

Inter-Agency Referral Analysis



Report covering January - March 2021 (Q1 2021)
Protection

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

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

Total number of Referrals to All Sectors **31,392**
Total number of Referrals to **Protection** **5,711 (18% of total)**

Results Analysis

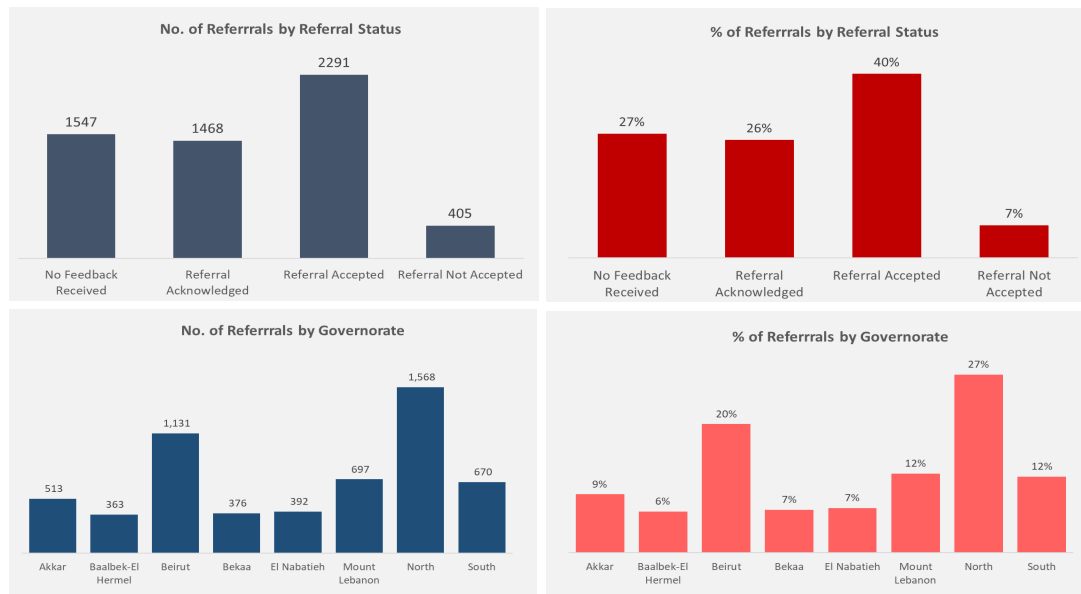
Referrals for protection services increased by 18% in Q1 2021 compared to the previous quarter, now accounting for almost one fifth of all referrals to all sectors. Over a quarter of protection referrals (27%) were made in the North, followed by Beirut (20%) and Mount Lebanon, in line with Q4. Conversely, the lowest number was reported in Baalbek-El Hermel and the Bekaa, which constitutes a downward shift in referral volumes for these governorates as compared to Q4.

In Q1, there was a decrease in referrals accepted compared to Q4, similarly to the rate of referrals acknowledged, which has also decreased slightly. Conversely, the percentage of referrals not receiving any response has increased compared to Q4, constituting over a quarter (27%) of protection referrals made. The highest acceptance rates were recorded in Mount Lebanon, in line with Q4, and the Bekaa, which presented an improvement compared to Q4. On the other hand, the lowest rates were reported in Beirut, which constitutes a deterioration.

Most protection referrals were made by protection partners themselves, with referrals also being received from education and CP, and newly also WASH. The majority of referrals were for Syrians, with the exception of Beirut, where over half of referrals were to vulnerable Lebanese. While the vast majority of protection referrals were for adults, over a third of referrals in Beirut were for the elderly. Over two thirds of those referred for protection were female.

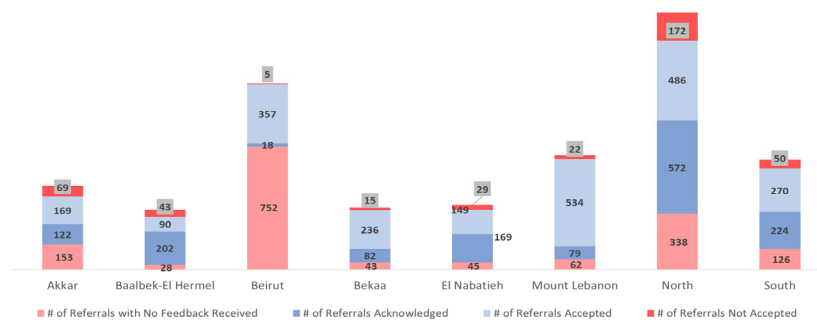
In terms of response speeds, over half of referrals were acknowledged within times specified in the Minimum Standards (48h for regular- and 24h for fast track referrals), with the Bekaa and Mount Lebanon reporting slower rates compared to average. Around three quarters of referrals were completed on time, meaning within 14 days for regular- and 24h for fast track referrals, with the slowest completion rates recorded in Beirut and the North.

IA Referrals: Overall Response to Referrals to Protection

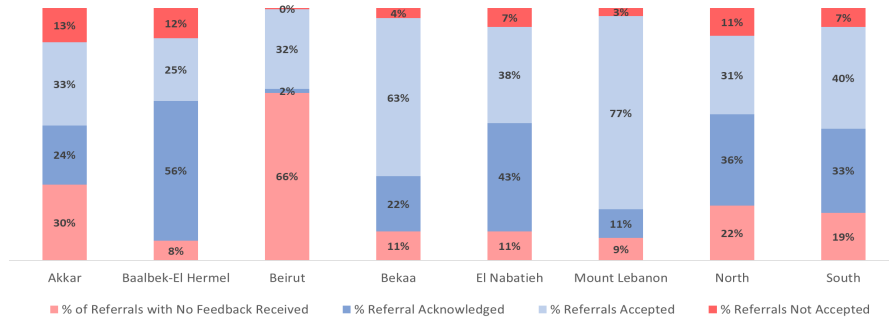


IA Referrals: Response Rate to Referrals to Protection by Governorate

No. of Referrals according to Status Category per Governorate



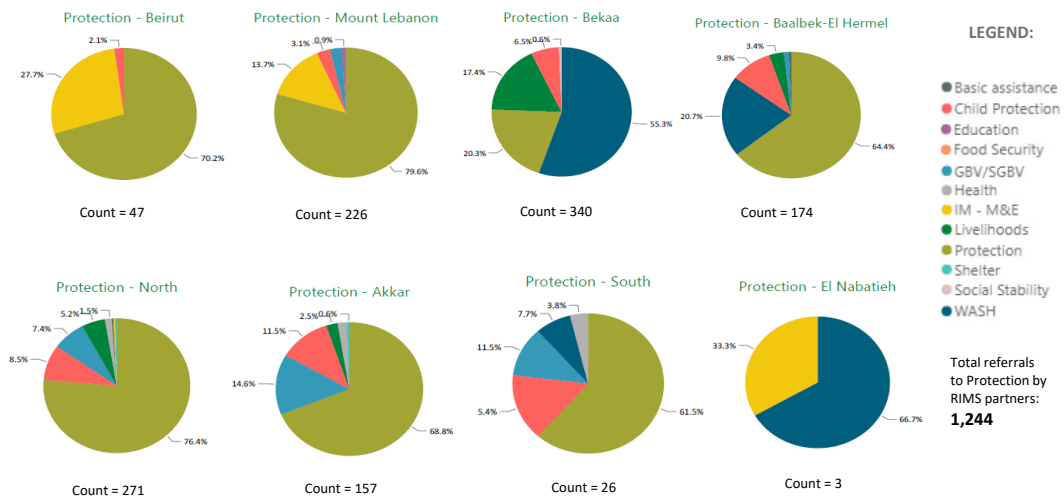
% of Referrals According to Status Category per Governorate



Partners who reported (IA Referrals): ABAAD, ACF, ACTED, ActionAid, Al-Fayhaa, AND, Caritas Lebanon, CONCERN, DRC, GVC, HI, IMC, INARA, Interros, IOCC Lebanon, IRC, Makhzoumi, MEDAIR, Mercy Corps, NEF, NRC, ODA, PCPM, PU-AMI, Red Oak, RESTART Lebanon, RET Liban, RI, RMF, SAFADI, SCI, SHEILD, SIF, Solidarités, TdH-It, TdH-L, WCH, WRF, WVI

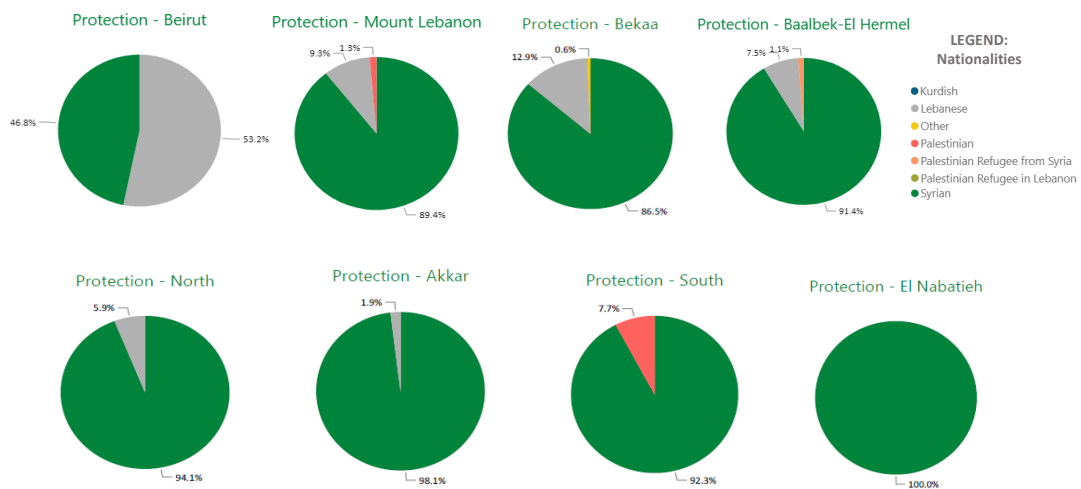
RIMS data:

Percentage and Number of Referrals to Protection by Sector and Governorate

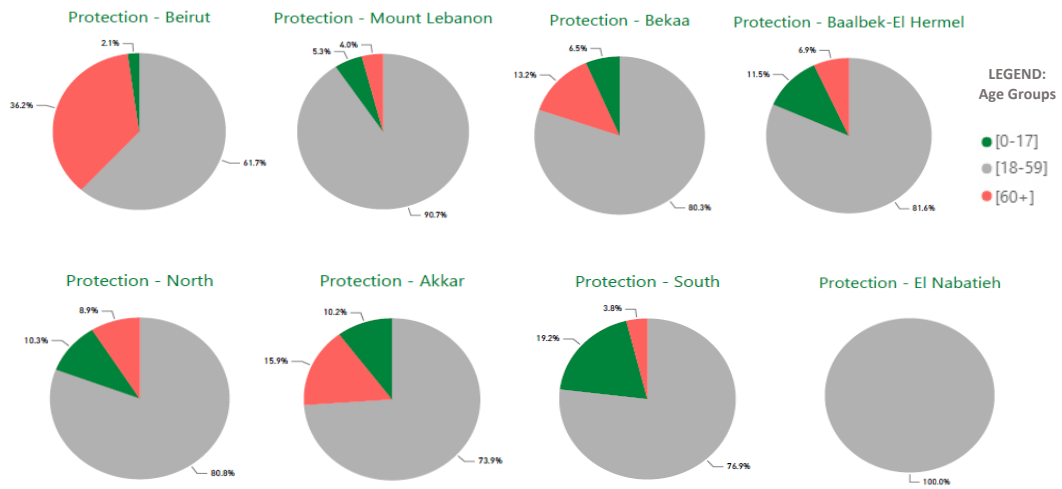


RIMS data:

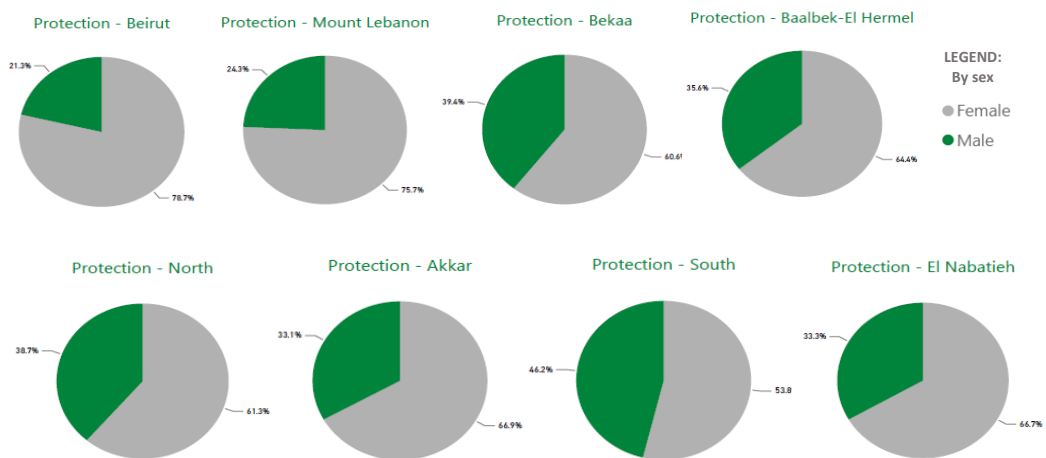
Percentage of Referrals to Protection by Nationality and Governorate



RIMS data:
Percentage of Referrals to Protection by Age Group and by Governorate



RIMS data:
Percentage of Referrals to Protection by Sex and by Governorate



RIMS data:
Speed of Referrals to Protection by Governorate

Speed of Protection referrals in Beirut



Speed of Protection referrals in Mount Lebanon



Speed Categories
● On Time
● Not On Time

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

Speed of Protection referrals in Bekaa



Speed of Protection referrals in Baalbek-El Hermel



Speed of Protection referrals in North



Speed of Protection referrals in Akkar



Speed of Protection referrals in South

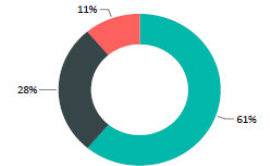


Speed of Protection referrals in El Nabatieh

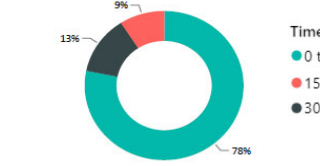


RIMS data:
Timeliness of Referrals to Protection by Governorate

Timeliness of Protection referrals in Beirut



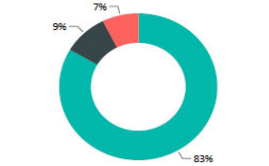
Timeliness of Protection referrals in Mount Lebanon



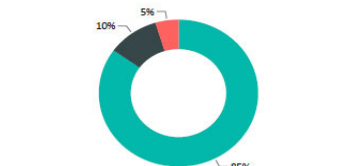
Timeliness Categories
● 0 to 14 days
● 15 to 30 days
● 30+ days

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

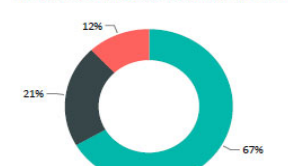
Timeliness of Protection referrals in Bekaa



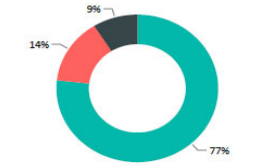
Timeliness of Protection referrals in Baalbek-El Hermel



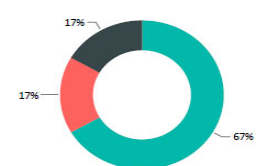
Timeliness of Protection referrals in North



Timeliness of Protection referrals in Akkar



Timeliness of Protection referrals in South



Timeliness of Protection referrals in El Nabatieh

