Inter-Agency Referral Analysis

Report covering January - March 2021 (Q1 2021)
SGBV

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 stregthen 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 **SGBV**	**513** (**2%** of total)

Results Analysis

Referrals for SGBV services recorded a decrease in volume in Q1 2021, despite the fact that the proportion of SGBV referrals out of total remained about the same (2%). Some of the highest referral volumes were reported in Mt Lebanon, in line with Q4, as well as Akkar and North.

The response rates were relatively high, with 85% referrals receiving some sort of feedback and over two thirds (64%) referrals accepted, which constitutes an improvement compared to Q1 (36%). The rate of referrals with no feedback received and not accepted remained about the same compared to Q4, while the rate of referrals acknowledged decreased significantly (17% in Q1 as compared to 46% in Q4).
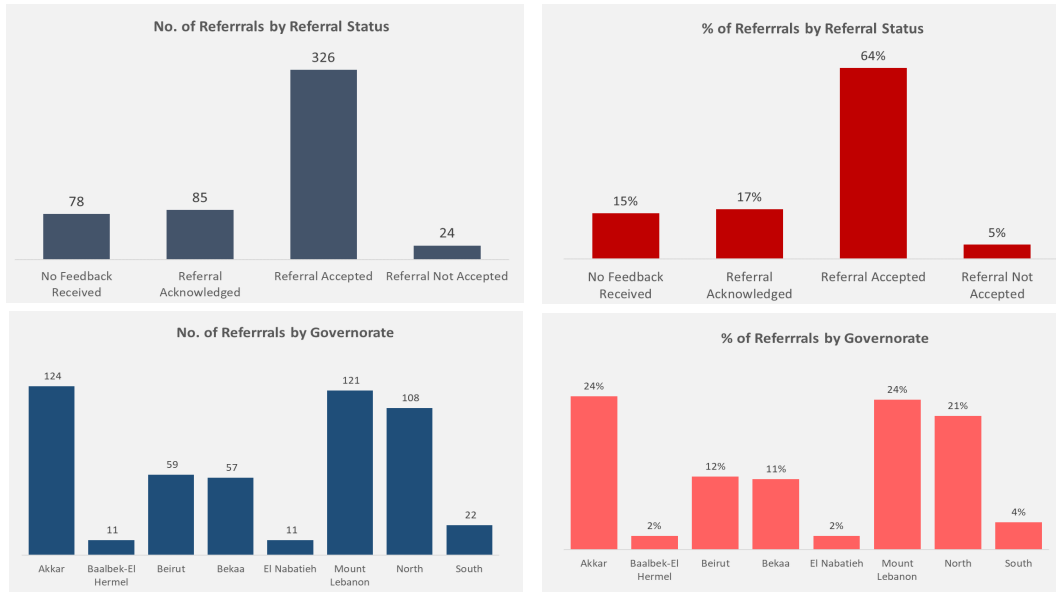
The highest response rates were reported in Nabatiyeh, same as in Q4, followed by Beirut and Mt Lebanon, which constitutes an improvement for these governorates. Conversely, the lowest acceptance rates were noted in the Bekaa, presenting a decline.

Most referrals to SGBV were made by protection, CP and SGBV actors, and some also by education partners. Most of SGBV referrals continues to be for Syrians, while some referrals also being made for Lebanese. The vast majority of SGBV referrals went to adults, with the exception of Beirut and the South, where a significant proportion was for adolescents and children. While nearly all beneficiaries were female, males had also been referred for SGBV services in Q1.

In terms of speed, there was a notable improvement, with around two thirds of referrals being acknowledged withing the stipulated timeframes (48h for normal- and 24h for fast track referrals). The sector maintained relatively strong processing times, with around three quarters being completed within timeframes as defined in the Minimum Standards (14 days for regular- and 24h for fast track referrals). SGBV referrals in the South and Akkar reported the slowest completion rates.
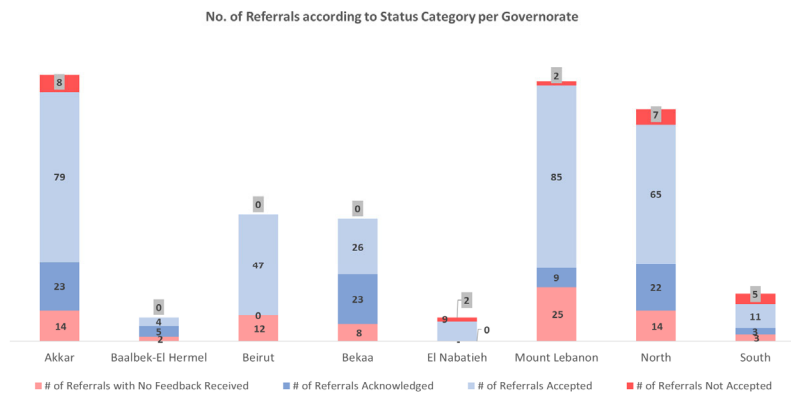
IA Referrals:
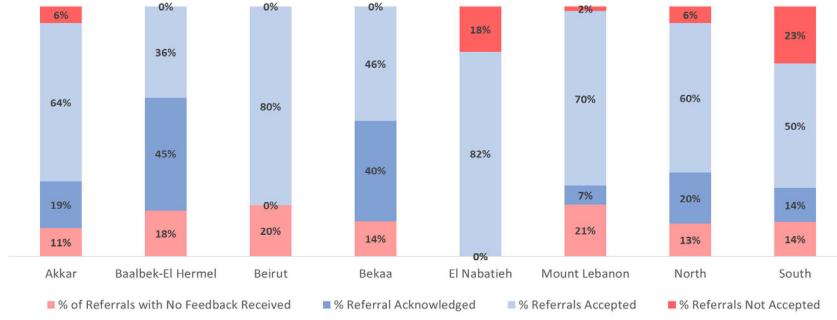### Overall Response to Referrals to SGBV

No. of Referrrals by Referral Status

% of Referrrals by Referral Status

No. of Referrrals by Governorate

% of Referrrals by Governorate

IA Referrals:
Response Rate to Referrals to SGBV by Governorate

No. of Referrals according to Status Category per Governorate

■ # of Referrals with No Feedback Received   ■ # of Referrals Acknowledged   ■ # of Referrals Accepted   ■ # of Referrals Not Accepted

% of Referrals According to Status Category per Governorate

	Akkar	Baalbek-El Hermel	Beirut	Bekaa	El Nabatieh	Mount Lebanon	North	South
Not Accepted	6%	0%	0%	0%	18%	2%	6%	23%
Accepted	64%	36%	80%	46%	82%	70%	60%	50%
Acknowledged	19%	45%	0%	40%		7%	20%	14%
No Feedback	11%	18%	20%	14%	0%	21%	13%	14%

■ % of Referrals with No Feedback Received   ■ % Referral Acknowledged   ■ % Referrals Accepted   ■ % Referrals Not Accepted

Partners who reported (IA Referrals): ACF, ACTED, Caritas Lebanon, CONCERN, DRC, GVC, Humedica, Intersos, IOCC Lebanon, IRC, Magna Lebanon, Makhzoumi, NEF, NRC, ODA, Plan International, PU-AMI, RI, RMF, SCI, SHEILD, TdH-It, WVI
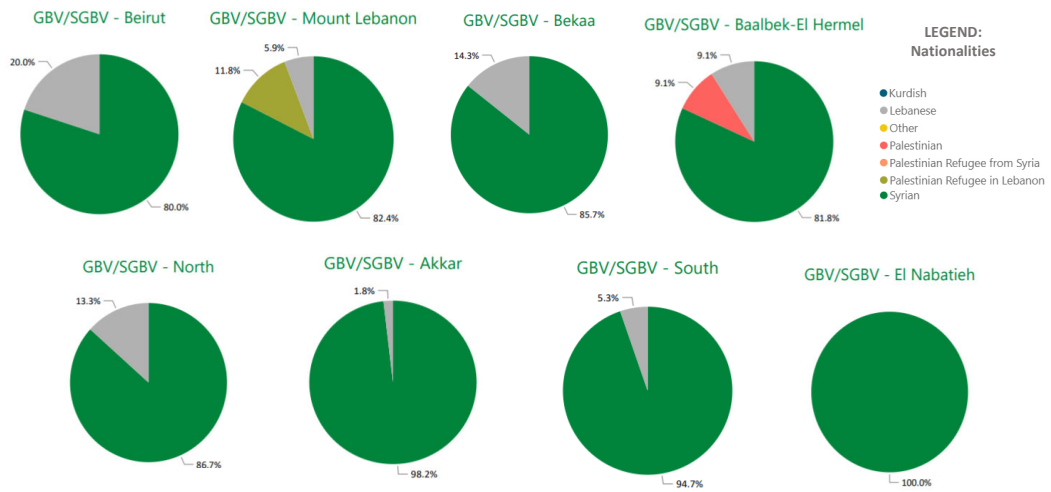
RIMS data:
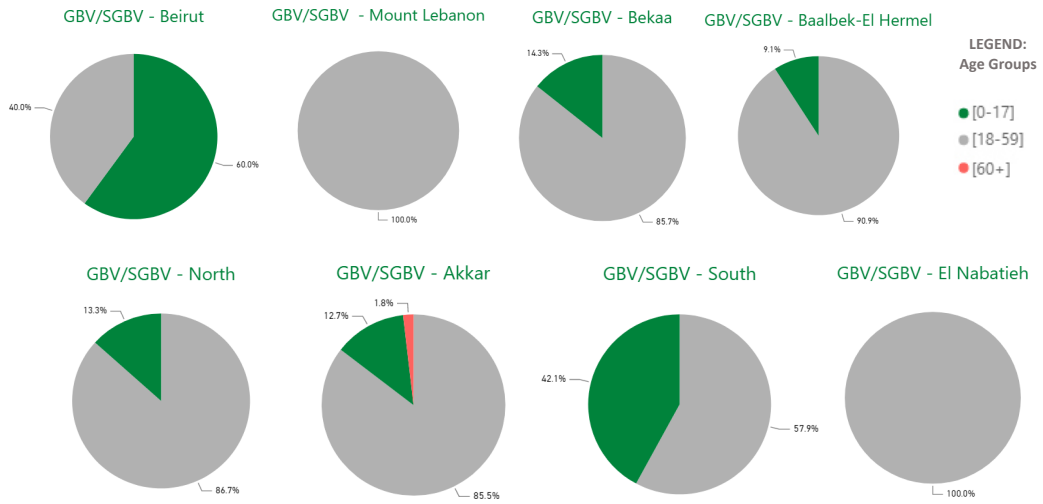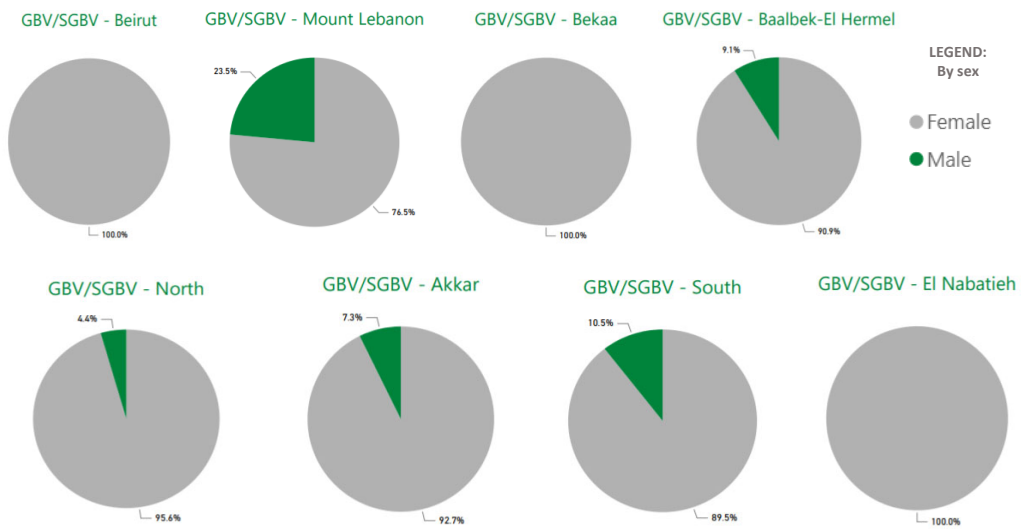**Percentage and Number of Referrals to SGBV by Sector and Governorate**

GBV/SGBV - Beirut — Count = 5
GBV/SGBV - Mount Lebanon — Count = 17
GBV/SGBV - Bekaa — Count = 7
GBV/SGBV - Baalbek-El Hermel — Count = 11
GBV/SGBV - North — Count = 45
GBV/SGBV - Akkar — Count = 55
GBV/SGBV - South — Count = 19
GBV/SGBV - El Nabatieh — Count = 2

LEGEND: Sectors
● Basic assistance
● Child Protection
● Education
● Food Security
● GBV/SGBV
● Health
● IM - M&E
● Livelihoods
● Protection
● Shelter
● Social Stability
● WASH

Total referrals to **SGBV** by RIMS partners: **161**

RIMS data:
Percentage of Referrals to SGBV by Nationality and Governorate

GBV/SGBV - Beirut
GBV/SGBV - Mount Lebanon
GBV/SGBV - Bekaa
GBV/SGBV - Baalbek-El Hermel
GBV/SGBV - North
GBV/SGBV - Akkar
GBV/SGBV - South
GBV/SGBV - El Nabatieh

LEGEND: Nationalities
● Kurdish
● Lebanese
● Other
● Palestinian
● Palestinian Refugee from Syria
● Palestinian Refugee in Lebanon
● Syrian

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

GBV/SGBV - Beirut
- 40.0%
- 60.0%

GBV/SGBV - Mount Lebanon
- 100.0%

GBV/SGBV - Bekaa
- 14.3%
- 85.7%

GBV/SGBV - Baalbek-El Hermel
- 9.1%
- 90.9%

LEGEND:
Age Groups

- ● [0-17]
- ● [18-59]
- ● [60+]

GBV/SGBV - North
- 13.3%
- 86.7%

GBV/SGBV - Akkar
- 1.8%
- 12.7%
- 85.5%

GBV/SGBV - South
- 42.1%
- 57.9%

GBV/SGBV - El Nabatieh
- 100.0%

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

GBV/SGBV - Beirut
- 100.0%

GBV/SGBV - Mount Lebanon
- 23.5%
- 76.5%

GBV/SGBV - Bekaa
- 100.0%

GBV/SGBV - Baalbek-El Hermel
- 9.1%
- 90.9%

LEGEND:
By sex

- ● Female
- ● Male

GBV/SGBV - North
- 4.4%
- 95.6%

GBV/SGBV - Akkar
- 7.3%
- 92.7%

GBV/SGBV - South
- 10.5%
- 89.5%

GBV/SGBV - El Nabatieh
- 100.0%

RIMS data:
Speed of Referrals to SGBV by Governorate
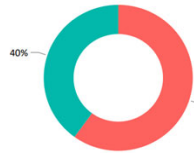
Speed of GBV/SGBV referrals in Beirut

Speed of GBV/SGBV referrals in Mount Lebanon

27%

73%
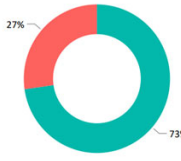
Speed Categories
- On Time
- Not On Time

100%

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 GBV/SGBV referrals in Bekaa

Speed of GBV/SGBV referrals in Baalbek-El Hermel

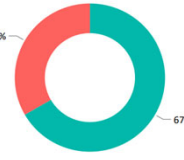40%

60%

29%

71%

Speed of GBV/SGBV referrals in El Nabatieh

Speed of GBV/SGBV referrals in North
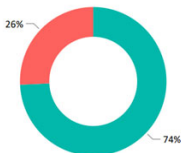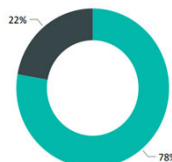
Speed of GBV/SGBV referrals in Akkar

Speed of GBV/SGBV referrals in South

26%

74%

46%

54%

33%

67%

100%

RIMS data:
Timeliness of Referrals to SGBV by Governorate

Timeliness of GBV/SGBV referrals in Mount Lebanon

Timeliness of GBV/SGBV referrals in Bekaa

22%

78%

100%

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.

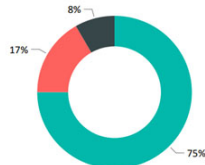Timeliness of GBV/SGBV referrals in Baalbek-El Hermel
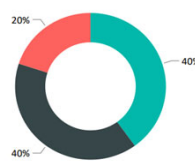
Timeliness of GBV/SGBV referrals in North

100%

10%

90%

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

Timeliness of GBV/SGBV referrals in Akkar

Timeliness of GBV/SGBV referrals in South

Timeliness of GBV/SGBV referrals in El Nabatieh

8%

17%

75%

20%

40%

40%

100%