detailed below:

NRC Key Assumptions/Theory of Change on the approach

The following assumptions shaped the evaluation outcomes and methodological approach:

- 1) The modality is believed to offer relatively good quality shelter to the most vulnerable, including those least able to pay rent in the private sector. This is provided at a cost (average \$USD 1500/HH) lower than a year of cash for rent.
- 2) At the end of the 12-month period, NRC assumes that the HHs may have been able to establish themselves economically and enter the rent-paying sector, the building owner has an asset to contribute to the household (HH) economy, and there is an additional unit in the local rental stock which mitigates against rent inflation.³

¹“The Right to Adequate Housing”, Office of the United Nations High Commissioner for Human Rights and UN Habitat, Fact Sheet No. 21 (Rev. 1), 2009.

² According to the March 2014 UNHCR Shelter Survey, the largest percentage of refugees (73%) rent finished or unfinished apartments, houses, or various types of one room structures. Typically, 1-3 room units are created by subdividing preexisting apartments or houses. The figure also includes a small but significant number of units, such as commercial or office spaces that have been adapted to serve as shelter. It also extends to old or abandoned houses in historic village cores.

³ Shelters become part of the national rental stock, mitigating against rent inflation for the benefit of all in the rental market.

- 3) The provision of shelter with sanitation also offers families health and security benefits.
- 4) The rental-free period will allow families to build their resilience and to prioritize other urgent needs, giving them freedom to allocate their resources.
- 5) The rental-free period and the security of tenure helps families to feel safe and not fear eviction or secondary displacement.
- 6) The approach helps the host community to perceive it as an investment and will contribute to stabilize the relation between host and refugees. The Lebanese or Lebanon-resident hosts are supported tangibly, with the transfer of economic assets for the future, and visibly, thus bonds between the communities are strengthened, more mechanisms of solidarity are put in place and the risk of large-scale evictions is reduced.

Other NRC assumptions and challenges that were also tested in the evaluation

- 7) The landlords owning a non-finalized housing unit are very interested in participating, because without support they would not be able to finalize it and rent it out.
- 8) The entire matching process is carried out according to priorities defined for HH beneficiary and shelter selection.
- 9) NRC is able to move people very quickly into the newly finished rehabilitated/constructed units. Although not a classic emergency programme, it should still be a quick programme.
- 10) Donors have particular and divergent preferences in favour of unoccupied or occupied buildings, although it is unclear whether the rationales for these views are well-founded, and they may change. NRC does both types, usually in response to local variations and considers these models to have equal value as in all cases NRC is creating new minimum standard spaces.
- 11) How the approach could be more efficient: the approach is not yet a “business approach” to bring it to scale. It’s very time consuming and handling time and transaction costs are too high.
- 12) Donors are questioning the impact of this type of non-traditional intervention-approach and request more outcome data. *What happens after 12 months?* is a constant questioning to the approach. Are the arguments of increased housing stock (contributing to stabilize rental prices) and that all investments have its lifespan (tents are also costly and are worn out after a year) good enough or are other arguments and documentation needed?
- 13) Integration and maximization of potential complementarities between NRC core competencies is not yet fully achieved.
- 14) All of NRC’s inputs are committed at the start of the year of hosting. NRC has limited means of compelling building owners to honour the full year and have to work hard to avoid eviction and the charging of rent. Options for legal actions are not yet initiated (either in the refugees’ or NRC’s interest),⁴ and are being explored with the help of ICLA but apparently not yet initiated (either in the refugees’ or NRC’s interests).⁵

During the field phase, a special focus was given to the working dynamics created amongst NRC, relevant authorities and target and host populations in the catchment area, and the integration of Vulnerability, Protection-Safe programming and Gender throughout the different strategies and activities put in place⁶.

The intervention was then judged from:

- The angle of beneficiaries’ perceptions (including HHs benefiting from the programme and Owners/Landlords targeted in the approach),
- Key stakeholders’ perception (with a special focus on Local authorities, population-Residents of villages/neighborhoods where the programme was/is implemented and the core shelter iNGOs in the areas of NRC’s work),
- NRC’s perspective of challenges and results achieved.

The evaluator identified attribution / contribution problems where relevant and carried out analysis accordingly, employing triangulated data analysis procedures.⁶

⁴ Legal action or dispute resolution as appropriate, are being explored and rolled out gradually.

⁵ Special attention was given to avoiding stigma for affected populations, putting in place best practice for approaching-carrying out interviews.

⁶ Triangulation is a key technique for ensuring accuracy and reliability in qualitative and mixed-methods approach.

6.3. Evaluation Questions and Criteria

During the first phase of the evaluation and in order to respond to the core question “To what extent are the interventions likely to achieve their intended results”⁷, the evaluator proposed adding one further sub criteria to the initial ToR (to determine the Coverage⁸ of the interventions), which was accepted by NRC.

A detailed Evaluation Matrix with Indicators, Sources and Methods per Question and Criteria was developed and approved by NRC during Phase I (See Annex 4 Evaluation matrix).

6.4. Tools/Techniques employed

See Annex 6 “Data Collection Tools” for more details

Tool/Technique	Targets and Actors involved	Comments
Compilation and Analysis of available documents and Quality of monitoring information	<ul style="list-style-type: none"> Analysis of documents provided by NRC, prior to the field visit (Phase 1) Analysis of the complementary documents (considered relevant) that the evaluator was able to obtain from NRC and/or other organizations / institutions during the visit to Lebanon (Phase 2) and during Phase 3 of the evaluation, A reliability database quality check was carried out by the evaluator in each area office 	Most of the quantitative data came from the reports and data already collected by NRC and already reflected in the reports and other relevant documents pertaining to the programme.
Household Face to Face Survey	<ul style="list-style-type: none"> Target Population⁹ (sampled from the 2014 case loads in T5¹⁰ and Bekaa) with one specific tool for a face-to-face survey. 133 HHs in 9 localities (T5)¹¹ and 72 HHs in 10 localities (Bekaa)¹² were done 4 NRC teams of 2 members each (M/F) of “delocalized staff”¹³ Evaluator and Evaluator assistant 	Dates of data collection: 02-06 February 2015 in T5 and 9-11 February 2015 in Bekaa. The HH survey was implemented using Mobenzi software and portable devices for data collection, entry and preliminary analysis 11 NRC national staff to compose 4 teams of NRC enumerators (2 persons

⁷ Area of inquiry under the “Effectiveness” criteria.

⁸ Coverage refers to the extent to which population groups are included in or excluded from an intervention, determining who was supported by humanitarian action and why and it is especially relevant for the humanitarian commitment to provide aid on the basis of need alone. Key elements of coverage include: Targeting (with inclusion and possible exclusion bias), Levels of Coverage, Demographical analysis and the factors influencing it.

⁹ The primary respondent in each household will be the person mainly responsible for how the household spends its money, prioritizing, in case of doubt, women respondents.

¹⁰ Commonly referred to as Tripoli + 5 districts.

¹¹ 69 HHs were reached in T5 in the following localities: Abde, Bebrine, Bhannine, Bqaa Safrin, Btermaz, Deir Amar, El Beddaoui, El Minie and Sir Ed Danniye. T5 is composed of 6 districts: Tripoli, El Koura, El Batroun, Bcharre, Zgharta and El Minnie-Dennie, which are commonly referred to as Tripoli +5 (T5). Tripoli is the capital of the north Governorate and second largest city in the country; the majority of Lebanese in T5 are Sunni. NRC merged at the end of 2014 the T5 and Akkar offices into one new area office: North.

¹² 64 HHs were reached in Bekaa in the following localities: Saadnayel, El Marj, Taalabaya, Houch el Harime, Mansoura, Taanayel, Khirbet Rouha, Bar Elias, Ghazze and Souairi. The northern localities such as Arsaal, Balbeek and Fakehe were avoided for security reasons.

¹³ Except 1 team, all teams were balanced with Male/Female. A specific indication was given to avoid (as much as possible) enumerators pertaining to the area office surveyed, and include NRC staff from non-shelter core competency (such as ICLA and Education). This was fully respected by NRC and the teams were mixed to minimize bias.

		in each team, also considering the need for backups). Teams were trained in the NRC office in Beirut January 28 th and 29 th . They also participated in the Survey validation test.
Focus Group Discussions¹⁴ (FGDs) and/or Group interviews	<ul style="list-style-type: none"> Host community members in sampled areas of NRC intervention¹⁵. When carrying out FGDs or Group interviews, similar socio economic characteristics were searched, with gender balance/representativeness A total of 23 FGDs were carried out: 11 FGD in T5¹⁶ and 12 in Bekaa¹⁷ All the FGDs were carried out by the same team, formed by 2 female enumerators (delocalized NRC staff with previous experience guiding and carrying out FGDs) Evaluator and Evaluator assistant) 	The focus groups and/or Group interviews were developed in small groups, with a maximum of 11 participants each. The topics were already determined. 2 NRC national staff previously trained in FGDs techniques were also assisting to the training that took place in the NRC office in Beirut January 28 th and 29 th . They also participated in the revision of the tool, analysis and reporting of the information/results.
Semistructured individual key informants¹⁸ interviews	<ul style="list-style-type: none"> A total of 43 individual interviews were completed Key Actors present in the area of intervention working in the Shelter and WASH sectors, with whom the programme had/has any type of coordination: iNGOs, NGOs, UN agencies, etc. NRC key staff¹⁹ Local authorities (Municipalities/Local Councils) in the same NRC localities where the HH survey and FGD took place ECHO, as a key Donor with insight in the humanitarian and shelter context in Lebanon For the interviews with local authorities, the evaluator had the support of English–local language translation See Annex 7: List of contacts of the evaluation 	
Direct Observation	<ul style="list-style-type: none"> On-field observation in the HHs, communities / areas visited by the HH Survey and FGDs (NRC enumerators, Evaluator and Evaluator assistant) 	Regular daily debriefing/briefing meetings were held to allow capturing key qualitative information from HH Surveys and FGDs. The collected information complemented the information collected through the other tools/techniques.
Phone Surveys	<ul style="list-style-type: none"> A total of 291 Phone Surveys of 3 typologies were completed: <ul style="list-style-type: none"> A significant sample of Owners- 	Dates of data collection: 27-01 January 2015 and 13 February 2105. The information will be key to assess

¹⁴ The FGDs will aim at identifying key information from the NRC intervention (mostly related to Targeting and Acceptance).

¹⁵ Similar variables in terms of % of refugees out of host population will be searched for comparability.

¹⁶ 11 FGDs (73 participants: 25M / 48F): 5 mixed (M/F), 5 (F) and 1(M).

¹⁷ 12 FGDs (69 participants: 41M / 28F): 5 mixed (M/F), 3 (F) and 4 (M).

¹⁸ The interviews with key informants will serve to collect information and views on key issues outlined in the evaluation matrix and to identify causalities and bridging information gaps.

¹⁹ The NRC staff interviews also included key social staff from Akkar, part of the same area office (North).

	<p>Landlords (from past and current caseloads) was targeted by a phone survey: 146</p> <ul style="list-style-type: none"> - A significant sample of Beneficiaries²⁰ (sampled from the 2013 caseloads) was also be reached through a specific phone survey: 118 - The totality of the registered HHs that “moved out” in 2014 before the 12-month rental-free period expires were also interviewed in a specific Phone survey (information only available for Bekaa), reaching 26 • The NRC phone survey team was comprised of: <ul style="list-style-type: none"> - 3 Monitoring and Evaluation officers: for the Owners-LL (2013 and 2014) and the 2013 HH Beneficiaries - 3 enumerators from the HH survey teams were carrying out the 2014 Beneficiaries’ Move out survey in Bekaa 	<p>what happens after the 12 months²¹ and the secondary impact in the rental market which is searched as a secondary objective by the current shelter approach.</p> <p>To reduce possible biases, 3 Monitoring & Evaluation (M&E) officers, from different NRC area offices were in charge of the Owners-Land Lords (LL) (2013 and 2014) and Beneficiaries (2013) Phone surveys.</p> <p>Both Surveys were designed according to the methodology of the evaluation. Some parts were adapted from the data collection tools of the External evaluation of the Rental Support Cash Grant Approach Applied to Return and Relocation Programs in Haiti²² and the UNHCR Phone Shelter Survey II tool (2015).</p> <p>The test took place after a specific training session held January 26th in Beirut.</p> <p>Mobenzi software in portable devices for data collection/entry were used for the Owners-LL (2013 and 2014) and Beneficiaries (2013) phone surveys, whilst an google drive tool was designed and used for the 2014 Bekaa “move out” survey</p>
Data sharing and joint analysis sessions	<ul style="list-style-type: none"> • 4 joint analysis sessions were held²³ • NRC staff from ICLA and Shelter (technical and social) in North and Bekaa area offices²⁴ 	<p>February 2nd-6th 2015 in T5 and February 9-11th 2015 in Bekaa.</p> <p>Information triangulation and contribution to learning and identification of challenges and best practices.</p>

6.5.Sampling

The aim of this exercise was to obtain a representative sample for the different populations assisted by NRC and to test the hypothesis of the evaluation. The localities / areas to visit and the HHs to be interviewed were selected on the basis of a combination of criteria meant to ensure the representativeness of NRC’s intervention, target population characteristics and the contexts in which they are carried out, applying a random selection (software function) to those falling into each control group category in order to identify primary contacts and their respective backups.

The selection allowed comparing different population groups and subgroups (four different control groups were created) and was systematically analyzed in the search of relevant correlations and factors

²⁰ The primary respondent in each household was the person mainly responsible for how the household spends its money, prioritizing, in case of doubt, women respondents.

²¹ Presumably former caseloads’ landlords/owners (after the 12 month rental period) will be easier to trace than former beneficiaries.

²² The Wolfgroup, September-January 2013.

²³ The NRC staff joint sessions also included key shelter technical staff from Akkar, part of the same area office of T5 (North).

²⁴ For area offices staff and according to agendas, brief and “light” lessons-learned sessions centered on identifying main achievements and shortcomings, causal factors and lessons learned might be held.

shaping the Relevance, Appropriateness, Effectiveness and Impact of the NRC intervention. Random survey lists using four control groups were created:

- HH size ≥ 6:
 - HHs with arrival date in Lebanon ≥ January 2013
 - HHs with arrival date in Lebanon ≤ December 2012
- HH size ≤ 5:
 - HHs with arrival date in Lebanon ≥ January 2013
 - HHs with arrival date in Lebanon ≤ December 2012

In both T5 and Bekaa:

- 291 phone surveys were completed:
 - 146 Owners/LL: 78 (2014) and 68 (2013) Owners-LL
 - 118 Beneficiaries (2013)
 - 26 Move outs (only Bekaa).
- 133 HH Surveys (Face to Face) were carried out and 23 FGDs were implemented in:

T5 Localities	HH Surveys ²⁵	FGDs
Abde	Yes	1 (Female)
Bebnine	Yes	-
Bhannine	Yes	2 (1 Female, 1 Mixed ²⁶)
Bqaa Safrin	Yes	1 (Female)
Btermaz	Yes	-
Deir Amar	Yes	-
El Beddaoui	Yes	1 (Mixed)
El Minieh	Yes	2 (1 Female, 1 Mixed)
Mhamra	-	1 (Mixed)
Nahr El Bared	-	1 (Mixed)
Sir El Danniye	Yes	1 (Mixed)
Bqarsouna	-	1 (Male)

Bekaa Localities	HH Surveys	FGDs
Saadnayel	Yes	-
El Marj	Yes	1 (Mixed)
Taalabaya	Yes	-
Houch el Harime	Yes	-
Mansoura	Yes	-
Taanayel	Yes	1 (Mixed)
Khirbet Rouha	Yes	3 (Male, 2 Female)
Bar Elias	Yes	5 (2 Male, 2 Female, 1 Mixed)
Ghazze	-	1 (Male)
Souairi	-	1 (Mixed)

- HH size/Family size was defined, for the purpose of the surveys, as: how many members live and eat together on a regular basis.
- The primary respondent of the HH survey was the person responsible for Household expenditure, prioritizing women respondents in case of doubt.

²⁵ Where no HH surveys were carried out (either in T5 or Bekaa), it was for a limitation (see section 6.7), either due to the No. of available HHs with the predetermined characteristics in the lists (primary contacts and backups) and low success rates, or logistic constraints: the snow storm in Bekaa that limited movements and access to certain areas.

²⁶ (M/F).

- Out of the total 133 questionnaire respondents (69 in T5 and 64 in Bekaa), 60,15 percent were male (80) and 39,85 percent were female (53):

HH Survey Respondents	Male	Female
Bekaa	60,9% (39)	39,1% (25)
T5	59,4% (41)	40,6% (28)

Following the analysis of the “move out rates” in T5 and Bekaa, a new tool was created and developed: the “Akkar Phone Survey March” March 10th. Its aim was to obtain comparable information from the existing results on percentage of move outs, evictions, etc. to benchmark unoccupied with occupied modalities and its possible influence in the move outs and evictions rates. Akkar’s SSUs caseload is above 95 percent of the Occupied modality, whilst in T5 and Bekaa, it has been 100 percent unoccupied (in 2014). One hundred and seventeen²⁷ contacts were sampled, following the same methodology as the previous HH survey lists.

6.6. Timeline - Phases and deliverables of the evaluation

Activities	Duration	Dates	Deliverables
<i>Desk review Phase (1):</i>	<i>Total Phase 1: 12 days</i>	10 th December 2014 – 15 th January 2015	Data collection/analysis plan and schedule, draft methodology, and data collection tools Inception report (1 st Draft submitted on January the 5 th and the final version on January 15 th)
<i>Field Phase (2):</i>	<i>Total Phase 2: 26 days</i>	22 nd January – 16 th February	Complete Surveys, FGDs/Group discussions, visits and interviews with key stakeholders Validation session-Debriefing presentation of preliminary findings ²⁸
<i>Synthesis and Reporting Phase (3):</i>	<i>Total Phase 3: 18 days</i>	23 rd February – 16 th March	Draft version of evaluation report submitted by March the 16th
		17 th – 23 rd March	Final version - evaluation report submission by March the 23rd
Total (working days)	56 days ²⁹		
International Travel	2 days	International Travel: 21 st January and 17 th February	

6.7. Limitations / Evaluability deficit / Discrepancies in the evaluation report

Although there have been no major limitations to the normal development of the evaluation, it is worth mentioning some limitations that, in the opinion of the evaluator, have been partially alleviated in large part by the qualitative analysis – interviews, searching and cross-checking of information put together

²⁷ The total number should have been of 120 contacts (30 falling into each of the four control groups), but there were not enough cases in one of the categories (three missing).

²⁸ The restitution session took place on February 16th (whole day) with the assistance of the country management team (including area managers) and the shelter programme managers and coordinators.

²⁹ Including the external peer reviewer.

during the field work and the synthesis phase (Phase 3) of this evaluation (fully supported by NRC capital and field teams) and that do not compromise the findings of this report.

Technical limitations

- Ideally and to answer some of the evaluation questions (related to impact), comparisons between control groups should be made before and after the implementation of programmes, although in humanitarian interventions they are not usually available and are ethically questionable. The challenge is even harder because the evaluation requests measuring impact in a multidimensional integrated manner, going beyond the shelter provision and looking at health, coping strategies, livelihoods, protection, mobility, etc., which would require more context-adapted indicators.
 - Indirect questions were introduced in different Tools with the aim of providing a trend (as a result), that could lead to the decision to carry out a more formal and structured research in the future.
- Another challenge faced in responding to some key evaluation questions is the difficulty to trace HH beneficiaries after the 12-month rental period, with decreasingly accurate phone numbers available to contact them.
 - To compensate the difficulty of tracing beneficiaries after the 12-month rental period, it was decided to:
 - Rely on existing NRC internal information that will be re-analyzed by the evaluator;
 - Invest time and resources in a phone survey contacting Landlords/Owners that, together with other key information, could provide a basic answer on the situation after the 12-month rental (Do the families remain or not, and if not: has the Unit being rented and at what Price and who is occupying it): LL Phone Survey 2013 case loads, as well as future intentions LL Phone Survey 2014 case loads.
- Due to the non systematic integration-link of ICLA in the shelter programme, an important evaluability deficit has been identified to respond to the Question: *During the hosting period: How have the relationships between homeowner and beneficiary been during the occupancy free-of-charge period? What, if any, issues may lead to eviction or the owner or beneficiary not wanting to continue with the hosting agreement*
 - This question has only been answered partially due to the low ICLA follow-up of the NRC shelter case loads and the unavailability to provide a basic breakdown of information per area office identifying typology of requests/situations linked to shelter-HLP.
 - Key information of those cases referred by NRC shelter to ICLA was only systematized in Akkar. It was also not possible to calculate the number of cases referred by NRC shelter from the total number of ICLA cases.
- The fact that the field work and surveys were carried out in the peak of the winter season could have conditioned some results. With the onset of winter, food is becoming scarcer and more expensive while casual labor opportunities are diminishing and, in some areas, disappearing, decreasing daily income and reducing the number of days’ work per household. The winter season can also force the prioritization of some components that would most probably be not so pressing during the summer, such as plastering to avoid cold and leaking, winterization support, among others.
- Limitation in the M&E system: The Outcome monitoring process is relatively new (implemented since the end of 2014) and does not yet allow to have consolidated results for the whole 12-month rental-free period. Additionally, there is no systematic registration of the move outs and the details of average time occupancy. This has limited the possibility of better analyzing the move outs/evictions’ trends and the overall security of tenure

The profiling data obtained from the NRC country data base should be taken as orientative due to the high move out rates and the practice of replacement of the initially registered family (the one matching the contract) for a second or third family for the remaining rental-free period without changing the initial HH name, characteristics and details in the data base.

The available project logframes (some of them still in draft versions) and reports³⁰ are more process- and activity-based than outcome-results oriented, which has also made the Effectiveness' analysis difficult.

The major limiting factor has been the non reliability of some information in the database:

- Some HH information was not completed and for some beneficiaries there was either data-entry mistakes or the registration of some key information (such as the move outs) was not clear or available;
- Additionally, some move-in dates to the HU and the dates of contract were not coincident with the information provided by the HHs that were contacted;
- An important percentage of incorrect phone numbers and/or phones no longer available was detected.

This situation caused low success rates in some surveys and notorious extra work for the teams carrying out the HH surveys (especially in T5, where the move outs were not recorded in the lists and an important No. of contacted HHs were not longer occupying the units or had been replaced by another family).³¹

Results of contacts/lists	T5	T5 Success rate	Bekaa	Bekaa Success rate
Surveys Completed	69	38,8%	64	58%
Reached but not surveyed (evicted, moved out, other)	41	23%	23	22%
Unreachable (wrong No., Phone off, No answer	68	38,2%	18	15%

- A redefinition of the lists and an increase in the cases in other localities was defined, also increasing the No. of backup cases.
- For Bekaa, the registered Move outs were not taken for the sampling exercise, which facilitated the field work and improved success rates.

Paradoxically, the Beneficiaries HHs phone surveys (former 2013 case loads) got a higher success rate than the HH surveys of most recent HHs (2014 case loads). Both Owners/LL surveys had a success rate over 60 percent:

	T5	T5 Success rate	Bekaa	Bekaa Success rate
Surveys Completed (2013)	39	43%	79	61%

	T5	T5 Success rate	Bekaa	Bekaa Success rate
Surveys Completed	48	62%	30	70%

³⁰ Except for the mid-term and end-line surveys. Limitations of the M&E system might also condition both the reliability of the existing data and the consequent measurement of the intervention's effectiveness.

³¹ The instructions of the Survey teams were to contact first the "primary contacts" in the list and if the beneficiary name (head of the HH) was not coincident or reachable/available, to contact the backups. When a family moves out from the NRC rehabilitated HU, NRC tries to place another family for the remaining rental free period but this situation is not properly captured in the database. In T5, 2 localities that were initially included for sampling, with an initial target of 5 HHs in Mhamra (3) and Nahr El Bared (2) could not be reached (after failing with the first primary contacts, the backups were not reached and no more cases of the characteristics chosen were available).

(2014)					
Surveys	Completed	10	67%	58	66%
(2013)					

Logistics / Safety-Security constraints

- The Data collection dates were reduced in Bekaa due to winter conditions (snow storm) that did not allow teams to carry out the field work 2 days out of the planned 5. As the weather forecast was considered, the work and agenda was previously reorganized and the No. of hours per day/team and the targets were extended to reach at least 60 HH surveys (64) during the first 3 days, entailing an important team effort and commitment.
- Key national authorities (the Ministry of Social Affairs) could not be interviewed due to the non possibility of rescheduling the initial appointment that could not take place in Beirut.

Discrepancies in the final report (evaluator – NRC)

During the validation process of the draft and final versions of the evaluation report, the evaluator and NRC (7 NRC Steering committee members) systematically clarified and/or accepted revisions to either findings, conclusions and/or recommendations. The process was formalized with a management matrix that recorded discrepancies, answers and final agreements.

The remaining discrepancies (6) are not related to interpretation of data/information (all of them are triangulated in some cases for more than 7 different sources).

The following findings/issues are the ones questioned by NRC, however no evidence was provided by NRC³² within the timeframe of the evaluation to justify removing them from the report:

- 1). Conclusions (page 52): *"Direct referrals to other actors are the exception rather than the norm, and complementarity with NRC core competencies was not in place. Protection activities played a marginal role in the response. The lack of an integrated shelter-ICLA intervention in the HHs targeted is a particular weakness"*.
- 2). 5.2. Legal Challenges for refugees and fear of forced return to Syria (page 9): *"The disproportionately high cost of residence renewal (USD 200³³ for every person over 15 years) and the high cost of the "new" required documents (average of USD 150 per family) can lead to negative coping mechanisms to fulfil onerous requirements"*³⁴.
- 3). 7.1. Relevance and Appropriateness (page 17): *"NRC also chaired the Temporary Technical Committee³⁵ of the Inter-Agency Shelter Sector Coordination Working Group for the development of the SSUs Rehabilitation Guidelines and has provided a strong technical contribution to the interagency shelter coordination core group from both: shelter and ICLA, but could have done more to promote the mainstreaming of crosscutting issues such as protection and gender"*.
- 4). 7.3. Effectiveness (page 34): *"Even if the NRC legal framework of the SSUs is (according to the legal section) legally-binding and has been improved³⁶, there has been a very weak enforcement of the contracts"*.

³² All of them are from the same reviewer whose vision differs appreciably from the evaluation and triangulated findings (some of them with more than 7 different sources).

³³ Already in place before the new GSO Circular.

³⁴ For those that entered Lebanon unofficially, they must pay fine of USD 633, leave within 5 days and may re-enter according to one of the categories. If do not able to pay fine, will be given a permanent ban from re-entry. See **Annex 3** for more information: "NRC handout on Legal Status of Refugees from Syria and the consequences of recent changes", 12 February 2015.

³⁵ Chaired by NRC with contributions from ACTED, CISP, COOPI, DRC, PCPM, SCI, SI, SOLIDAR, UNHCR and UNHABITAT.

³⁶ The Occupancy Free of Charge Agreement (OFCA) between the owner and the Syrian family is not a Lease agreement per se under Lebanese law as no rent is paid. However, the purpose is the same. FC has been presented in its final version in October 2014 but its implementation in T5 and Bekaa started later. The document is used on

5). 7.3. Effectiveness (page 38): *“The systematic use of ICLA services and ICLA follow-up on the families under the SSUs programme would have been, in view of the existing legal constraints and needs of SSUs beneficiaries, a must. However, according to the HH survey, only 15 percent of T5 HHs and 20 percent of Bekaa NRC SSUs HHs received ICLA services.”*³⁷

6). 7.3. Effectiveness (page 39): *“No specific agreements have been settled for a direct pathway for health (including mental health and rehabilitation), education and protection beyond the mapping of services / information. A basic summary on ICLA statistics and shelter related users/typology of problems for the consultation was not provided, limiting the evaluation of this component”.*

national level within all fields as it has become a mandatory requirement upon relocating families and/or giving last payment to owners, but for these “replacement” families this practice seems to not be systematically taking place. For the families relocated in place of moved out families they will have a new OFC for a shorter period (the remaining period). However, there's not yet a clear procedure on how to cancel an OFC for a moved out family.

³⁷ Although it was not formally registered, it seems that most of the assistance was related to birth registration (already part of the ICLA campaigns' agenda).

Annex 5 – Evaluation Matrix

EVALUATION MATRIX – Shelter evaluation NRC

RELEVANCE and APPROPRIATENESS		
QUESTIONS	INDICATORS	SOURCES
<ul style="list-style-type: none"> Is the housing rehabilitation in exchange for occupancy free of charge appropriate for the situation in the country? Does the approach respond to the shelter needs in country? 	<ul style="list-style-type: none"> The Programme responds to clearly identified and defined needs and is adjusted as needs change <ul style="list-style-type: none"> NRC undertook a country needs analysis and considered different alternatives to respond to them Conformity between target needs and programme objectives and results The decision not to address all of the identified needs under NRC core competencies/capacity can be justified NRC staff, Key stakeholders and interviewed population satisfaction and/or perception about the project and/or different components' relevance and appropriateness Difference between target needs and real needs in the shelter sector and its evolution according to context changes (2012-2014) <ul style="list-style-type: none"> The project makes appropriate and timely adaptations in response to those context changes The strategy of the response has been reviewed regularly during its implementation in order to be adjusted, if needed <ul style="list-style-type: none"> Changes in program's activities/approach and its reasons 	<p><u>Secondary:</u></p> <ul style="list-style-type: none"> All information requested to NRC along the Phase I of the Evaluation + the external review All complementary information that will be added-collected during the Phase II of the Evaluation (from NRC and different stakeholders – key informants) <p><u>Primary:</u></p> <ul style="list-style-type: none"> Semistructured individual key informant interviews Households surveys Group and/or Focus groups interviews Direct Observation Data sharing and joint analysis sessions Phone Surveys

COVERAGE (including Targeting)		
QUESTIONS	INDICATORS	SOURCES
<ul style="list-style-type: none"> To what extent has the project reached the target population? 	<ul style="list-style-type: none"> Who received assistance (beneficiaries), broken down by geographic area, gender, age groups, vulnerability characteristics and assistance received Excluded geographic areas and groups as beneficiaries (if any) and the reasons for that exclusion The NRC response assisted in a non-discriminatory manner who need it most <ul style="list-style-type: none"> The most vulnerable geographic areas and Syrian refugee groups have been identified (breakdown by characteristics) and their selection criteria are clearly defined and include the priority vulnerable population in greatest need Limitations of the target population to access the systems, services, activities implemented in the various activities of the Programme (M/F and other relevant breakdowns if available) Targeting mechanisms are known among the affected population, partners, other relevant-humanitarian actors in the intervention area and NRC field staff Targeting mechanisms and criteria do not undermine the dignity and personal safety, nor increase their vulnerability to exploitation (M/F and other relevant breakdowns if available). Threatening situations resulting in safety-security problems for the assisted population (M/F and other relevant breakdowns if available) Violations of human rights, IHL and / or refugee law in time, nature, frequency of exposure and consequences of the threats that have faced / face / as beneficiaries (identification of risk groups: sex, age, ethnicity, geographic location, socio-political and economic ...) Assessment whether an out-of-Syrian refugees targeting is 	<p><u>Secondary:</u></p> <ul style="list-style-type: none"> All information requested to NRC along the Phase I of the Evaluation + the external review All complementary information that will be added-collected during the Phase II of the Evaluation (from NRC and different stakeholders – key informants) <p><u>Primary:</u></p> <ul style="list-style-type: none"> Semistructured individual key informant interviews Households surveys Group and/or Focus groups interviews Direct Observation Data sharing and joint analysis sessions Phone surveys

	<p>required in the future (Needs/NRC's Acceptance/Do No Harm based)</p> <ul style="list-style-type: none"> * Implementation of activities are monitored to ensure respect of the selection criteria and appropriate corrective action taken when necessary 	
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EFFECTIVENESS		
QUESTIONS	INDICATORS	SOURCES
<ul style="list-style-type: none"> • To what extent do the achieved results comply with the minimum quality criteria defined by "The Right to Adequate Housing"? • Where households are not benefiting from the 12-month hosting period, what are the reasons for households vacating properties early? 	<ul style="list-style-type: none"> * Difference between achieved results/outcomes and outputs and reasons for its deviation (if any) <ul style="list-style-type: none"> o Attainment of SPHERE Standards (Sphere 2011 revision) per sector¹ and "The Right to Adequate Housing" (joint OHCHR/UN-Habitat Fact Sheet No. 21, Rev. 1²) o Attainment of quality support, according to the perceptions of different key stakeholders * Main reasons pushing families to leave the rented house early and factors for staying * Profile of the families not remaining in the rented house * Profile of the owners/landlords of the households vacating properties early <ul style="list-style-type: none"> o % of the landlords in the NRC databases holding from xxx to as many as xxx contracts in the programme o 1st time renting / previously renting o Proportion of Refugee / Host in the village of rent o Intentions and desired rent after the 12-month * Use of the Housing Unit after the units were vacated (according to the owner/landlord) * Move out rates and reasons for vacating properties before the end of the 	<p><u>Secondary:</u></p> <ul style="list-style-type: none"> • All information requested to NRC along the Phase I of the Evaluation + the external review • All complementary information that will be added-collected during the Phase II of the Evaluation (from NRC and different stakeholders – key informants) <p><u>Primary:</u></p> <ul style="list-style-type: none"> -Semistructured individual key informant interviews -Households Surveys -Group and/or Focus groups interviews -Direct Observation -Phone Surveys

¹ Although for some standards, if defined "higher" for Lebanon than the minimum of SPHERE (such as the standard of 35 litres/person/day or 15 persons per bathroom suggested by the WASH sector in Lebanon), will be taken as targets for benchmarking purposes.

² Printed: November 2009 and reprinted at United Nations, Geneva May 2014.

<ul style="list-style-type: none"> • During the hosting period: How have the relationships between homeowner and beneficiary been during the occupancy free of charge period? What, if any, issues may lead to eviction or the owner or beneficiary not wanting to continue with the hosting agreement? • Which are the key effectiveness-efficiency options that could be employed to increase the effectiveness and coverage of assistance to the most vulnerable populations, decreasing as well the overall use of resources and time required for each Housing Unit to be made available? 	<p>12-month period benchmarking with other shelter iNGOs</p> <ul style="list-style-type: none"> * Beneficiaries reporting problems with owner/host community to NRC (shelter-ICLA) during the occupancy free of charge period * HHs that would like to stay/renew with the same landlord after the rent-free grants have / will have ended * HHs that would like to renew their original contracts (according to landlords) * Reported reason/s to move out before the end of the 12 month free of charge period * Difference between implemented options and approaches (including NRC programme integration between core competencies) that could enhance the programme effectiveness and coverage * Existence of less costly strategies that would led NRC to have achieved the same outputs * Existence of other strategies that could have increased the effectiveness and timeliness of the programme for the same and/or an extra cost * The methods used for collecting and processing information are appropriate 	
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IMPACT		
QUESTIONS	INDICATORS	SOURCES
<ul style="list-style-type: none"> • What impact has this had on the refugees who benefited from this intervention? (How has this modality created opportunities for refugees to access services (health, 	<ul style="list-style-type: none"> * Households benefiting from the intervention feel that their lives have improved as a result of the intervention (different perceptions - if any by socio-economic grouping, sex, Household size, etc.) <ul style="list-style-type: none"> o Households perceive a positive change in the safety and improved security associated with living in the upgraded rental space 	<p><u>Secondary:</u></p> <ul style="list-style-type: none"> • All information requested to NRC along the Phase I of the Evaluation + the external review • All complementary information that will be

<p>education, etc.), livelihoods, income generation activities, save money, improve their livelihoods, etc)</p> <p>• What other impact has this programme had on the refugees and where applicable on the host community, and homeowners, including positive and negative, intended and unintended impacts? This should include exposure to risk – including health and protection issues</p>	<ul style="list-style-type: none"> ○ Households perceive to have a better health situation than other families in worst (substandard) accommodations ○ Use of excess money following rent free and priority allocation within the HH (Households are able/not able to allocate the rent free money savings to other key and priority family expenses, such as health, education, food, reduction in their debts, etc.) ○ Comparison of rental savings with monthly minimum expenditure basket (MEB) <p>* Beneficiaries were/will be able to renew their contracts with the same landlord after the rent-free grants have/will be ended</p> <p>* Beneficiaries were/will be likely unable to maintain the same quality of accommodation when the rent free period ends</p> <p>* Perceptions of the households' beneficiaries regarding the impact of the intervention in their lives</p> <ul style="list-style-type: none"> ○ The existence, nature and frequency of intervention effects anticipated (positive and / or negative). ○ The existence, nature and frequency of intervention effects unanticipated (positive and / or negative). <p>* Perceptions of the owners regarding the impact of the intervention in their lives and communities</p> <p>* Perceptions of local populations/authorities regarding the impact of the intervention in their communities</p>	<p>added-collected during the Phase II of the Evaluation (from NRC and different stakeholders – key informants)</p> <p><u>Primary:</u></p> <ul style="list-style-type: none"> -Semistructured individual key informant interviews -Households surveys -Group and/or Focus groups interviews -Direct Observation -Phone Surveys
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Annex 6 – Data Collection Tools

TOOLS FOR SEMISTRUCTURED INDIVIDUAL KEY INFORMANTS INTERVIEWS – NRC Shelter Evaluation

1.1. Other actors present in the area of NRC intervention working in the Shelter and WASH sectors, with whom the programme had/has any type of coordination

Informed Consent (explanation and oral consent)

Your Institution

What organization do you work for?

What is your name? Your responses will be kept anonymous in the final results

What is your e-mail address in case we need to contact you?

What is your position? Shelter or WASH?

Employed from month/year

Questionnaire

Geographic area of work/coverage and historic case loads

Shelter approach

Target populations and % of host population out of the total case loads.

Which vulnerability scoring system do you use?, which is your cut off / threshold for intervention?

Has the vulnerability scoring been shared/discussed/agreed with other institutions and/or in the shelter/Wash coordination groups?

Do thresholds distinguish between factors associated with chronic vulnerability and the acute problems that result from population movements?

Entry points to identify the most vulnerable HHs: what Works and what does not work

Are you in favour of unoccupied buildings rehabilitation or on occupied buildings? Why?

Some key information about your programme

Vulnerability Profiling of your case loads (cut –offs: Most vulnerable, vulnerable, less vulnerable)

Move out rates during the 12 month-period

Shelter standards

Average HU SSU expenditure (direct / Overheads / Institutional cost): WASH, NFIs?, Others?

What happens after the 12 months?

About NRC

What is your perception about the NRC intervention in the area? And the SSUs approach?

Which are the strongest and the weakest points of their SSU intervention?

What do you know about the SSU targeting criteria / mechanisms?

Would you agree or disagree with the following statements:

1. The modality is believed to offer relatively good quality shelter to the most vulnerable, including those least able to pay rent in the private sector. This is provided at a cost (average \$1500/HH) lower than a year of cash for rent.

2. At the end of the 12-month period, NRC assumed that the HHs they may have been able to establish themselves economically and enter the rent-paying sector.
3. At the end of the 12-month period, the building owner has an asset to contribute to the household economy, and there is an additional unit in the local rental stock which mitigated against rent inflation.¹
4. The provision of shelter with sanitation also gives the families health and security benefits.
5. The rental free period will allow families to build their resilience and to prioritize other urgent needs, giving them freedom to allocate their resources.
6. The rental free period and the security of tenure helps the families to feel safe.
7. The approach helps the host community to feel it as an investment for the host community and will contribute to stabilize the relation between host and refugees. The Lebanese or Lebanon-resident hosts are supported tangibly, with the transfer of economic assets for the future, and visibly, thus bonds between the communities are strengthened, more mechanisms of solidarity are put in place and the risk of large-scale evictions is reduced.
8. The landlords owning a housing unit not finalized, are very interested in participating, because without support they could not rent it.
9. The additionally created unit (unfinished houses) contributes to stabilize rental prices since they close the gap between supply and demand.

Any suggestion/operational recommendation for NRC?

General

Where are the populations in more need? Who is assisting them? What are the major gaps?

¹ Shelters become part of the national rental stock, mitigating against rent inflation for the benefit of all in the rental market.

1.2. Local authorities (Municipalities and Municipalities' Unions, Local Councils...) in NRC and SC sampled areas of work

Informed Consent (explanation and oral consent)

Your Institution

*Name of Institutions and Municipality
What is your position?
Employed from month/year*

Questionnaire/Key Information

Balance of housing policy for Syrian populations in Lebanon

Estimated shelter deficit and foreseen evolution

Gaps in coverage

Role in your municipality / area of:

MOSA,
UNHCR,
NRC

and the present iNGOs working in the Shelter sector

Potential tensions between refugees at community level / host population

Refugees vs Lebanese populations (% of populations in need and criteria for inclusion as shelter beneficiaires)

Entry points to identify the most vulnerable HHs: what Works and what does not work

Are you in favour of unoccupied buildings rehabilitation or on occupied buildings?

Why?

As local authority, which shelter alternative would you have preferred? What would you do differently?

Position on options to protect Syrian families when owners do not honour their commitments and Scope of the problema in your area

Knowledge and Perception about the NRC intervention

Any suggestion / recommendation?

1.3. Key donors

Informed Consent (explanation and oral consent)

Questionnaire/Key Information

Balance of housing policy for Syrian populations in Lebanon and role of MOSA and UNHCR

Estimated shelter deficit and foreseen evolution

Gaps in coverage

Status targeting / Needs based targeting (do thresholds distinguish between factors associated with chronic vulnerability and the acute problems that result from population movements?)

Evolution of positioning on shelter for refugees (fields / temporary / rehab houses, ...).
Current position

Participation in shelter strategy definition

Portfolio and future prospects

What kind of shelter projects have been funded and why? Who? Why have you chosen to fund this type of alternative / projects and not others? Overall assessment on relevance/effectiveness/efficiency/impact?

Are you in favour of unoccupied buildings rehabilitation or on occupied buildings?
Why?

Knowledge and Perception about the NRC shelter intervention

Any suggestion / recommendation?

1.4. NRC Key staff (Area level)

General (common to all NRC staff)

What is your position?

Employed from month/year

Questionnaire/Key Information

What do you highlight as the most relevant parts/achievements of the intervention?

The Least?

What is lacking to make a very good program?

Is NRC providing assistance to the most vulnerable families living in the worst conditions?

Can you explain me which are the NRC targeting criteria in the SSU approach? What Works well and what doesn't?

What are your suggestions for improvement of the SSU programme?

Status targeting / vulnerable host population

Are you in favour of unoccupied buildings rehabilitation or on occupied buildings?

Why?

Other alternatives that can be applied for a better core competencies integration

Greatest challenges in the component you are involved

Measures / changes adopted during the intervention

In the projects you were involved in what, if anything, would you do differently to insure greater success if you were to do over again?

Description of the M&E system; does it allow to evaluate the objectives of the intervention? Why?

Key recommendations for the future

Expectations of evaluation

Shelter specific

Referral pathway: shelter – ICLA – shelter / shelter – WASH / NFIs / Shelter – Education

What happens before signing a contract with the Owner?

- HH (Family) identification (Description of stages, who is involved and decision-making process, average time)
- Shelter identification, BoQ, etc. (Description of stages, who is involved and decision-making process, average time)

Would you agree or disagree with the following statements:

1. The modality is believed to offer relatively good quality shelter to the most vulnerable, including those least able to pay rent in the private sector. This is provided at a cost (average \$1500/HH) lower than a year of cash for rent.
2. At the end of the 12-month period, NRC assumed that the HHs they may have been able to establish themselves economically and enter the rent-paying sector.
3. At the end of the 12-month period, the building owner has an asset to contribute to the household economy, and there is an additional unit in the local rental stock which mitigated against rent inflation.²
4. The provision of shelter with sanitation also gives the families health and security benefits.
5. The rental free period will allow families to build their resilience and to prioritize other urgent needs, giving them freedom to allocate their resources.
6. The rental free period and the security of tenure helps the families to feel safe.
7. The approach helps the host community to feel it as an investment for the host community and will contribute to stabilize the relation between host and refugees. The Lebanese or Lebanon-resident hosts are supported tangibly, with the transfer of economic assets for the future, and visibly, thus bonds between the communities are strengthened, more mechanisms of solidarity are put in place and the risk of large-scale evictions is reduced.
8. The landlords owning a housing unit not finalized, are very interested in participating, because without support they could not rent it.
9. The additionally created unit (unfinished houses) contributes to stabilize rental prices since they close the gap between supply and demand.

Availability of unfinished buildings suitable to be included for rehabilitation in your area: evolution and current situation

WASH specific

When did the WASH intervention start in this area office?

Water Quality

What methods of water supply and HH treatment did your Project implement?

Was it meant to be used for drinking water?

Average L/person/day

Did you conduct Water Quality tests?

If yes, did the water quality tests met Spehere standards? (please describe the testing methods used, what you were testing for and the frequency of tests.

Any NFIs distributed to the HH? (in kind? / cash / voucher?): If in kind, please list them

Hygiene Promotion

What hygiene practices/behaviors did your projet specifically focus on addressing, if any? (chek all that apply)

Hand washing with soap (general)

Hand washing with soap at specific times (if yes, please list the specific hand

² Shelters become part of the national rental stock, mitigating against rent inflation for the benefit of all in the rental market.

washing times you focused on)

Disease prevention (if yes: please list specific diseases you were focused on

trying to prevent):

Safe water handling practices

Latrine cleanliness

Other (please specify)

What HP methods / approach did you use? PHAST, CHAST, BCC, OTHER

(please, detail):

Nothing formal, we developed our own

Sanitation

Which are the plans for desludging of latrines when they become full?

How and how often do you monitor the usage and maintenance of HH latrines after they are constructed?

Who is involved in the Pre-fabrication of latrine components?

Strategy

Which is the approach related to the WASH NFIs?

Which are your greatest challenges in either Water, HP or Sanitation related to the SSU approach?

What could have been done to favor more integration between shelter-WASH and improving the effectiveness and efficiency of the overall intervention?

Where do you think you had the most success (as measured by increased knowledge and/or positive changes in behavior in your hygiene promotion efforts and why?

FGDs AND/OR GROUP INTERVIEWS (Host Population)

NRC Interviewers:.....

Place:..... Number of Participants (M / F):.....

Time:..... Duration

Informed consent and explanation

You have been asked to participate in a focus group by NRC. (Brief explanation on NRC)

. The purpose of the group is to better understand the shelter situation of the most vulnerable families in your village (either Syrians or Lebanese).

. The information learned in the focus groups will be used to improve our programme.

You can choose whether or not to participate in the focus group and stop at any time.

Although the focus group will be tape recorded, your responses will remain anonymous and no names will be mentioned in the report.

There are no right or wrong answers to the focus group questions. We want to hear many different viewpoints and would like to hear from everyone. We hope you can be honest even when your responses may not be in agreement with the rest of the group.

In respect for each other, we ask that only one individual speak at a time in the group and that responses made by all participants be kept confidential. We will record (tape recorder) the discussions to allow us to carry out an accurate transcription. After the transcription is made, we will destroy them.

I understand this information and agree to participate fully under the conditions stated above: (ORAL consent).

Questions

1. *Where in your community/neighbourhood are the families living in the worst shelter conditions?*

Are they Syrian? Lebanese? Others?

2. *Can you describe the relationship between you and the refugees in the area?*

3. *Are they assisted by any institution/organization? (If yes, by who)*

4. *What kind of support they receive and what kind of support they should receive?*

5. *Is there any program assisting Lebanese vulnerable families? If not, do you think it should be? Why?*

6. *How an organisation could identify the most vulnerable families (either Syrian or Lebanese) living in the worst housing conditions?*

7. *Do you think that the different assistance programmes in support of Syrian families and vulnerable Lebanese is somehow helping you and your family in your daily life?*

8. *What kind/type of challenges do you face after the Syrian refugees populated the area?*

9. *Are there any tensions/conflicts between your community and the host/refugee community?*

The information will be transferred to an excel sheet (1 per group and 1 sheet per question).

a) *Respondent's understanding of questions in general was: Excellent / Good / Fair / Poor*

b) *Respondent's interest in interview was: Very Strong / Moderate / Disinterested*

c) *Respondents attitude during the Group Discussion / FGD was Positive / Neutral / Upset / Angry*

d) *I would rate the overall reliability of the answers I got as: Very Accurate / OK / Very Inaccurate*

e) *Total Minutes Dynamic: _____*

Shelter Evaluation 2015: Survey for households where 12-months has expired

Last Modified by: Imad Gammoh on 07 Feb 2015 22:02:23 Revision number: 159 Field Count: 38

Section 1. Survey

1.1 Introduction

Survey for households where 12-months has expired.-----
----- Hello, I am contacting you from the office of NRC in.. Is this (xxxxxxx, read below listed respondents name)? We would like to ask you a few questions about your experience with your renter or renters who participated in the upgrading / rehabilitating unfinished buildings in Exchange of a 12 month rent free for a Syrian refugee family identified by NRC. Our records show you rented to one or more of Syrian families. Is it OK to ask you a few questions? It will only take us about 10 minutes. NRC has also taken precautions being to protect confidentiality. You are free to participate. > If NO, ask if you can callback (note callback time on spreadsheet). > If NO, ask why not and note the reason (on spreadsheet): -----
----- PLEASE NOTE: Housing Unit= Bedroom

1.2 NRC Interviewer

NRC Interviewer

Expects a single line text response (optional)

1.3 Household ID No

Household ID No. (as per the list)

Expects a single line text response (optional)

1.4 Respondent - HH (as per the list)

Respondent (HH) (as per the list)

Expects a single line text response (optional)

1.5 Telephone - HH (as per the list)

Telephone (HH) (as per the list)

Expects a single line text response (optional)

1.6 Community - Village (as per the list)

Community - Village (as per the list)

Expects a single line text response (optional)

1.7 District (as per the list)

District (as per the list)

Expects a single line text response (optional)

1.8 Gender of Respondent

Gender of Respondent (the person who answers the phone and response to the survey/// can be different from the list)

Expects a single option response (optional)

Male [Male]

Female [Female]

1.9 When you or your family first arrived in Lebanon

When you / your family arrived in Lebanon?

Expects a date response (optional)

1.10 Do you still live in the housing unit that was rehabilitated by NRC

Do you still live in the housing unit that was rehabilitated by NRC?

Expects a single option response (optional)

Yes [Yes]

No [No]

NRC moved me to another rent-free shelter, after the previous period expired [NRC moved me to another rent-free shelter, after the previous period expired]

Prerequisites

Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'No [No]'

1.11 If yes - what is the current arrangement

If yes, what is the current arrangement?

Expects a single option response (optional)

I stay for free [I stay for free]

I stay in exchange for work [I stay in exchange for work]

I pay rent [I pay rent]

Other (state below) [Other (state below)]

Prerequisites

Skip when *If yes - what is the current arrangement (1.11)* Not Equal 'Other (state below) [Other (state below)]' OR
Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'No [No]'

1.12 Other arrangements

Other arrangements, please specify.

Expects a single line text response (optional)

Prerequisites

Skip when *If yes - what is the current arrangement (1.11)* Not Equal 'I pay rent [I pay rent]'

1.13 If yes - If you pay rent - how much do you pay per month

If you pay rent, how much do you pay per month per BEDROOM? (Figure in LBP) i.e. total rent divided by number of BEDROOMS.

Expects a numeric response (optional)

Prerequisites
Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'Yes [Yes]'

1.14 If no - why did you leave the housing unit

If no, why did you leave the housing unit? (Do not list the options)

Expects multiple selected options (optional)

- Could not afford to pay the rent** [Could not afford to pay the rent]
- Could not afford to pay utilities** [Could not afford to pay utilities]
- Landlord didn't want to extend the rental agreement** [Landlord didn't want to extend the rental agreement]
- Proximity to family or relatives** [Proximity to family or relatives]
- Proximity to work/livelihoods** [Proximity to work/livelihoods]
- Poor physical living conditions** [Poor physical living conditions]
- Over crowding** [Over crowding]
- Proximity to services, such as village, school, health, etc.** [Proximity to services, such as village, school, health, etc.]
- Be within community with same background/culture** [Be within community with same background/culture]
- Being far from the conflict** [Being far from the conflict]
- Other** [Other]

Prerequisites
Skip when *If no - why did you leave the housing unit (1.14)* Excludes 'Other [Other]'

1.15 Other Reason - Why did you leave the housing unit

If Other, Please specify

Expects a single line text response (optional)

Prerequisites
Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'Yes [Yes]'

1.16 If moved out of the NRC unit - where do you live now

If no (moved out the NRC unit) - where do you live now?

Expects a single option response (optional)

- Same governorate as the NRC unit** [Same governorate as the NRC unit]
- North** [North]
- South** [South]
- Bekaa** [Bekaa]
- Beirut city** [Beirut city]
- Mount Lebanon** [Mount Lebanon]
- Tripoli city** [Tripoli city]
- Saida city** [Saida city]
- Tyre city** [Tyre city]

Prerequisites
Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'Yes [Yes]'

1.17 If moved out of the NRC unit - what is your current type of shelter

If moved out of the NRC unit - what is your current type of shelter?

Expects a single option response (optional)

- Garage, or shop** [Garage, or shop]
- Informal tented settlement** [Informal tented settlement]
- Unfinished house/apartment** [Unfinished house/apartment]
- Finished house/apartment** [Finished house/apartment]
- Other** [Other]

Prerequisites
Skip when *If moved out of the NRC unit - what is your current type of shelter (1.17)* Not Equal 'Other [Other]'

1.18 Other - Current type of shelter

If Other, please specify

Expects a single line text response (optional)

Prerequisites
Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'Yes [Yes]'

1.19 If moved out of the NRC unit - what is the current arrangement

If moved out of the NRC unit - what is the current arrangement?

Expects a single option response (optional)

- I stay for free** [I stay for free]
- I stay in exchange for work** [I stay in exchange for work]
- I pay rent** [I pay rent]
- Other (specify below)** [Other (specify below)]

Prerequisites
Skip when *If moved out of the NRC unit - what is the current arrangement (1.19)* Not Equal 'Other (specify below) [Other (specify below)]' OR
Skip when *Do you still live in the housing unit that was rehabilitated by NRC (1.10)* Equals 'Yes [Yes]'

1.20 Moved out - Other arrangements

Other arrangements, please specify.

Expects a single line text response (optional)

Prerequisites
Skip when *If moved out of the NRC unit - what is the current arrangement (1.19)* Not Equal 'I pay rent [I pay rent]'

1.21 If moved out of the NRC unit - If you pay rent - how much do you pay per month

If moved out of the NRC unit - If you pay rent, how much do you pay per month per BEDROOM? (figure in LBP) Total rent divided over number of Bedrooms (if living in garage/tent, take it as 1 bedroom)

Expects a numeric response (optional)

1.22 Who is the head of the household

Who is the head of the household?

Expects a single option response (optional)

- Male** [Male]
- Female** [Female]

1.23 How many people are in your household

How many people are in your household?

Expects a numeric response (optional)

1.24 Is there electricity in the property

Is there electricity in the property?

Expects a single option response (optional)

- No, there is no electricity [No, there is no electricity]
- Yes, there is electricity [Yes, there is electricity]
- Yes, there is but I cannot afford the fee for utilities [Yes, there is but I cannot afford the fee for utilities]
- Yes, but the owner doesn't not allow me to use it [Yes, but the owner doesn't not allow me to use it]
- Yes, other... [Yes, other...]

Prerequisites
Skip when *Is there electricity in the property (1.24)* Not Equal 'Yes, other...' [Yes, other...]

1.25 Electricity - please specify

If Other, Please specify:

Expects a single line text response (optional)

1.26 Is water available in the property v2

Is water available in the property?

Expects a single option response (optional)

- No, there is no water [No, there is no water]
- Yes, there is enough water, more than 2 hours a day [Yes, there is enough water, more than 2 hours a day]
- Yes, there is water, but not enough, less than 2 hours a day [Yes, there is water, but not enough, less than 2 hours a day]
- Yes, there is but I cannot afford the fee for utilities [Yes, there is but I cannot afford the fee for utilities]
- Yes, but the owner doesn't not allow me to use it [Yes, but the owner doesn't not allow me to use it]
- Yes, other... [Yes, other...]

Prerequisites
Skip when *Is water available in the property v2 (1.26)* Not Equal 'Yes, other...' [Yes, other...]

1.27 Water - please specify

If Other, Please specify:

Expects a single line text response (optional)

1.28 What water do you drink most of the time

What water do you drink most of the time?

Expects multiple selected options (optional)

- Water directly from the tap, but household treats it first [Water directly from the tap, but household treats it first]
- Water directly from the tap, untreated by household [Water directly from the tap, untreated by household]
- Tap water that I store in my room, which has not been treated [Tap water that I store in my room, which has not been treated]
- Tap water that I store in my room, which has been treated [Tap water that I store in my room, which has been treated]
- Bottled water that I buy from the store [Bottled water that I buy from the store]
- Community Public Tank [Community Public Tank]

1.29 Is there a toilet and shower in the property

Is there a toilet and shower in the property?

Expects a single option response (optional)

- No, there is no toilet or shower [No, there is no toilet or shower]
- Yes, there is a toilet and shower [Yes, there is a toilet and shower]
- Yes, but the owner doesn't not allow me to use it [Yes, but the owner doesn't not allow me to use it]
- Yes, other... [Yes, other...]

1.30 How many people share this bathroom - toilet and shower

How many people share this bathroom (toilet and shower)?

Expects a numeric response (optional)

1.31 Are you registered with UNHCR

Are you registered with UNHCR?

Expects a single option response (optional)

- Yes [Yes]
- No [No]
- Awaiting Registration [Awaiting Registration]
- Expired [Expired]
- Yes, registered with UNRWA [Yes, registered with UNRWA]

Prerequisites
Skip when *Are you registered with UNHCR (1.31)* Equals 'Yes [Yes]' OR
Skip when *Are you registered with UNHCR (1.31)* Equals 'Awaiting Registration [Awaiting Registration]' OR
Skip when *Are you registered with UNHCR (1.31)* Equals 'Yes, registered with UNRWA [Yes, registered with UNRWA]'

1.32 No UNHCR Registration

Why don't you have valid UNHCR registration currently?

Expects multiple selected options (optional)

- Waiting for registration appointment [Waiting for registration appointment]
- I don't have valid verification documents [I don't have valid verification documents]
- I was denied UNHCR registration [I was denied UNHCR registration]
- I had but it was not renewed [I had but it was not renewed]
- I do not see the benefit to register [I do not see the benefit to register]
- I have fear of register, because if I do I might not be allowed back to Syria [I have fear of register, because if I do I might not be allowed back to Syria]
- Fear of sharing family details with authorities [Fear of sharing family details with authorities]
- Lack of information [Lack of information]
- Transportation difficulties [Transportation difficulties]
- Fear of checkpoints [Fear of checkpoints]
- I was excluded from WFP food assistance, so no need to register/renew [I was excluded from WFP food assistance, so no need to register/renew]
- mistreatment at the registration center [mistreatment at the registration center]
- Other [Other]

1.33 During your time in the NRC bedroom - Did you receive any visits from NRC

During your time in the NRC bedroom, Did you receive any visits from NRC? (after the move in/ rehabilitation works have finished)

Expects a single option response (optional)

- Never [Never]
- once [once]
- Twice [Twice]
- Three times [Three times]
- four times [four times]
- more than 4 times [more than 4 times]
- I don't remember [I don't remember]

1.34 Is there anything you would like to add or to say to NRC

Is there anything you would like to add, or to say to NRC?

Expects a long text response (optional)

1.35 Respondent understanding of questions in general was

Respondents understanding of questions in general was

Expects a single option response (required)

- Excellent [Excellent]
- Good [Good]
- Fair [Fair]
- Poor [Poor]

1.36 Respondent interest in interview was

Respondents interest in interview was

Expects a single option response (required)

- Very Strong [Very Strong]
- Moderate [Moderate]
- Disinterested [Disinterested]

1.37 Respondents attitude during survey was

Respondents attitude during survey was

Expects a single option response (required)

- Positive [Positive]
- Neutral [Neutral]
- Upset [Upset]
- Angry [Angry]

1.38 I would rate the overall reliability of the answers I got as

I would rate the overall reliability of the answers I got as

Expects a single option response (required)

- Very Accurate [Very Accurate]
- OK [OK]
- Very Inaccurate [Very Inaccurate]

Shelter Evaluation 2015: Owners Landlords Phone Survey- 2013 Caseload

Last Modified by: Imad Gammoh on 31 Jan 2015 15:47:49 Revision number: 38 Field Count: 35

Section 1. Survey

1.1 INTRODUCTION

LL Phone Survey for 2013 Caseload. Hello, I am contacting you from the office of NRC in.. Is this (xxxxxxx, read below listed respondents name)? We would like to ask you a few questions about your experience with your renter or renters who participated in the upgrading / rehabilitating unfinished buildings in Exchange of a 12 month rent free for a Syrian refugee family identified by NRC. Our records show you rented to one or more of Syrian families. Is it OK to ask you a few questions? It will only take us about 10 minutes. NRC has also taken precautions being to protect confidentiality. You are free to participate. > If NO, ask if you can call back (note callback time on spreadsheet). > If NO, ask why not and note the reason (on spreadsheet): ----- PLEASE NOTE:
Housing Unit= Bedroom

1.2 NRC Interviewer

NRC Interviewer

Expects a single line text response (optional)

1.3 Landlord ID Number

Landlord ID Number (from spreadsheet)

Expects a single line text response (optional)

1.4 Respondent

Respondent

Expects a single line text response (optional)

1.5 Telephone

Telephone

Expects a phone number (optional)

1.6 Community - Village

Community - Village

Expects a single line text response (optional)

1.7 Area Office

Area Office

Expects a single line text response (optional)

1.8 As an owner what were the main reasons for accepting the NRC rehabilitation offer

As an owner what were the main reasons for accepting the NRC rehabilitation offer

Expects multiple selected options (optional)

- Upgrade to my home [Upgrade to my home]
- I can earn rental money after the rent-free period [I can earn rental money after the rent-free period]
- Solidarity / humanitarian reasons [Solidarity / humanitarian reasons]
- other [other]

Prerequisites

Skip when *As an owner what were the main reasons for accepting the NRC rehabilitation offer (1.8)* Excludes 'other [other]'

1.9 other reasons for accepting the NRC rehabilitation offer

other reasons for accepting the NRC rehabilitation offer, Please specify

Expects a single line text response (optional)

1.10 Did you hesitate

Did you hesitate

Expects a single option response (optional)

- yes [yes]
- no [no]

Prerequisites

Skip when *Did you hesitate (1.10)* Equals 'no [no]'

1.11 if Yes What made you hesitate

if Yes What made you hesitate (Do not list options)

Expects multiple selected options (optional)

- I don't know the refugees [I don't know the refugees]
- I don't want to refugees in my property [I don't want to refugees in my property]
- I don't know how long they would stay [I don't know how long they would stay]
- I don't know if they would leave [I don't know if they would leave]
- I don't know if they would pay the utilities [I don't know if they would pay the utilities]
- I can rent without the NRC upgrade [I can rent without the NRC upgrade]
- other [other]

Prerequisites

Skip when *if Yes What made you hesitate (1.11)* Excludes 'other [other]' OR

Skip when *Did you hesitate (1.10)* Equals 'no [no]'

1.12 other hesitation reason

other hesitation reason, please specify

Expects a single line text response (optional)

1.13 Do you know any other homeowner that did not accept the NRC rehabilitation offer

Do you know any other homeowner that did not accept the NRC rehabilitation offer?

Expects a single option response (required)

- yes [yes]
- no [no]

Prerequisites
Skip when *Do you know any other homeowner that did not accept the NRC rehabilitation offer (1.13)* Equals 'no [no]'

1.14 if yes why other homeowner did not accept NRC Offer

if yes why other homeowner did not accept NRC Offer? (do not list options)

Expects multiple selected options (optional)

- they didn't know the refugees [they didn't know the refugees]
- they don't want refugees in their property [they don't want refugees in their property]
- they didn't know how long they would stay [they didn't know how long they would stay]
- they didn't know if they would leave [they didn't know if they would leave]
- they didn't know if they would pay the utilities [they didn't know if they would pay the utilities]
- they could rent the property without the NRC upgrade [they could rent the property without the NRC upgrade]
- other [other]

Prerequisites
Skip when *if yes why other homeowner did not accept NRC Offer (1.14)* Excludes 'other [other]' OR
Skip when *Do you know any other homeowner that did not accept the NRC rehabilitation offer (1.13)* Equals 'no [no]'

1.15 other reason for others not accepting NRC rehabilitation offer

other reason for others not accepting NRC rehabilitation offer

Expects a single line text response (optional)

1.16 Which statement better describes your situation

Which statement better describes your situation? (list options)

Expects a single option response (optional)

- I never rented out any spaces before 2012 [I never rented out any spaces before 2012]
- I have always had rental income even before 2012 [I have always had rental income even before 2012]
- I depend a great deal on my rental income to make ends meet for my family and me [I depend a great deal on my rental income to make ends meet for my family and me]

1.17 How many Housing Units do you own that you rent out including NRC units

How many BEDROOMS do you own that you rent out? (including NRC units)

Expects a numeric response (optional)

1.18 How many BEDROOMS have you had overall with NRC beneficiary families - Past and Present

Overall, how many BEDROOMS have you had rehabilitated with NRC?

Expects a numeric response (required)

1.19 How many beneficiary families are staying NOW in the NRC BEDROOMS

How many NRC Syrian beneficiary families are staying NOW in the NRC BEDROOMS?

Expects a numeric response (optional)

1.20 What is the average monthly rent that you charge for each BEDROOM that was rehabilitated through NRC

What is the average monthly rent that you charge for each BEDROOM that was rehabilitated through NRC?

Expects a numeric response (optional)

1.21 If some NRC Syrian families left after the 12months rent-free period what were the main reasons

If some NRC Syrian families left after the 12months rent-free period, what were the main reasons? (do not list options)

Expects multiple selected options (required)

- No one left [No one left]
- Landlord Did not wish to extend contract/ wanted to move in themselves (no dispute) [Landlord Did not wish to extend contract/ wanted to move in themselves (no dispute)]
- They could not afford the rent [They could not afford the rent]
- Dispute landlord [Dispute landlord]
- Dispute with neighbours [Dispute with neighbours]
- moved to Syria [moved to Syria]
- couldn't pay utilities [couldn't pay utilities]
- left to find work [left to find work]
- left to be with family elsewhere [left to be with family elsewhere]
- Other (state below) [Other (state below)]

Prerequisites
Skip when *If some NRC Syrian families left after the 12months rent-free period what were the main reasons (1.21)* Excludes 'Other (state below) [Other (state below)]'

1.22 Other reasons for leaving after the 12 months period expiry

Other reasons for leaving after the 12 months period expiry, Please state

Expects a single line text response (optional)

1.23 Will you try to increase the number of your rental Housing Units you own in the coming months

Will you try to increase the number of your rental BEDROOMS you own in the coming months? (on their own/ without NRC support)

Expects a single option response (optional)

- yes [yes]
- no [no]

Prerequisites
Skip when *Will you try to increase the number of your rental Housing Units you own in the coming months (1.23)* Equals 'no [no]'

1.24 If Yes how many housing units

If Yes how many BEDROOMS

Expects a numeric response (optional)

Prerequisites
Skip when *Will you try to increase the number of your rental Housing Units you own in the coming months (1.23)* Equals 'no [no]'

1.25 If yes how much will you invest

If yes how much will you invest in LBP

Expects a numeric response (optional)

1.26 Without NRC support how long would it have taken you to complete rehabilitation (in months)

Without NRC support how long would it have taken you to complete rehabilitation (in months)?

Expects a numeric response (optional)

1.27 Do you think NRC support to owners landlords in your village is helping to improve a better acceptance of Syrian refugees

Do you think NRC support to owners landlords in your village is helping to improve a better acceptance of Syrian refugees?

Expects a single option response (optional)

yes [yes]

no [no]

1.28 Please explain how NRC does or does not contribute in better acceptance for Syrian Refugees

Please explain how NRC does/ does not contribute in better acceptance for Syrian Refugees?

Expects a long text response (optional)

1.29 Do you think that more landlords in your neighbourhood are renting out unfinished HUs because of the NRC programme

Do you think that more landlords in your neighbourhood are renting out unfinished HUs because of the NRC programme?

Expects a single option response (optional)

yes [yes]

no [no]

I don't know [I don't know]

1.30 Is there anything you would like to add or to say to NRC

Is there anything you would like to add or to say to NRC? Reinforce that NRC would encourage NEGATIVE and positive feedback to improve.

Expects a long text response (optional)

1.31 END OF QUESTIONS FOR LL

Thank the landlord for their patience. End Call Continue survey to evaluate respondent understanding/ attitude

1.32 For Interviewer post interview Respondent understanding of questions in general was

For Interviewer post interview Respondents understanding of questions in general was

Expects a single option response (optional)

Excellent [Excellent]

Good [Good]

Fair [Fair]

Poor [Poor]

1.33 Respondent interest in interview was

Respondents interest in interview was

Expects a single option response (optional)

Very Strong [Very Strong]

Moderate [Moderate]

Disinterested [Disinterested]

1.34 Respondents attitude during survey was

Respondents attitude during survey was

Expects a single option response (optional)

Positive [Positive]

Neutral [Neutral]

Upset [Upset]

Angry [Angry]

1.35 I would rate the overall reliability of the answers I got as

I would rate the overall reliability of the answers I got as

Expects a single option response (optional)

Very Accurate [Very Accurate]

OK [OK]

Very Inaccurate [Very Inaccurate]

Shelter Evaluation 2015: Owners Landlords Phone Survey- 2014 Caseload

Last Modified by: Maheed Ramadan on 28 Jan 2015 16:11:46 Revision number: 108 Field Count: 40

Section 1. Survey

1.1 INTRODUCTION

LL Phone Survey for 2014 Caseload. Hello, I am contacting you from the office of NRC in.. Is this (xxxxxxx, read below listed respondents name)? We would like to ask you a few questions about your experience with your renter or renters who participated in the upgrading / rehabilitating unfinished buildings in Exchange of a 12 month rent free for a Syrian refugee family identified by NRC. Our records show you rented to one or more of Syrian families. Is it OK to ask you a few questions? It will only take us about 10 minutes. NRC has also taken precautions being to protect confidentiality. You are free to participate. > If NO, ask if you can call back (note callback time on spreadsheet). > If NO, ask why not and note the reason (on spreadsheet): Housing Unit= Bedroom

1.2 NRC Interviewer

NRC Interviewer

Expects a single line text response (optional)

1.3 Landlord ID Number

Landlord ID Number (from spreadsheet)

Expects a single line text response (optional)

1.4 Respondent

Respondent

Expects a single line text response (optional)

1.5 Telephone

Telephone

Expects a phone number (optional)

1.6 Community - Village

Community - Village

Expects a single line text response (optional)

1.7 Area Office

Area Office

Expects a single line text response (optional)

1.8 As an owner what were the main reasons for accepting the NRC rehabilitation offer

As an owner what were the main reasons for accepting the NRC rehabilitation offer

Expects multiple selected options (optional)

- Upgrade to my home [Upgrade to my home]
- I can earn rental money after the rent-free period [I can earn rental money after the rent-free period]
- other [other]
- Solidarity / humanitarian reasons [Solidarity / humanitarian reasons]

Prerequisites

Skip when As an owner what were the main reasons for accepting the NRC rehabilitation offer (1.8) Excludes 'other [other]'

1.9 other reasons for accepting the NRC rehabilitation offer

other reasons for accepting the NRC rehabilitation offer, Please specify

Expects a single line text response (optional)

1.10 Did you hesitate

Did you hesitate (do not list options)

Expects a single option response (optional)

- yes [yes]
- no [no]

Prerequisites

Skip when Did you hesitate (1.10) Equals 'no [no]'

1.11 if Yes What made you hesitate

if Yes What made you hesitate (Do not list options)

Expects multiple selected options (optional)

- I don't know the refugees [I don't know the refugees]
- I don't want to refugees in my property [I don't want to refugees in my property]
- I don't know how long they would stay [I don't know how long they would stay]
- I don't know if they would leave [I don't know if they would leave]
- I don't know if they would pay the utilities [I don't know if they would pay the utilities]
- I can rent without the NRC upgrade [I can rent without the NRC upgrade]
- other [other]

Prerequisites

Skip when if Yes What made you hesitate (1.11) Excludes 'other [other]'

1.12 other hesitation reason

other hesitation reason, please specify

Expects a single line text response (optional)

1.13 Do you know any other homeowner that did not accept the NRC rehabilitation offer

Do you know any other homeowner that did not accept the NRC rehabilitation offer

Expects a single option response (optional)

- yes [yes]
- no [no]

Prerequisites
Skip when *Do you know any other homeowner that did not accept the NRC rehabilitation offer (1.13)* Equals 'no [no]'

1.14 if yes why other homeowner did not accept NRC Offer

if yes why other homeowner did not accept NRC Offer? (do not list options)

Expects multiple selected options (optional)

- they didn't know the refugees [they didn't know the refugees]
- they don't want refugees in their property [they don't want refugees in their property]
- they didn't know how long they would stay [they didn't know how long they would stay]
- they didn't know if they would leave [they didn't know if they would leave]
- they didn't know if they would pay the utilities [they didn't know if they would pay the utilities]
- they could rent the property without the NRC upgrade [they could rent the property without the NRC upgrade]
- other [other]

Prerequisites
Skip when *if yes why other homeowner did not accept NRC Offer (1.14)* Excludes 'other [other]'

1.15 other reason for others not accepting NRC rehabilitation offer

other reason for others not accepting NRC rehabilitation offer

Expects a single line text response (optional)

1.16 Which statement better describes your situation

Which statement better describes your situation? (list options)

Expects a single option response (optional)

- I never rented out any spaces before 2012 [I never rented out any spaces before 2012]
- I have always had rental income even before 2012 [I have always had rental income even before 2012]
- I depend a great deal on my rental income to make ends meet for my family and me [I depend a great deal on my rental income to make ends meet for my family and me]

1.17 How many Housing Units do you own that you rent out including NRC units

How many BEDROOMS do you own that you rent out? (including NRC units)

Expects a numeric response (optional)

1.18 How many total renters do you have now through NRC

How many BEDROOMS with NRC beneficiary families do you have now? (Should not be Zero unless family left)

Expects a numeric response (optional)

1.19 How many beneficiary families are living in the NRC ROOMS

How many beneficiary families are living in the NRC BEDROOMS?

Expects a numeric response (optional)

1.20 How many NRC renters left the unit before the end of the 12 month free hosting period

How many NRC families left the unit before the end of the 12 month free hosting period?

Expects a numeric response (optional)

Prerequisites
Skip when *How many NRC renters left the unit before the end of the 12 month free hosting period (1.20)* Less Than '1'

1.21 If some left before the expiry of the 12 months what were the main reasons

If some left before the expiry of the 12 months, what were the main reasons? (do not list options)

Expects multiple selected options (optional)

- Dispute landlord [Dispute landlord]
- Dispute with neighbours [Dispute with neighbours]
- moved to Syria [moved to Syria]
- couldn't pay utilities [couldn't pay utilities]
- left to find work [left to find work]
- left to be with family elsewhere [left to be with family elsewhere]
- Other (state below) [Other (state below)]

Prerequisites
Skip when *If some left before the expiry of the 12 months what were the main reasons (1.21)* Excludes 'Other (state below) [Other (state below)]'

1.22 Other reason for leaving before 12 months period expiry

Other reason for leaving before the 12 months period ends: please specify.

Expects a single line text response (optional)

1.23 Will you try to increase the number of your rental Housing Units you own in the coming months

Will you try to increase the number of your rental BEDROOMS you own in the coming months? (on their own/ without NRC support)

Expects a single option response (optional)

- yes [yes]
- no [no]

Prerequisites
Skip when *Will you try to increase the number of your rental Housing Units you own in the coming months (1.23)* Equals 'no [no]'

1.24 If Yes how many housing units

If Yes how many BEDROOMS

Expects a numeric response (optional)

Prerequisites
Skip when *Will you try to increase the number of your rental Housing Units you own in the coming months (1.23)* Equals 'no [no]'

1.25 If yes how much will you invest

If yes how much will you invest in LBP

Expects a numeric response (optional)

1.26 Without NRC support how long would it have taken you to complete rehabilitation (in months)

Without NRC support how long would it have taken you to complete rehabilitation (in months) ?

Expects a numeric response (optional)

1.27 Do you think NRC support to owners landlords in your village is helping to improve a better acceptance of Syrian refugees

Do you think NRC support to owners landlords in your village is helping to improve a better acceptance of Syrian refugees

Expects a single option response (optional)

- yes [yes]
- no [no]

1.28 Please explain how NRC does or does not contribute in better acceptance for Syrian Refugees

Please explain how NRC does/ does not contribute in better acceptance for Syrian Refugees?

Expects a long text response (optional)

1.29 Do you think that more landlords in your neighbourhood are renting out unfinished HUs because of the NRC programme

Do you think that more landlords in your neighbourhood are renting out unfinished HUs because of the NRC programme

Expects a single option response (optional)

- yes [yes]
 no [no]
 I don't know [I don't know]

1.30 Are you willing to rent your housing unit after the 12-month period

Are you willing to rent your housing unit after the 12-month period?

Expects a single option response (optional)

- Yes [Yes]
 No [No]

Prerequisites
Skip when Are you willing to rent your housing unit after the 12-month period (1.30) Equals 'No [No]'

1.31 What monthly rent will you charge the NRC housing unit once the 12-month hosting period has expired

What AVERAGE monthly rent will you charge for each NRC BEDROOM once the 12-month hosting period has expired? (in LBP)

Expects a numeric response (optional)

Prerequisites
Skip when Are you willing to rent your housing unit after the 12-month period (1.30) Equals 'No [No]'

1.32 Do you think that the current Syrian family will be able to pay that rent

Do you think that the current Syrian family will be able to pay that rent

Expects a single option response (optional)

- yes [yes]
 no [no]
 I don't know [I don't know]
 I don't care [I don't care]

Prerequisites
Skip when Are you willing to rent your housing unit after the 12-month period (1.30) Equals 'No [No]'

1.33 If they could not afford the monthly rent would you consider lowering it so that they could stay

If they could not afford the monthly rent would you consider lowering it so that they could stay? (don't list)

Expects a single option response (optional)

- yes [yes]
 no [no]
 I don't know [I don't know]

Prerequisites
Skip when Are you willing to rent your housing unit after the 12-month period (1.30) Equals 'No [No]'

1.34 If they are not able to pay rental amount after the 12 month and have to leave who do you think will be the next renter

Last question, If they are not able to pay the rental amount after the 12 month period and have to leave who do you think will be the next renter? (list options)

Expects multiple selected options (optional)

- Syrian family [Syrian family]
 Lebanese family [Lebanese family]
 my family [my family]
 Anybody [Anybody]

1.35 Is there anything you would like to add or to say to NRC

Is there anything you would like to add or to say to NRC? Reinforce that NRC would encourage NEGATIVE and positive feedback to improve.

Expects a long text response (optional)

1.36 END OF QUESTIONS FOR LL

Thank the landlord for their patience. End Call Continue survey to evaluate respondent understanding/ attitude

1.37 For Interviewer post interview Respondent understanding of questions in general was

For Interviewer post interview Respondents understanding of questions in general was

Expects a single option response (optional)

- Excellent [Excellent]
 Good [Good]
 Fair [Fair]
 Poor [Poor]

1.38 Respondent interest in interview was

Respondents interest in interview was

Expects a single option response (optional)

- Very Strong [Very Strong]
 Moderate [Moderate]
 Disinterested [Disinterested]

1.39 Respondents attitude during survey was

Respondents attitude during survey was

Expects a single option response (optional)

- Positive [Positive]
 Neutral [Neutral]
 Upset [Upset]
 Angry [Angry]

1.40 I would rate the overall reliability of the answers I got as

I would rate the overall reliability of the answers I got as

Expects a single option response (optional)

Very Accurate [Very Accurate]

OK [OK]

Very Inaccurate [Very Inaccurate]

Shelter Evaluation 2015: Household Field Visit Survey -Bekaa

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Section 1. Survey

1.1 NRC Interviewer

NRC Interviewer

Expects a single line text response (required)

1.2 Household ID Number from List

Household ID Number from List

Expects a single line text response (required), Default: HHT5-000

1.3 Name from the List

Name (from the List)

Expects a single line text response (required)

1.4 Telephone from the list

Telephone (from the list)

Expects a single line text response (required)

1.5 Village from the list

Community Village (from the list)

Expects a single line text response (required)

1.6 Area Office from the list

Area Office (from the list)

Expects a single option response (required)

Bekaa [Bekaa]

North [North]

1.7 Hello We are part of the NRC team in Lebanon

Hello, We are part of the NRC team in Lebanon. NGO that supported the rehabilitation of your house. Is this the HH of _____? read below listed the head of HH name THE PRIMARY RESPONDENT WILL BE THE PERSON RESPONSIBLE FOR HOW THE HOUSEHOLD SPENDS ITS MONEY, PRIORITIZING IN CASE OF DOUBTS WOMEN RESPONDENTS.

1.8 Informed consent

We would like to ask you a few questions about your experience and situation as benefiting in the upgrading / rehabilitating unfinished buildings in Exchange of a 12 month rent free for a Syrian refugee family identified by NRC. Is it OK to ask you a few questions? It will only take us about xxxxx minutes. NRC has also taken precautions being to protect confidentiality, information would not be shared with any party (including the Gov/UN) outside NRC. You are free to participate/or decline. Your participation or decline would not affect any assistance you are receiving or have applied for.

Expects a single option response (required)

Yes [Yes]

No [No]

1.9 Respondent Gender

Respondent Gender (not necessary same as name on the list)

Expects a single option response (required)

Male [Male]

Female [Female]

1.10 When you or your family first arrived in Lebanon

When you / your family arrived in Lebanon? (most of the family members arrived)

Expects a date response (required)

1.11 lived in a different shelter in Lebanon before this NRC unit

During your stay in Lebanon, have you lived in a different shelter before moving to this NRC unit? how many different shelter (put ZERO if this NRC unit is your first shelter in Lebanon)

Expects a numeric response (required)

Prerequisites

Skip when *lived in a different shelter in Lebanon before this NRC unit (1.11)* Equals '0'

1.12 Type of shelters lived in before this one

What type of shelters did you live in before this one?

Expects multiple selected options (required)

unfinished buildings [unfinished buildings]

tent [tent]

collective center [collective center]

finished house/apartment [finished house/apartment]

garage [garage]

no shelter [no shelter]

hotel [hotel]

other [other]

Prerequisites
Skip when *lived in a different shelter in Lebanon before this NRC unit (1.11)* Equals '0'

1.13 Which of the governorates have you lived in during your time in Lebanon

Which of the governorates have you lived in during your time in Lebanon? (tick all that apply)

Expects multiple selected options (required)

- North [North]
- South [South]
- Bekaa [Bekaa]
- Greater Beirut city [Greater Beirut city]
- Mount Lebanon [Mount Lebanon]
- Tripoli city [Tripoli city]
- Saïda city [Saïda city]
- Tyre city [Tyre city]

Prerequisites
Skip when *lived in a different shelter in Lebanon before this NRC unit (1.11)* Equals '0'

1.14 Before arriving to this NRC accomodation what were the main reasons for moving between different places to live

Before arriving to this NRC accomodation, what were the main reasons for moving between different shelter /and/or/ places in Lebanon?

Expects multiple selected options (required)

- Rent cost [Rent cost]
- Dispute with landlord [Dispute with landlord]
- Proximity to family or relatives [Proximity to family or relatives]
- Proximity to work/livelihoods [Proximity to work/livelihoods]
- Poor physical living conditions [Poor physical living conditions]
- Over crowding [Over crowding]
- Proximity to services, such as village, school, health, etc. [Proximity to services, such as village, school, health, etc.]
- Be within community with same background/culture [Be within community with same background/culture]
- Being far from the conflict [Being far from the conflict]
- Dispute with host community/neighbors [Dispute with host community/neighbors]
- Protection concerns [Protection concerns]
- Other [Other]

1.15 Since when have you been in this housing unit

Since when have you been in this housing unit?

Expects a date response (required)

1.16 Were you living here before NRC rehabilitated the house

Were you living here before NRC rehabilitated the house?

Expects a single option response (required)

- Yes [Yes]
- No [No]

Prerequisites
Skip when *Were you living here before NRC rehabilitated the house (1.16)* Equals 'Yes [Yes]'

1.17 If no what were the main reasons for moving into this housing unit by NRC

If no, what were the main reasons for moving into this housing unit by NRC?

Expects multiple selected options (required)

- Unable to pay rent [Unable to pay rent]
- Poor Shelter Conditions [Poor Shelter Conditions]
- Pervious Shelter Overcrowded [Pervious Shelter Overcrowded]
- No income/poor financial condition [No income/poor financial condition]
- High rent in Previous shelter [High rent in Previous shelter]
- NRC Shelter is rent-free [NRC Shelter is rent-free]
- Move away from unsafe location [Move away from unsafe location]
- Female headed household [Female headed household]
- Dispute with landlord [Dispute with landlord]
- No Other Shelter Available [No Other Shelter Available]
- Other (specify next) [Other (specify next)]

Prerequisites
Skip when *If no what were the main reasons for moving into this housing unit by NRC (1.17)* Excludes 'Other (specify next) [Other (specify next)]' OR
Skip when *Were you living here before NRC rehabilitated the house (1.16)* Equals 'Yes [Yes]'

1.18 Other reasons for moving into NRC shelter

Other reasons for moving, please specify:

Expects a single line text response (required)

Prerequisites
Skip when *Were you living here before NRC rehabilitated the house (1.16)* Equals 'Yes [Yes]'

1.19 If no did you hesitate to move here

If no, did you hesitate to move here?

Expects a single option response (required)

- Yes [Yes]
- No [No]

Prerequisites
Skip when *If no did you hesitate to move here (1.19)* Equals 'No [No]' OR
Skip when *Were you living here before NRC rehabilitated the house (1.16)* Equals 'Yes [Yes]'

1.20 If Yes What made you hesitate

if Yes, What made you hesitate?

Expects a single line text response (required)

1.21 Do you know any families that did not accept the NRC housing offer

Do you know any families that did not accept the NRC housing offer?

Expects a single option response (required)

- Yes [Yes]
- No [No]

Prerequisites
Skip when *Do you know any families that did not accept the NRC housing offer (1.21)* Equals 'No [No]'

1.22 If Yes do you know why

If Yes, do you know why?

Expects a single line text response (required)

1.23 How many BEDROOMS does your family does your family occupy in this property

How many BEDROOMS does your family occupy in this property?

Expects a numeric response (required)

1.24 Other families in the building

Do you know any other families living in NRC bedrooms within this building that left before the end of free lease period? how many?

Expects a single option response (required)

- none [none]
- 1 family [1 family]
- 2 families [2 families]
- 3 families [3 families]
- 4 families [4 families]

1.25 What is your family size

What is your family size? (how many members live and eat together on regular basis)

Expects a numeric response (required)

1.26 Head of household gender

Head of household gender

Expects a single option response (required)

- Male [Male]
- Female [Female]

1.27 Head of household age

Head of household age

Expects a numeric response (required)

1.28 Head of household profile

Head of household profile

Expects a single option response (required)

- Able bodied [Able bodied]
- Physical disability [Physical disability]
- Mental disability [Mental disability]

1.29 Is there electricity in the property

Is there electricity in the property?

Expects a single option response (required)

- No, there is no electricity [No, there is no electricity]
- Yes, there is electricity [Yes, there is electricity]
- Yes, there is but I cannot afford the fee for utilities [Yes, there is but I cannot afford the fee for utilities]
- Yes, but the owner doesn't not allow me to use it [Yes, but the owner doesn't not allow me to use it]
- Power Generator [Power Generator]
- Informal electricity connection [Informal electricity connection]
- Yes, other... [Yes, other...]

Prerequisites
Skip when *Is there electricity in the property (1.29)* Not Equal 'Yes, other...' [Yes, other...]

1.30 Electricity - please specify

If Other, Please specify:

Expects a single line text response (required)

1.31 Is water available in the property

Is water available in the property?

Expects a single option response (required)

- No, there is no water [No, there is no water]
- Yes, there is enough water, more than 2 hours a day [Yes, there is enough water, more than 2 hours a day]
- Yes, there is water, but not enough, less than 2 hours a day [Yes, there is water, but not enough, less than 2 hours a day]
- Yes, there is but I cannot afford the fee for utilities [Yes, there is but I cannot afford the fee for utilities]
- Yes, but the owner doesn't not allow me to use it [Yes, but the owner doesn't not allow me to use it]
- Yes, other... [Yes, other...]

1.32 What water do you drink most of the time

What water do you drink most of the time?

Expects multiple selected options (required)

- Water directly from the tap, but household treats it first [Water directly from the tap, but household treats it first]
- Water directly from the tap, untreated by household [Water directly from the tap, untreated by household]
- Tap water that I store in my room, which has not been treated [Tap water that I store in my room, which has not been treated]
- Tap water that I store in my room, which has been treated [Tap water that I store in my room, which has been treated]
- Bottled water that I buy from the store [Bottled water that I buy from the store]
- water provider/ water trucking [water provider/ water trucking]
- public/community watertank/stand pipe [public/community watertank/stand pipe]
- protected well [protected well]
- other [other]

1.33 Is there a toilet and shower in the property

Is there a toilet and shower in the property?

Expects a single option response (required)

- No, there is no toilet or shower [No, there is no toilet or shower]
- Yes, there is a toilet and shower [Yes, there is a toilet and shower]
- Yes, but the owner doesn't not allow me to use it [Yes, but the owner doesn't not allow me to use it]
- Yes, other... [Yes, other...]

1.34 How many people per bathroom - toilet and shower

How many people per bathroom - toilet and shower? i.e. number people in building divided-by total number of bathrooms accessible

Expects a numeric response (required)

1.35 Would you stay another year in this unit if you could

Would you stay another year in this unit if you could?

Expects a single option response (required)

Yes [Yes]

No [No]

1.36 Have you already talked to the landlord about what will happen after the 1 year free rent

Have you already talked to the landlord about what will happen after the 1 year free rent?

Expects a single option response (required)

Yes [Yes]

No [No]

Prerequisites

Skip when *Have you already talked to the landlord about what will happen after the 1 year free rent (1.36)* Equals 'No [No]'

1.37 If Yes what did you discuss or agree

If Yes, what did you discuss or agree?

Expects a single option response (required)

Landlord would allow the family to stay if they pay rent/ NRC extends [Landlord would allow the family to stay if they pay rent/ NRC extends]

Landlord needs the property after 12months period ends [Landlord needs the property after 12months period ends]

Landlord doesn't want to extend contract [Landlord doesn't want to extend contract]

Continue staying at NRC property for work [Continue staying at NRC property for work]

Landlord is yet to decide [Landlord is yet to decide]

Family will stay for free [Family will stay for free]

Other (specify next) [Other (specify next)]

Prerequisites

Skip when *If Yes what did you discuss or agree (1.37)* Not Equal 'Other (specify next) [Other (specify next)]' OR

Skip when *Have you already talked to the landlord about what will happen after the 1 year free rent (1.36)* Equals 'No [No]'

1.38 What did you discuss or agree - Other

Other things discussed/agreed with the landlord, please specify.

Expects a single line text response (required)

Prerequisites

Skip when *Have you already talked to the landlord about what will happen after the 1 year free rent (1.36)* Equals 'Yes [Yes]'

1.39 If No what do you think will happen

If No, what do you think will happen? (try to avoid I don't know response)

Expects a single line text response (required)

Prerequisites

Skip when *Have you already talked to the landlord about what will happen after the 1 year free rent (1.36)* Equals 'Yes [Yes]'

1.40 If No do you plan to talk to him

If No, Do you plan to talk to him?

Expects a single option response (required)

Yes [Yes]

No [No]

1.41 What could be done better by NRC with this shelter intervention

What could be done better by NRC with this shelter intervention? e.g. the process, the location, etc.

Expects a long text response (required)

1.42 Do you have hand wash soap to use today

Do you have hand wash soap to use today?

Expects a single option response (required)

Yes [Yes]

No [No]

1.43 Do you wash your hands with soap

Do you wash your hands with soap?

Expects a single option response (required)

Always [Always]

Sometimes [Sometimes]

Never [Never]

1.44 When do you wash your hands

When do you wash your hands?

Expects multiple selected options (required)

Before eating [Before eating]

After eating [After eating]

After defecating [After defecating]

Before preparing food [Before preparing food]

Before breastfeeding [Before breastfeeding]

After changing baby's diaper/nappies [After changing baby's diaper/nappies]

Before bed [Before bed]

Never [Never]

1.45 What would you estimate your total family combined weekly income is in LBP pounds

What would you estimate your total family combined weekly income is in LBP pounds? (including UNHCR, UNDP, Job, Money Transfer...)

Expects a numeric response (optional)

1.46 What would you estimate your total family combined weekly expenses are in LBP pounds

What would you estimate your total family combined weekly expenses are in LBP pounds?

Expects a numeric response (required)

1.47 Average Utilities Bill

What is your current average utilities bill per month (electricity, water, waste, etc)? (in LBP)

Expects a numeric response (required)

1.48 Do you owe any money to family or friends or lenders

Do you owe any money to family, friends, or lenders?

Expects a single option response (required)

Yes [Yes]

No [No]

Prerequisites
Skip when *Do you owe any money to family or friends or lenders (1.48)* Equals "No [No]"

1.49 If Yes about how much in total

how debt do you have CURRENTLY? (in LBP)

Expects a numeric response (required)

1.50 Before NRC - about how much debt in total

How much debt did you have BEFORE joining NRC 12 month free rent ? (in LBP)

Expects a numeric response (required)

1.51 Apart from the rent free for 12 months which of the following assistance are you currently receivin

Apart from the rent free for 12 months, which of the following assistance have you received during the past 3 months?

Expects multiple selected options (required)

nothing [nothing]

food assistance (in-kind, voucher, card, cash) [food assistance [in-kind, voucher, card, cash]]

Health Care [Health Care]

NFIs (Hygiene kits, body kits, stove...) [NFIs (Hygiene kits, body kits, stove...)]

Cash Assistance [Cash Assistance]

1.52 Are you registered with UNHCR

Are you registered with UNHCR?

Expects a single option response (required)

Yes, All members are register [Yes, All members are register]

Yes, but not everyone in the household is registered [Yes, but not everyone in the household is registered]

No [No]

Yes, registered with UNRWA [Yes, registered with UNRWA]

Prerequisites
Skip when *Are you registered with UNHCR (1.52)* Equals "Yes, All members are register [Yes, All members are register]" OR
Skip when *Are you registered with UNHCR (1.52)* Equals "Yes, registered with UNRWA [Yes, registered with UNRWA]"

1.53 No UNHCR Registration

Why don't you have valid UNHCR registration currently?

Expects multiple selected options (required)

Waiting for registration appointment [Waiting for registration appointment]

I don't have valid verification documents [I don't have valid verification documents]

I was denied UNHCR registration [I was denied UNHCR registration]

I had but it was not renewed [I had but it was not renewed]

I do not see the benefit to register [I do not see the benefit to register]

I have fear of register, because if I do I might not be allowed back to Syria [I have fear of register, because if I do I might not be allowed back to Syria]

Fear of sharing family details with authorities [Fear of sharing family details with authorities]

Lack of information [Lack of information]

Transportation difficulties [Transportation difficulties]

Fear of checkpoints [Fear of checkpoints]

I was excluded from WFP food assistance, so no need to register/renew [I was excluded from WFP food assistance, so no need to register/renew]

mistreatment at the registration center [mistreatment at the registration center]

Other [Other]

1.54 Received ICLA services

Have you received Legal/documentation/information support from NRC? (ICLA Services)

Expects a single option response (required)

Yes [Yes]

No [No]

1.55 Now that you do not pay rent what do you spend your household money on

Now that you dont pay rent, what do you spend your household money on? (Tick all that apply, but do not provide examples to respondent!)

Expects multiple selected options (required)

Small Business/Commerce [Small Business/Commerce]

Food [Food]

School fees [School fees]

Health care and/or treatments [Health care and/or treatments]

Savings [Savings]

Paid off debts [Paid off debts]

Pay utilities (e.g. water, electricity) [Pay utilities (e.g. water, electricity)]

Help another family or friend [Help another family or friend]

Clothings [Clothings]

NFIs [NFIs]

Others... [Others...]

Prerequisites
Skip when *Now that you do not pay rent what do you spend your household money on (1.55)* Excludes 'Others... [Others...]

1.56 Spend Family Income Other Details

If Other, please details:

Expects a long text response (required)

1.57 Has not having to pay rent improved the quality of life for your family

Has not having to pay rent improved the quality of life for your family?

Expects a single option response (required)

- Yes [Yes]
 No [No]

1.58 Negative coping mechanisms - NOW or POST RECEIVING NRC Shelter

Which of the following practices have you resorted to in the last month?

Expects multiple selected options (required)

- Buy less expensive food [Buy less expensive food]
 reduce the number of meals per day [reduce the number of meals per day]
 selling assets [selling assets]
 spending savings [spending savings]
 buying on credit [buying on credit]
 accruing on debt [accruing on debt]
 sending children to work [sending children to work]
 stopped sending children to school [stopped sending children to school]
 reduce expenses on health [reduce expenses on health]
 increase number of working hours [increase number of working hours]
 selling food vouchers/ relief items [selling food vouchers/ relief items]
 Not heating your house properly [Not heating your house properly]
 reduce utility bills, or stop paying [reduce utility bills, or stop paying]
 not buying cloths/H.H materials [not buying cloths/H.H materials]
 other [other]

1.59 Negative coping mechanisms -BEFORE receiving NRC Shelter

BEFORE RECEIVING NRC Shelter, which of the following practices have you resorted to one month before rental free period? (Dec2014 - Jan2015)

Expects multiple selected options (required)

- Buy less expensive food [Buy less expensive food]
 reduce the number of meals per day [reduce the number of meals per day]
 selling assets [selling assets]
 spending savings [spending savings]
 buying on credit [buying on credit]
 accruing on debt [accruing on debt]
 sending children to work [sending children to work]
 stopped sending children to school [stopped sending children to school]
 reduce expenses on health [reduce expenses on health]
 increase number of working hour [increase number of working hour]
 selling food vouchers/ relief items [selling food vouchers/ relief items]
 Not heating your house properly [Not heating your house properly]
 reduce utility bills, or stop paying [reduce utility bills, or stop paying]
 not buying cloths/H.H materials [not buying cloths/H.H materials]
 other [other]

1.60 Do you think NRC is reaching the most vulnerable Syrian families

Do you think NRC is reaching the most vulnerable Syrian families?

Expects a single option response (required)

- Yes [Yes]
 No [No]

Prerequisites
Skip when *Do you think NRC is reaching the most vulnerable Syrian families (1.60)* Equals 'Yes [Yes]'

1.61 If no what should NRC do to make sure the most vulnerable households are assisted

If no, what should NRC do to make sure the most vulnerable households are assisted?

Expects a long text response (required)

1.62 Do you know any family of Syrian refugees living in worst shelter conditions than you

Do you know any family of Syrian refugaes living in worst shelter conditions than you?

Expects a single option response (required)

- Yes [Yes]
 No [No]

Branches
If response Equals 'No [No]' then skip to *Children 0-2 years old (1.72)*

1.63 Where are they

Where are they?

Expects a single option response (required)

- Garage, or shop [Garage, or shop]
- Informal tented settlement [Informal tented settlement]
- Unfinished house/apartment [Unfinished house/apartment]
- Finished house/apartment [Finished house/apartment]
- Homeless [Homeless]

1.64 What is the size of the family that lives in worse shelter conditions

What is the size of the family that lives in worse shelter conditions?

Expects a numeric response (required)

1.65 Why do you think that they were not included for the same support that NRC gave you

Why do you think that they were not included for the same support that NRC gave you? (try to avoid I don't know)

Expects a long text response (required)

1.66 Do you think that your family is healthier than that specific family

Do you think that your family is healthier than that specific family? (in the sense that you family members, children get less sick (Respiratory problems, Diarrhoea, others)

Expects a single option response (required)

- Yes [Yes]
- No [No]

1.67 Do you think that your family is safer than them

Do you think that your family is safer than them?

Expects a single option response (required)

- Yes [Yes]
- No [No]
- I'm not sure [I'm not sure]

1.68 Is your family able to buy better or more food than that family

Is your family able to buy better or more food than that family?

Expects a single option response (required)

- Yes [Yes]
- No [No]
- I'm not sure [I'm not sure]

1.69 Are you able to send more of your children to school than that family

Are you able to send more of your children to school than that family?

Expects a single option response (required)

- Yes [Yes]
- No [No]
- I'm not sure [I'm not sure]

1.70 Are you able to better plan for the future than that family

Are you able to better plan for the future than that family?

Expects a single option response (required)

- Yes [Yes]
- No [No]
- I'm not sure [I'm not sure]

1.71 Do you borrow less money than that family

Do you borrow less money than that family?

Expects a single option response (required)

- Yes [Yes]
- No [No]
- I'm not sure [I'm not sure]

1.72 Children 0-2 years old

Number of Children 0-2 years old (0-24 months)

Expects a numeric response (required)

1.73 Number of Children 3-4 years old

Number of Children 3-4 years old (25 - 60 months old)

Expects a numeric response (required)

1.74 Number of Children 5-17 years old

Number of Children 5-17 years old

Expects a numeric response (required)

1.75 Number of Disabled physically - mentally children 0 - 17 years

Number of Disabled physically/mentally children 0 - 17 years, if any

Expects a numeric response (required)

1.76 Number of Adults 18-59 years old who are physically able and are able to Work

Number of Adults 18-59 years old who are physically/mentally able and are able to Work (not necessarily employed currently)

Expects a numeric response (required)

1.77 Number of Elderly 60 and over years old who are physically able and are able to Work

Number of Elderly 60+ years old who are physically/mentally able and are able to Work (not necessarily employed currently)

Expects a numeric response (required)

1.78 NOT able - Number of Adults 18-59 years old who are physically able and are NOT able to Work

NOT able : Number of Adults 18-59 years old who are NOT physically/mentally able and are NOT able to Work

Expects a numeric response (required)

1.79 NOT able - Number of Elderly 60 years old and over who are physically able and are NOT able to Work

NOT able : Number of Elderly 60+ years old who are physically/mentally NOT able and are NOT able to Work

Expects a numeric response (required)

1.80 During your time in the NRC bedroom - Did you receive any visits from NRC

During your time in the NRC bedroom, Did you receive any visits from NRC? (after the move in/ rehabilitation works have finished)

Expects a single option response (required)

- Never [Never]
- once [once]
- Twice [Twice]
- Three times [Three times]
- four times [four times]
- more than 4 times [more than 4 times]
- I don't remember [I don't remember]

1.81 Is there anything you would like to add or to say to NRC

Is there anything you would like to add, or to say to NRC?

Expects a long text response (required)

1.82 Photo of the bathroom

After taking consent, take a picture of the bathroom

Expects an image response (required)

1.83 Photo of the kitchen

After taking consent, take a picture of the kitchen

Expects an image response (required)

1.84 Respondent understanding of questions in general was

Respondents understanding of questions in general was

Expects a single option response (required)

- Excellent [Excellent]
- Good [Good]
- Fair [Fair]
- Poor [Poor]

1.85 Respondent interest in interview was

Respondents interest in interview was

Expects a single option response (required)

- Very Strong [Very Strong]
- Moderate [Moderate]
- Disinterested [Disinterested]

1.86 Respondents attitude during survey was

Respondents attitude during survey was

Expects a single option response (required)

- Positive [Positive]
- Neutral [Neutral]
- Upset [Upset]
- Angry [Angry]

1.87 I would rate the overall reliability of the answers I got as

I would rate the overall reliability of the answers I got as

Expects a single option response (required)

- Very Accurate [Very Accurate]
- OK [OK]
- Very Inaccurate [Very Inaccurate]

[Edit this form](#)

Move-outs phone surveys - Bekaa

*Required



NRC interviewer *

- Aline
- Mohammad
- Ali

Household ID # (as per the list) *

village (as per the list) *

- Saadnayel
- El Marj
- Taalabaya
- Houch el Harime
- Mansoura
- Taanayel
- Khirbet Rouha
- Majdaloun
- Bar Elias
- Ghazze
- Souairi
- Arsaal
- Baalbek
- Fakehe
- Karaan
- Khiara
- Other

Why did you move out of the NRC shelter? *

- period expired

- could not afford to pay utilities
- dispute with landlord/ exploitations
- proximity to family
- proximity to work
- house was remote / far from services
- poor physical living conditions (leaking/poor insulations/no electricity or water)
- not adapted for special needs/disabilities
- overcrowding/lack of privacy
- dispute with other Syrian households
- Forced move out / Eviction / pressure from landlord
- I felt unsafe
- Other

Other reasons for leaving (if applicable)

for how long did you stay in the NRC shelter? (in months) *

If moved out of the NRC unit - where do you live now? *

- Same village as NRC unit
- Other villages

If moved out of the NRC unit - what is your current type of shelter? *

- Garage, or shop
- Informal tented settlement
- Collective centre (formal/informal)
- Unfinished house/apartment
- Finished house/apartment
- Other

Other type of shelter (if applicable)

Who is the head of the household? *

multiple select

- Female
- Male
- Elderly
- Disabled
- Sick/health problems

household size *

Is there anything you would like to add, or to say to NRC? *

Never submit passwords through Google Forms.

100%: You made it.

***Annex 7 – List of Contacts of the
Evaluation***

Annex 7, LIST OF CONTACTS

Semi-structured individual interviews on Skype (briefing):

NRC Staff:

Lian Bradley - Evaluation Advisor (Oslo)
Martin Suvatne – Special Adviser – Shelter (Oslo)
Fernando de Medina Rosales – Special Adviser – ICLA (Oslo)
Dalia Aranki – Advisor ICLA – Country Office Lebanon
Neil Brighton- Advisor Shelter – Country Office Lebanon
Filippo Ortolani – Head of Programme Unit - Country Office Lebanon

Save the Children:

Thomas Whitwort, Shelter and NFI Technical Adviser, Lebanon

Semi-structured individual interviews (in person):

NRC Staff:

Niamh Munaghan, Country Director
Neil Brighton- Advisor Shelter – Country Office Lebanon
Filippo Ortolani – Head of Programme Unit - Country Office Lebanon
Julie Bara, WASH Advisor, Lebanon
Julie Dube-Gagnon – ICLA Legal Coordinator, Lebanon
Eliane Beyrouthy (Finance Manager)

Maha Al Ayyoubi, Shelter Coordinator T5

Miriam López, Shelter Programme Manager North
Nicholas Winn, Shelter Programme Manager Bekaa
Nisreen Ali, Social Officer, Bekaa
Samaya Mattou, ICLA Coordinator North
Maram Hajjo, Shelter Team Leader, T5
Maidelina Serbag, Social Officer Akkar...
Eliane Daoud, M&E Officer, Akkar
Issam Hajjo, M&E Officer, T5

UNHCR:

Vincent Dupin. Senior Shelter Officer, Lebanon

Save the Children:

Thomas Whitwort, Shelter and NFI Technical Adviser, Lebanon
Danielle Fares, Shelter Program Manager, Akkar
Mais Balkhi, Shelter Program Manager, Bekaa

MSF:

Thierry Coppens – Head of Mission, MSF-OCG
Lorena Bilbao – Head of Mission, MSF-OCB

DRC:

Jorge Román, Shelter Coordinator, Lebanon

PU-AMI:

Arnaud Fratani, Shelter and Infrastructure Coordinator, Lebanon

Solidarités International:

Nicholas Kachrillo (Shelter Manager)

Concern Worldwide:

Emily Helary, Shelter Manager, Akkar

UNICEF:

Pedro Pablo Palma, Health and Nutrition Specialist, Tripoli

ECHO:

Bruno Rotival, Head of Office, Lebanon
Maureen Philippon, Technical Assistant, Lebanon

MUNICIPALITIES:

8 Municipalities/Authorities in T5: Dear Ammar (Head of Municipality), El Minieh (Mayor), Bkarsouna (Mayor), Sir Al Dinieh (Mayor), Bkaa Sefrin (Head of Municipality), Nahr El Bared Camp and BC Camps (Member of Popular Committee), Mohammarah (Head of Municipality) and Bebnin (Head of Municipalities).

3 Municipalities/Authorities in Bekaa: Head of Municipalities in Sawiri, Khaber Rouj, Ghazze and Houch el Harime.

Group interviews / Joint analysis sessions (in person):

NRC staff

ICLA Team, North
Social Field Assistants, T5
Technical Field Assistants and Technical Field Officers ,Akkar
Social Field Officers, Social Field Assistants, Technical Field Assistants, Technical Field Officers and Shelter coordinators, Bekaa

***Annex 8 – List of NRC ICLA Referrals
to NRC Shelter***

Annex 8 – List of ICLA referrals to Shelter).¹

ICLA referrals			
	2012	2013	2014
Total referrals			
All areas	2899	4378	399
Bekaa	2854	3564	159
North	45	754	187
Referrals to NRC shelter team			
Bekaa	538	113	11
	19%	3%	7%
North	21	331	13
	47%	44%	7%

Source: NRC ICLA internal information, February 2015

¹ No other ICLA information/statistics were made available for further analysis.

Annex 9 – FGDs Full Report

Annex 9 - Summary of Focus Group Discussions, Tripoli, Week February 2nd 2015

Worst Shelter Conditions	<i>Worst shelter conditions exist in camps, garages, unfinished apartments, rooftops, vacant department stores, and iron storage containers. They are mostly owned by Syrians.</i>
	<ul style="list-style-type: none"> • Most frequent response: camps, apartments, garages and vacant department stores. • Next most frequent response: rooftops. • Next most frequent response: iron storage containers (Especially in Nahr el Barid) • Most frequent response: Syrians. • Next most frequent response: vulnerable Lebanese.
Relationship with refugees	<i>Although some participants described the lack of any relationship with refugees, most participants have a general positive strong relationship.</i>
	<ul style="list-style-type: none"> • Most frequent response: Positive relationship; colleagues, neighbors, and treated as family. • Next most frequent response: Try to avoid contact. • Next most frequent response: Relationship began as negative due to a false preconception but and improved with time and experience.
Assistance by institutions/organizations	<i>Most assistance comes from UNHCR/UNRWA and a few foreign aid assistance coming from Qatar and Kuwait.</i>
	<ul style="list-style-type: none"> • Most frequent response: UNHCR, UNRWA. • Next most frequent response: Foreign aid from Qatar, Kuwait, France, Switzerland, Saudi, Emirati, Australian, • Next most frequent response: International Organizations: NRC, Save the Children, Red Cross, Concern, PU, USAID, CBR. • Next most frequent response: Local organizations: Sanabil, Najdi, Abwab el Khayr.
Support received/ Should receive	<i>Support received in vulnerable areas includes fuel, heaters, NFI's, shelter rehabilitation and food coupons. Support still needed includes medical assistance and more shelter and education programs as well as job opportunities for refugees.</i>
	<ul style="list-style-type: none"> • Most frequent response: Fuel, heaters, Non food items, Shelter rehabilitation, food coupons, and sealing off kits. • Most frequent response: Medical assistance is highly needed • Next most frequent response: Education programs and more job opportunities for refugees and vulnerable Lebanese.

Programs assisting Lebanese vulnerable families	<i>Although the majority of participants mentioned their lack of knowledge with any agencies assisting Lebanese vulnerable families, some assistance is given by the Social Affairs. Vulnerable Lebanese are living in conditions as bad as some refugees, and assistance is highly needed. UNRWA assists some Palestinian Lebanese vulnerable host community.</i>
	<ul style="list-style-type: none"> • Most frequent response: No knowledge of any programs assisting vulnerable Lebanese. • Next most frequent response: Social Affairs providing some assistance but is unfair and requires a "wasta". • Next most frequent response: Programs assisting vulnerable Lebanese existed prior to the Syrian crisis, but vanished once refugees populated areas. Most assistance now comes strictly to Syrians. • Next most frequent response: UNRWA assists some Palestinian Lebanese vulnerable host community , although most participants showed dissatisfaction with unfair treatment received from agency.

Identifying most vulnerable families	<i>Easiest method to identify most vulnerable families is through the assistance of the municipality which is aware of all vulnerable population and needs required. Other methods involve conducting surprise field home visits, and through other acting agencies in designated area.</i>
	<ul style="list-style-type: none"> • Most frequent response: Identify families through municipality records and assistance. • Next most frequent response: Conduct surprise home visits to see first-hand the vulnerability and needs required.

Syrian assistance programs on Lebanese	<i>Although programs assisting Syrian refugees does not have a direct implication on the Lebanese host community, it does keep community with less worries knowing the needy are getting the help needed. Also, assistance programs often improve an area's economic situation since more assistance shows more income and so more expenditure. The excess of assistance in some areas is causing the refugees to sell their aid to Lebanese at low wages in return for cash.</i>
	<ul style="list-style-type: none"> • Most frequent response: No direct affect on Lebanese. • Next most frequent response: Makes Lebanese happy knowing the needy are getting help. Less pressure and stress on locals. • Next most frequent response: Assistance means more income in neighborhood and so more expenditure. This could improve local businesses. • Next most frequent response: The high amount of assistance often leads to refugees selling the aid to Lebanese at cheaper prices.

Tensions/conflicts	<p><i>Most of conflicts and tensions in designated areas come from security concerns that have worsened after the Syrian crisis. Neighborhood problems increased such as theft, burglary, and fighting between young men. Also, women showed a strong opinion about their incapability of navigating on the streets from uncomfortable looks and phrases said by refugees. Syrian women causing infidelity in marriages is also another tension that existed after refugees' presence.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: Lack of security leading to thefts, burglary, fights, and incapability of freely navigating streets. • Next most frequent response: Syrian women are causing men to cheat and breaking marriages. • Next most frequent response: Syrians are more afraid than local Lebanese since they are the outsiders in the country.

Challenges	<p><i>Local host community believed the challenges they faced came from the lack of assistance coming to them, while some refugees are receiving an excessive amount. Also, job challenges worsened since Syrian men are accepting jobs with low wages for more hours; keeping countless Lebanese unemployed. Other challenges included issues with rent, and availability of water and electricity.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: Syrian refugees are getting an excessive amount of aid, often selling them while vulnerable Lebanese are not getting any. • Most frequent response: Syrian men accept low waged jobs with more hours since they receive assistance from agencies. Lebanese men would not accept such wages since they do not get any help or assistance. This is keeping the Lebanese unemployed and so increasing poverty between them. • Next most frequent response: Increase in rent, water shortage, and electricity problems.

Worst Shelter Conditions	<p><i>Worst shelter conditions exist in camps, and unfinished apartments. Although many Lebanese are living in similar bad shelter conditions, majority of shelters in the worst conditions are owned by Syrians.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: Camps and apartments. • Next most frequent response: Garages, farms, and attic rooms.
Relationship with refugees	<p><i>Although many participants agreed to a positive and mutual relationship with refugees, many agreed to the lack of any relationship in order to avoid problems and disagreements.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: Positive relationship; colleagues, neighbors, and treated as family. • Next most frequent response: Try to avoid relationships as to avoid problems and involvement with security issues.
Assistance by institutions/organizations	<p><i>Most assistance comes from UNHCR as well as NRC, DRC, Red Cross and local organizations such as Dar el Fatwa and the Mostakbal movement. Also, foreign organizations provide assistance, such as Emirates, Saudi, Qatar and Kuwait.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: UNHCR. • Next most frequent response: Foreign aid from Qatar, Kuwait, France, Switzerland, Saudi, Emirati, Australian, • Next most frequent response: International Organizations: NRC, Red Cross, and DRC.
Support received/ Should receive	<p><i>Support received in vulnerable areas includes fuel, heaters, mattresses, and blankets. Support still needed includes medical assistance as well as quality education programs to teach the kids that remain on the streets.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: Fuel, heaters, mattresses, and blankets. • Most frequent response: Medical assistance. • Next most frequent response: Education programmes for children.

Identifying most vulnerable families	<p><i>Easiest method to identify most vulnerable families is through the assistance of the municipality which is aware of all vulnerable population and needs required. Other methods involve conducting surprise field home visits, and through other acting agencies in designated area.</i></p>
	<ul style="list-style-type: none"> • Most frequent response: Identify families through municipality records and assistance. • Next most frequent response: Conduct surprise home visits to see first-hand the vulnerability and needs required. • Next most frequent response: Identify families through the assistance of the local mayor who holds the records of all families

	and aid they require.
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Syrian assistance programs on Lebanese	<i>Although programmes assisting Syrian refugees do not have a direct implication on the Lebanese host community, it may have an effect if it is a shelter program that could benefit a Lebanese landlord. Other programs do not help, but may spark a spite in Lebanese since they are just as needy and are not getting any assistance at all.</i>
	<ul style="list-style-type: none"> • Most frequent response: No direct affect on Lebanese. • Next most frequent response: If shelter program, could benefit Lebanese landlord. • Next most frequent response: Syrians are often selling aid to vulnerable Lebanese, this threatens their relationship since Lebanese now claim to be more vulnerable and do not get any help at all.

Programs assisting Lebanese vulnerable families	<i>Majority, if not all, of Lebanese showed the lack of knowledge with any programs assisting Lebanese vulnerable families.</i>
	<ul style="list-style-type: none"> • Most frequent response: No knowledge of any programs assisting vulnerable Lebanese. • Next most frequent response: Social Affairs might be providing assistance but not aware of its actions and type of aid assistance.

Tensions/conflicts	<i>Most of conflicts and tensions in designated areas come from security concerns that have worsened after the Syrian crisis. Neighborhood problems increased such as theft, rape, and fighting between young men. Also, women showed a strong opinion about their incapability of navigating on the streets from uncomfortable looks and phrases said by refugees. Syrian women causing infidelity in marriages is also another tension that existed after refugees' presence.</i>
	<ul style="list-style-type: none"> • Most frequent response: Lack of security leading to thefts, rape, fights, and incapability of freely navigating streets. • Next most frequent response: Syrian women are marrying Lebanese men, taking away opportunities for legible single Lebanese women.

Challenges	<i>Local host community believed the challenges they faced came from the lack of assistance coming to them, while some refugees are receiving an excessive amount. Also, unemployment has increased since Syrian men are accepting jobs with low wages for more hours. Other challenges include rent increase, availability of water and electricity, as well as lack of assistance.</i>
	<ul style="list-style-type: none"> • Most frequent response: Syrian refugees are getting an excessive amount of aid, often selling them while vulnerable Lebanese. This was a huge problem being repeated in every discussion. There is a great level of poverty amongst Lebanese, and no assistance at all is being delivered. • Most frequent response: Syrian men accept low waged jobs with more hours since they receive assistance from agencies. Lebanese men would not accept such wages since they do not get any help or aid. This is keeping the Lebanese unemployed and so increasing poverty between them. • Next most frequent response: Increase in rent, water shortage, and electricity problems.

After over twenty focus group discussions were carried out in Tripoli and Bekaa, questioning the local host community, some trends were shown to be similar while other aspects differed.

On the week of February 2nd, 11 focus group discussions were carried out in various **areas of Tripoli**, interviewing both Lebanese and Palestinian host community. Discussions were either mixed (women and men), men alone, or women alone. After completing all the discussions, trends showed major differences in the type of area where focus groups were conducted, as well as the nature of the participant group. When participant groups were all women, discussions varied. Women were more concerned about infidelity problems, the nature of Syrian women, and the problems Syrian kids are causing in the area. Infidelity proved to be a huge issue for the women in the Lebanese community, experiencing countless instances where Syrian women would lure and tempt men into inappropriate actions; this led to a huge rate of divorce in various areas, especially Beqaa Safrin. With participant groups of strictly men, participants were more focused about the huge rate of unemployment and the economic instability that has recently spread. Lebanese men stated that Syrian men are accepting jobs with a low wage and more working hours since they receive assistance from aid agencies, therefore affording life expenses. While for Lebanese, they could not accept lower wages since they do not receive any assistance. For Lebanese men, their job is their only source of income, so lower wages cannot cover all the living expenses for their families. This posed as a huge issue and was repeated amongst several focus group discussions. Another trend that was shown revolved around the location of each focus group discussion. For discussions taking place in more urban areas, where more camps existed, there were more security problems and relationships were not as positive. Camp areas showed a greater rate of security instability, since theft, rape, and fights were at a higher rate. In mountainous areas, majority of shelters existed as apartments, where there was more privacy, less fights, and better relationships in

comparison. In the mountainous villages, more of local residents were the elderly, and so were less concerned about security problems and focused on the positive aspects of treating Syrian refugees as family.

On the week of February 9th, focus group discussions were repeated in **Bekaa**, with the same population group, the Lebanese host community. One trend that was shown in Bekaa, similar to Tripoli, was the difference in the nature of participant groups. When participant groups were strictly women, they were more concerned about infidelity, the behavior of Syrian women, their concerns of their daughters navigating the streets in fear of inappropriate behavior from Syrian men. For participant groups of men, concerns revolved around unemployment and the incapability of providing for the family. Economic concerns were of a great burden for Lebanese men. With failure at local businesses, and lack of assistance for Lebanese, the head of household is facing a great difficulty keeping his family off the streets. Many of the participants interviewed claimed they are “refugees in their own country”, where Syrian refugees are receiving more assistance and are able to survive while Lebanese are left incapable of guaranteeing their next meal. Differences in responses in various areas in Bekaa did not differ much, since the worst conditions always consisted of camps and apartments, throughout the whole area.

In both **Bekaa and Tripoli**, participants always showed a huge concern about the security situation. Since the influx of Syrian refugees in both areas, problems such theft, street fights, and rape became more common. This remains as a huge issue for the local host community.

Annex 10 – List of Consulted Documents / Bibliography

Annex 10 - List of consulted documents / bibliography

Internal NRC - Documents related to the intervention

- * *NRC Programme Policy* (2012)
- * *NRC Protection Policy* (2014)
- * *NRC Gender Policy* (2007)
- * *NRC Policy Paper* (2012)
- * *NRC Housing, Land and Property Theory of Change* (unknown date)
- * *Country Strategy Lebanon 2014-2016* (December 2013)
- * *NRC handout on Legal Status of Refugees from Syria and the consequences of recent changes*, 12 February 2015.
- * *Unfinished and hosted shelter assessment for Syrian response programs*, NRC Lebanon M&E Department, 2013
- * *A Precarious Existence: The shelter situation of refugees from Syria in Neighbouring Countries*, NRC (June 2014)
- * NRC shelter database and Outcoming monitoring
- * NRC Macro logframe, core competencies logframes and Narrative Analysis, NRC (November 2014)
- * Different NRC proposals to donors, budgets and Reports (2012-2014)
- * Different NRC Lebanon: shelter updates, NRC Shelter Advisor
- * Lebanon Shelter Programme Advisor Visit – Field Report (7-11th October 2013)
- * ICLA Adviser mission to Lebanon report, December 2012
- * Internal investigation into NRC shelter activities in West Bekaa, NRC internal report and NRC management response, June-July 2014 and
- * Bekaa and North Shelter – WASH activity flow diagram and Assessment tools (NRC WASH)
- * SSUs and ICLA existing formats
- * SSU workflow
- * SSU Beneficiary selection principles, NRC (October 2014)
- * Mapping of services per area office, ICLA, December 2014
- * ICLA Legal Aid Criteria (December 2014)
- * ICAL Factsheet on Lease Agreements and Evictions for Fieldworkers, ICLA, August 2014
- * Increasing Security of Tenure through Relationship building and Written Lease Agreements, ICLA, August 2014
- * Handover report Shelter Programme Manager (May 2014)

Documents related to the context

- *The Regional Refugee & Resilience Plan (3RP) 2015-2016 and Lebanon Crisis Response Plan 2015-2016*, Lebanese Ministries, UN agencies and national and international NGOs (OCHA), 2014
- *Towards a 21st century humanitarian response model to the refugee crisis in the Lebanon*, by Simon Little (field article published in Field Exchange, November 2014, Issue 48).
- *Lebanon: Syria Crisis, Facts & Figures*, DG ECHO, 29 January 2015.
- *The most important features of Lebanese policy towards the issue of Syrian refugees: From hiding its head in the sand to soft power*, Nizar Saghieh Ghida Frangieh (30 Dec. 2014).
- *Verification Exercise – Preliminary Result*, WFP, March 2014
- *UNHCR Shelter Phone Surveys Report*, UNHCR August 2013
- *UNHCR Shelter Phone Surveys Results – Presentation*, UNHCR March 2014
- *Admission and Residency Syrians in Lebanon*, UNHCR, 4 February 2015
- *Presentation of the Shelter Phone Survey*, UNHCR March-2014 (v2).
- *Vulnerability Assessment of Syrian Refugees in Lebanon*, UNHCR, August 2014.
- *The Onset of Winter in Syria, Iraq and the Region*, ACAPS October 2014
- *Health access and utilisation survey among non-camp Syrian refugees*, UNHCR, Lebanon, July 2014.
- *Best practice materials* – WASH Cluster HP Project, UNICEF, 2007

- *Assessment of the Impact of Syrian Refugees in Lebanon and their employment profile*, International Labor Organization 2013, published in 2014
- *Regional Analysis Syria Brief*, RAS-ACAPS, December 2014
- *Operational Plan 2011-2016 Lebanon*, DFID, December 2014
- *Humanitarian Implementation Plan* (HIP Syria Crisis), ECHO, October 2014
- *Housing, Land and Property Issues in Lebanon, Implications of the Syrian Refugee Crisis*, UNHabitat-UNHCR, August 2014
- Lebanon: RRP6 Monthly updates, Lebanon Shelter working group, 2014
- Lebanon: RRP5 Non Food Items updates and RRP6 Monthly updates Basic Needs, 2013 and 2014
- Lebanon: RRP6 Monthly updates, WASH, 2014
- *Shelter Strategy for 2014*, Inter-Agency Shelter Sector Working Group-Lebanon, February 2014
- *Misery beyond the war zone: Life for Syrian refugees and displaced populations in Lebanon*, MSF 2013
- *Multi-purpose Cash Programming – Designing an inter-agency response in Lebanon*, Save the Children presentation/ENN technical meeting, 2nd October 2014
- *Recommendations for Information and Communication about Targeted Assistance*, Targeting Task Force Lebanon, August 2014
- *Targeting for Cash and Food, Technical Note and different guidelines*, UNHCR (Version 15 December 2014)
- *CSP WASH Guidelines – Community Support Project Selection Criteria*, UNHCR (23rd January 2015)
- *List of cadastral zones in Lebanon ranked by most to least vulnerable*, UNHCR (30 January 2014)
- *Shelter & NFIs Sector Briefing sheet*, Save the Children Lebanon, November 2014
- Different Maps of the areas of intervention and Shelter SSU agency division (Akkar)

Evaluations

- * *Evaluation of Oxfam GB's Cash-for Rent Project in Lebanon*, OXFAM GB (March 2014)
- * *External evaluation of the Rental Support Cash Grant Approach Applied to Return and Relocation Programs in Haiti*, The WolfGroup, September-January 2013

Other

- * *Evaluation of Humanitarian Action Guide*, Overseas Development Institute London, March 2013
- * *ALNAP quality Proforma*, ALNAP (v. 023/03/05)
- * *The Sphere Project, Humanitarian Charter and Minimum Standards in Humanitarian Response*, 2011 edition
- * *Security of Tenure in Humanitarian Shelter Operations*, NRC-IFRC, 2013
- * *The Right to Adequate Housing*, Joint OHCHR/UN-Habitat Fact Sheet No. 21, Rev. 1. Printed: November 2009 and reprinted at United Nations, Geneva, May 2014
- * *Identification of vulnerable people in urban environments*, ACF International, December 2010
- * *Inter-agency Information Sharing Portal Syria*, Regional Refugee Response
- * *UNHCR Daily Statistics Syrian Refugees in Lebanon*
- * *2015 Shelter & NFIs Sector Strategy*, Save the Children presentation – December 2014
- * *Guidelines on Rehabilitation of Small Shelter Units*, Inter-Agency Shelter Sector Coordination Working Group, February 2014
- * Lebanon Inter-Agency Cash Working Group (CWG) calculations for MEB and SMEB
- * *Professional Standards for Protection Work*, ICRC, 2013 edition
- * UNHCR Shelter phone survey questionnaire, UNHCR, 2015
- * UNHCR Activity Info, Lebanon
- * UNHCR Registration Trends for Syrians in Lebanon, weekly statistics
- * Background, Analysis and tools (including Standard Operational Procedures) of the NRC Shelter Project (Jordan)

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