Inter-Agency Referral Analysis

Report covering January - March 2021 (Q1 2021)
Shelter

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 Shelter	**2,439** (8% of total)

Results Analysis

The volume of referrals made for shelter services in Q1 (2,439) has decreased compared to Q4 (3,611), although the proportion out of all referrals remained about the same in both quarters (8%). A quarter of shelter referrals were made in Beirut, followed by Mt Lebanon and Akkar, matching Q4 trends. Response rates remained approximately similar to Q4, with a decrease in referrals accepted (28%, down from 32% in Q4) and an increase in referrals acknowledged (36%, up from 25% in Q4). The rate of referrals not accepted (11%) has decreased compared to Q4 (22%), marking a slight improvement.
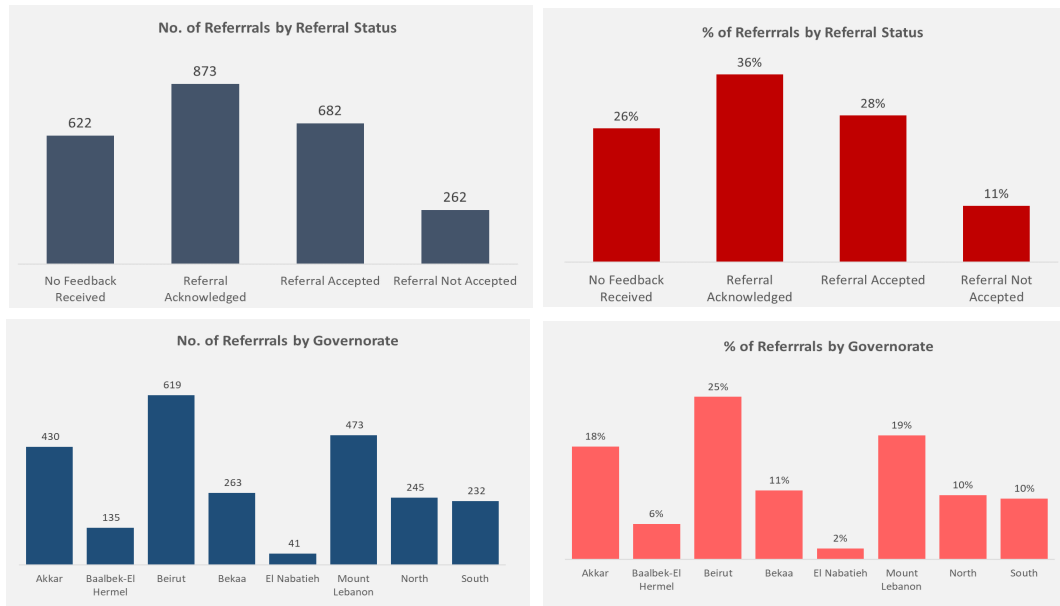
Acceptance rates were largely uniform across regions, with the highest share of referrals accepted recorded in Akkar (40%) and the North (39%), marking an improvement for these governorates, while the lowest rates were registered in the South (12% vs. 53% in Q4).

Referrals to shelter were most frequently received from CP partners, as well as from SGBV and Protection, and to an extent also education, in a similar fashion to Q4.
Shelter referrals were mostly for Syrians in the majority of governorates with the exception of Beirut and Mt Lebanon, where over a quarter of referrals also went to vulnerable Lebanese. While the vast majority of referrals for shelter services were for adults, in Bekaa and Baalbek-El Hermel over a quarter were for children under 18, which presents an increase of referral volumes for this age group. In line with Q4, most referrals were for female beneficiaries, with the exception of Bekaa, Baalbek-El Hermel and South.

In terms of speed, sector partners maintained good response rates, with over two thirds of referrals being acknowledged within the time stipulated by the Minimum Standards (48h for regular- and 24h for fast track referrals). With regards to the time needed to close the referral, over two thirds of referrals were closed within the stipulated times (14 days for regular- and 24h for fast track referrals), with some delays being experienced in the North and Akkar.
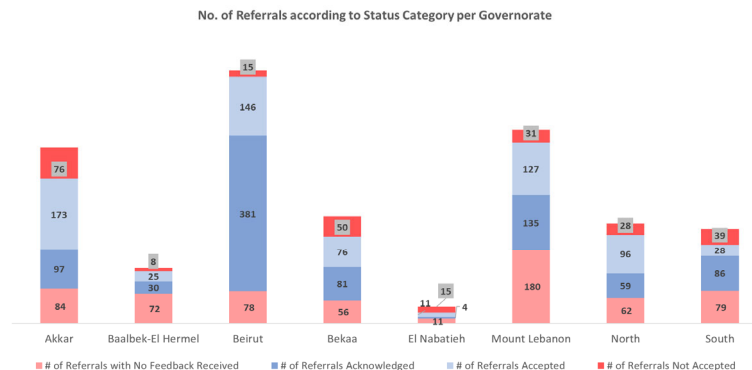
IA Referrals:
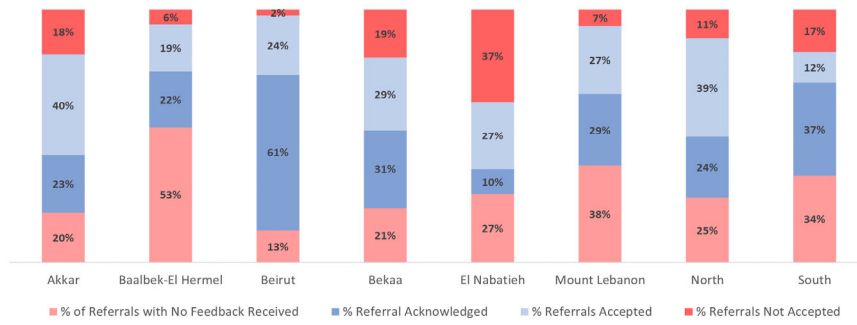### Overall Response to Referrals to Shelter

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 Shelter 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
% Referrals Not Accepted	18%	6%	2%	19%	37%	7%	11%	17%
% Referrals Accepted	40%	19%	24%	29%	27%	27%	39%	12%
% Referral Acknowledged	23%	22%	61%	31%	10%	29%	24%	37%
% of Referrals with No Feedback Received	20%	53%	13%	21%	27%	38%	25%	34%

■ % of Referrals with No Feedback Received ■ % Referral Acknowledged ■ % Referrals Accepted ■ % Referrals Not Accepted
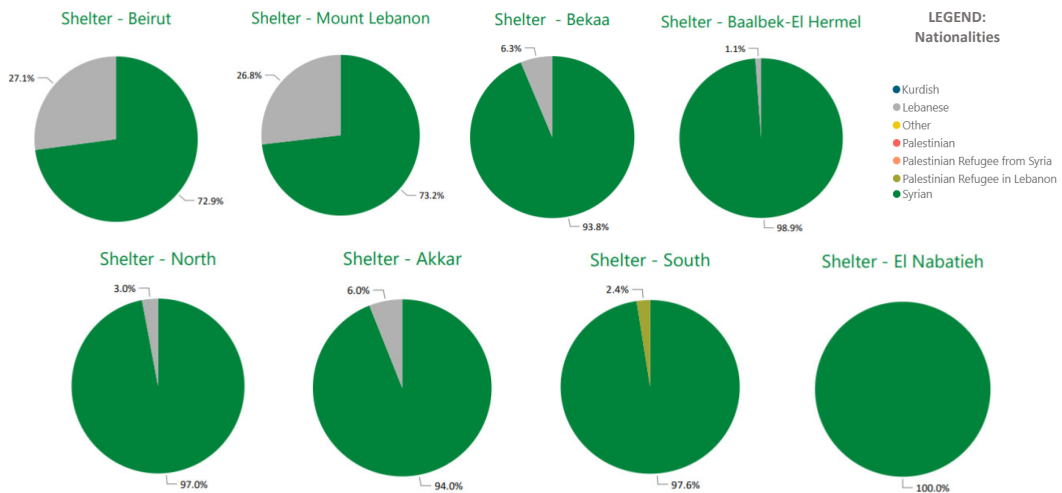
Partners who reported (IA Referrals): ABAAD, ACF, ACTED, Al-Fayhaa, AND, AVSI, Caritas Lebanon, CONCERN, DRC, GVC, IMC, INARA, Intersos, IOCC Lebanon, IRC, KAFA, Magna Lebanon, Mercy Corps, NEF, NRC, Nusaned, ODA, PCPM, Plan International, PU-AMI, Red Oak, RET Liban, RI, RMF, SCI, SHEILD, Solidarités, TdH-It, TdH-L, WCH, WVI
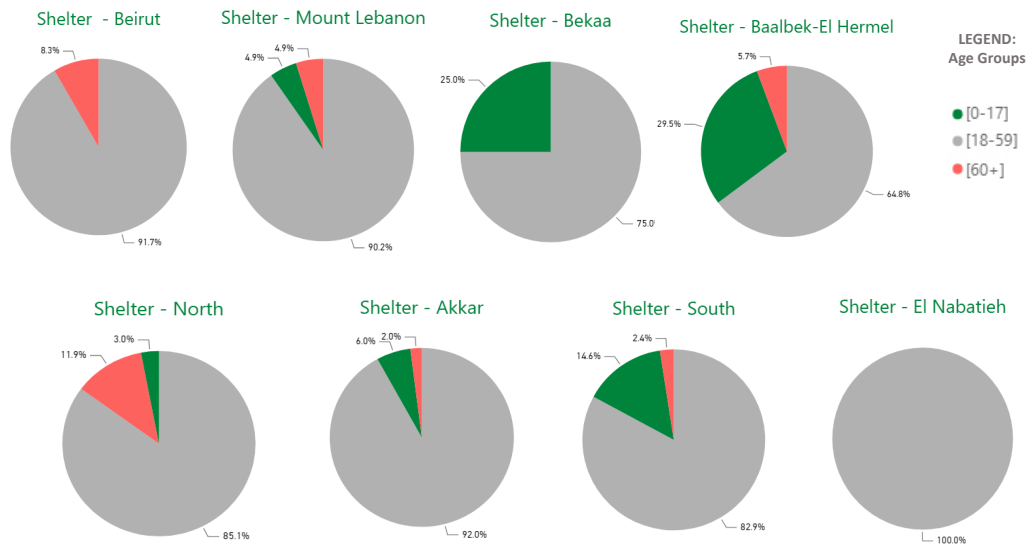
RIMS data:
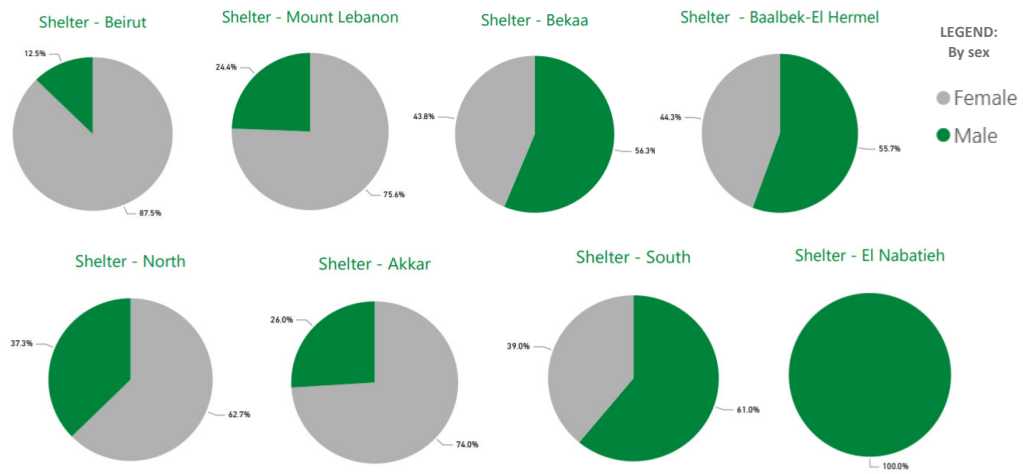### Percentage and Number of Referrals to Shelter by Sector and Governorate

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

Shelter - Beirut — Count = 48
Shelter - Mount Lebanon — Count = 41
Shelter - Bekaa — Count = 32
Shelter - Baalbek-El Hermel — Count = 88
Shelter - North — Count = 67
Shelter - Akkar — Count = 100
Shelter - South — Count = 41
Shelter - El Nabatieh — Count = 1

Total referrals to **Shelter** by RIMS partners: **418**

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

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

Shelter - Beirut
Shelter - Mount Lebanon
Shelter - Bekaa
Shelter - Baalbek-El Hermel
Shelter - North
Shelter - Akkar
Shelter - South
Shelter - El Nabatieh

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

Shelter - Beirut
8.3%
91.7%

Shelter - Mount Lebanon
4.9% 4.9%
90.2%

Shelter - Bekaa
25.0%
75.0%

Shelter - Baalbek-El Hermel
5.7%
29.5%
64.8%

LEGEND:
Age Groups

- [0-17]
- [18-59]
- [60+]

Shelter - North
3.0%
11.9%
85.1%

Shelter - Akkar
6.0% 2.0%
92.0%

Shelter - South
2.4%
14.6%
82.9%

Shelter - El Nabatieh
100.0%

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

Shelter - Beirut
12.5%
87.5%

Shelter - Mount Lebanon
24.4%
75.6%

Shelter - Bekaa
43.8%
56.3%

Shelter - Baalbek-El Hermel
44.3%
55.7%

LEGEND:
By sex

- Female
- Male

Shelter - North
37.3%
62.7%

Shelter - Akkar
26.0%
74.0%

Shelter - South
39.0%
61.0%

Shelter - El Nabatieh
100.0%

RIMS data:
Speed of Referrals to Shelter by Governorate

Speed of Shelter referrals in Beirut

Speed of Shelter referrals in Mount Lebanon

31%
69%

41%
59%

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 Shelter referrals in Bekaa

Speed of Shelter referrals in Baalbek-El Hermel

27%
73%

22%
78%
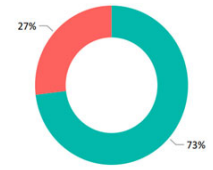
Speed of Shelter referrals in South
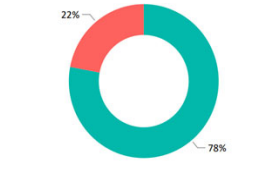
Speed of Shelter referrals in North

Speed of Shelter referrals in Akkar
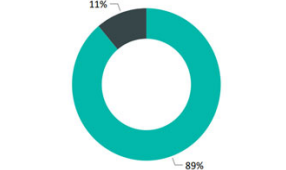
17%
83%

41%
59%

38%
62%
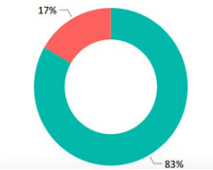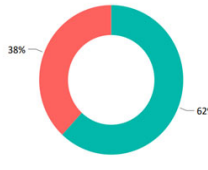
RIMS data:
Timeliness of Referrals to Shelter by Governorate

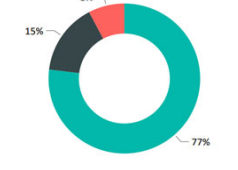Timeliness of Shelter referrals in Beirut

Timeliness of Shelter referrals in Mount Lebanon

25%
75%

11%
89%
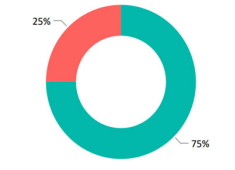
Timeliness refers to the total time that it takes to complete the referral process. It is measured by the number of days from when the referral was sent, to when it received a final status (Accepted/Not Accepted). Referrals considered on time are referrals receiving a last status within 24 hours for Fast Track referrals and 14 days for Normal referrals as per the Inter-Agency Standards for Referrals.

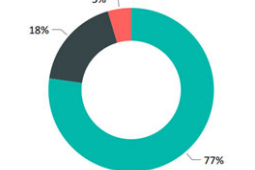Timeliness of Shelter referrals in Bekaa

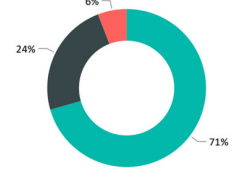Timeliness of Shelter referrals in Baalbek-El Hermel

8%
15%
77%

5%
7%
88%
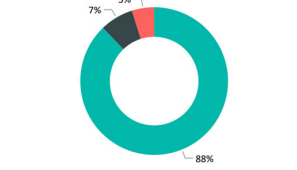
Timeliness Categories
● 0 to 14 days
● 15 to 30 days
● 30+ days

Timeliness of Shelter referrals in North

Timeliness of Shelter referrals in Akkar

Timeliness of Shelter referrals in South

5%
18%
77%

6%
24%
71%

9%
91%