

**Standard Operating Procedures  
Assistance of newcomer families in Lebanon  
Response to the Syrian Crisis**

**1. Introduction**

This note is a standard operating procedure that should be followed by agencies assisting newcomer families coming from Syria to Lebanon with food items (FI) and non-food items (NFI).

**2. Newcomer Definition**

- 2.1** Any family fleeing Syria due to the conflict that has been in Lebanon for the period up to 1 month (as of their date of entry to Lebanon).
- 2.2** Includes all newcomer families fleeing Syria regardless of nationality (i.e. it includes Palestinians, Lebanese returnees, Iraqis, Bedouins etc...)

**3. Identification**

- 3.1** Newcomer families are identified by NGO and INGO staff and/or **Community Focal Points (CFPs)** namely mayors, municipalities, NGOs, INGOs, refugee focal points or other newcomers themselves, Lebanese and local leaders (Sheikhs, Mukhtars, etc.).
- 3.2** It is preferable to have more than one CFP in each area for reasons of accountability, coverage and monitoring.

**4. Referral**

- 4.1** A rapid training/induction session is conducted for the CFPs, covering the newcomer identification and referral process
- 4.2** Referrals are made on a **daily basis** through the CFPs and/or (I)NGO workers using the standard Interagency Newcomers Referral Table form (**Annex 1**).

**5. Home Visit**

- 5.1** Once a referral is made, trained field staff should conduct a home visit to the newcomer family in order to conduct a basic house hold assessment (**category A**). The home visit will focus on:
  - 5.1.1** Informing the newcomer families about assistance and eligibility criteria
  - 5.1.2** Informing newcomer families about the UNHCR registration and providing them with hotline numbers and all the relevant documents such as the Registration Info Note Lebanon at **Annex 2**, UNRWA registration info note for newcomer Palestinian refugees coming from Syria at **Annex 3** in addition to your agency or other agency's hotline number, brochures and flyer (if available).
  - 5.1.3** Confirming that the newcomer criteria are met (Refer to the Newcomer HH Assessment Form at **Annex 4**).
  - 5.1.4** Identifying persons with specific (mainly medical) needs based on the UNHCR interagency referral guidelines at **Annex 5** to be referred to appropriate agencies or service providers (again mainly medical) and through them to UNHCR for fast track registration (if deemed eligible by UNHCR field staff).

- 5.1.5 Providing basic emotional support and/or Psychological first aid for families and individuals who have endured difficult situations/experiences.
- 5.1.6 Assessing and observing the availability of FIs and NFIs in the household in order to note in the assessment form if some items should be excluded from the standardized Newcomers Package, part of the newcomer support.
- 5.2 All agencies should complete the bio-data part of the standardized home visit questionnaire **category A** (the Newcomer HH Assessment Form at **Annex 4**). As for the sector-related questions in the form, every agency is free to select the sector(s) they wish to focus on during their assessments, based on their mandate and resources.
- 5.3 Agencies should shift from conducting a household assessment **category A** to a group level rapid assessment **category B** – the Multi-Sectoral Rapid Assessment - Group Form (**Annex 6, which is still a draft, but nearly finalized**) when a certain threshold is reached (the level is set by the inter-agency team at the area level).

## 6. Cross-Checking

- 6.1 Upon receiving the referral list or after conducting the home visit, relevant staff or partner NGO staff should cross-check the names against the UNHCR Registration Master List since registered refugees are not entitled to receive newcomer assistance, unless they become newly registered within the same week that they are assessed<sup>1</sup>.
- 6.2 Names should also be cross-checked with the UNHCR list of persons awaiting registration (beneficiaries with set appointments for registration). Those on the pending registration list are cross-checked on their date of arrival to make sure they fit the newcomer criteria.
- 6.3 Names should be cross-checked with other local NGOs, CBOs, religious groups, etc., to avoid duplication and overlapping.
- 6.4 Where other international agencies are conducting the same exercise, it is also extremely important to check the beneficiaries as well as refer vulnerable cases.

## 7. Assistance

- 7.1 All newcomer families are eligible for assistance however agencies should exclude item(s) from the standardized Newcomers Package that were seen to be available at the home during the assessment visit.
- 7.2 Door to door and centralized distributions could both be used as means of distribution.
- 7.3 Door to door is conducted when the family is deemed too vulnerable<sup>2</sup> to attend a centralized distribution, or when the number of newcomer families to be assisted is less than 15 HH in a given area.
- 7.4 Every newcomer family is entitled to receive the following: **one** food kit, baby kit(s) for each child under the age of 2 (Small, Medium, and/or Large), up to **four** mattresses, **one** blanket **per family member**, **one** kitchen set, **one** hygiene kit and

<sup>1</sup> Newly registered families can still be assisted with the new arrival kit if registered within the same week they are assessed, especially when there are protection concerns, also because the NFI assistance provided to registered refugees is just a monthly supply of hygiene items, which may be distributed some weeks later – much less than the NFIs provided in the New Arrival Kit.

<sup>2</sup> To determine whether a beneficiary is vulnerable depends largely on the observations made during the assessment – for instance, a family can either be in financial difficulties or have security concerns.

**one** dignity kit (provided to every women and/or girl in the reproductive age). Refer to **Annex 7** for the standardized Newcomers Package contents.

- 7.5** If needed (based on vulnerability), agencies can assist families with more than 7 members with 2 NFI kits (all items except blankets, which is always 1 per person, baby kit which is always 1 for each child under 2 and dignity kit which is always provided to every women and girl in the reproductive age)
- 7.6** If vulnerable cases are identified by other agencies and assistance is not sufficient, it is advisable to refer the cases to another agency capable and willing to assist.
- 7.7** The entire Newcomers Package (Endorsed) should cost approximately USD 300 on average (excluding any additional winterization items provided).

## **8. Timeframe**

- 8.1** The maximum time from the assessment of the newcomer family until the assistance is provided to them, should not exceed 4 days.
- 8.2** If families are found to be in extremely poor conditions, in a state of vulnerability and dire need, it is advisable to assist them directly within 24 hours.

## **9. Coordination**

- 9.1** Agencies should conduct regular bilateral meetings at field level to agree on the division of villages/places in each district, in order not to duplicate efforts.
- 9.2** New agencies must coordinate with the established Newcomer Working Group (a sub-group of the Distribution Working Group at field level) before commencing any new project targeting newcomers.
- 9.3** Agencies should update continuously the lists of newcomers list by sending population data to UNHCR, according to the formula prescribed on the web portal: <http://data.unhcr.org/syrianrefugees/regional.php> or contact Jad Ghosn at [ghosn@unhcr.org](mailto:ghosn@unhcr.org)
- 9.4** Agencies should inform other partners and above all the respective UNHCR field office, in advance, in case they decide to expand or withdraw to/from an area/village/district.

## **10. Reporting**

- 10.1** All agencies assisting newcomers should report to UNHCR on a monthly basis the newcomer trends in their areas of operations (PET map), and this report should be sent both to the respective field office and to UNHCR Beirut <[ghosn@unhcr.org](mailto:ghosn@unhcr.org)>.
- 10.2** All agencies assisting newcomers should update the NFI Distribution Tracking Template form (**Annex 8**) on a monthly basis.

## **Annexes:**

- 1. Interagency Newcomers Referral Table form [in English & Arabic]
- 2. Registration Info Leaflet Lebanon [in English & Arabic]
- 3. UNRWA Registration Info Card & Brochure for Palestinian refugees from Syria [Arabic]
- 4. Newcomer Household Assessment Form [Final]
- 5. Interagency referral Guidelines [in English & Arabic]
- 6. Multi-Sectoral Rapid Assessment - Group Form [Draft in English only]
- 7. Standardized Newcomers Package [Endorsed – in English & Arabic]
- 8. NFI Distribution Tracking Template Form [V.1.3]