



Lebanon

Humanitarian

2013/14

## Evaluation of Syria crisis response

Three years of civil war in Syria has resulted in 2.2 million people fleeing across the border into neighbouring countries. To date approximately 800,000 refugees, the majority of whom are women and children, have sought refuge in Lebanon where they have little option but to rent cramped and inadequate accommodation such as garages and unfinished/abandoned buildings in urban areas, erect tents on unoccupied land or join long-term Palestinian refugees in their camps and gatherings. To date, Oxfam has reached 120,000 people in North Tripoli area) and East Lebanon (Bekaa Valley and Baalbek) and Beirut. The programme focus has been on distributions of winterisation kits (blankets, mattresses and pillows), and hygiene kits; distribution of vouchers for food, clothing and kits; cash transfers for rent payment; installation and repair of WASH facilities and information dissemination, advice and referrals on protection issues. There has also been an advocacy element on access to assistance and protection and finding a political solution to the crisis.

## Evaluation Design

The programme was evaluated using the Humanitarian Indicator Tool (HIT), a methodology designed to estimate the degree to which the programme meets recognised quality standards. The tool has 13 quality standards each with defined benchmarks, which allow evaluators to assess and score whether the standard was 'met', 'almost met', 'partially met' or 'not met'. The score is weighted and scored with a rating out of 6 for the first three standards due to their relative importance. The other standards are given a rating out of 3. The HIT is carried out as a desk study by an external evaluator using documented evidence that then generates a score against each standard and a cumulative total. In the case of Lebanon, a weeklong field visit was carried out as a pilot to see whether results were more readily accepted by the country team and whether this would reduce the time spent by the consultant on receiving and responding to comment. The verdict on usefulness of this field trip was inconclusive.

For details on evaluation design, see the 'How are effectiveness reviews carried out?' document, and the full report for how these designs were tailored by individual reviews.

Response date: August 2012 - December 2013

Evaluation: November 2013

Publication: November 2014

# Results

Quality standard evaluated	Level of achievement	Rating					
		1	2	3	4	5	6
1. Timeliness: Rapid appraisal of facts within 24 hours, plans and scale-up or start-up commenced within three days	Partially met		2				
2. Coverage uses 10% of affected population as a planned figure	Met						6
3. Technical aspects of programme measured against Sphere standards	Almost met				4		
			1		2		3
4. MEAL strategy and plan in place and being implemented using appropriate indicators	Half met			1.5			
5. Feedback/complaints system in place and functioning and documented evidence of consultation and participation leading to a programme relevant to context and needs	Partially met		1				
6. Partner relationships defined, capacity assessed and partners fully engaged in all stages of programme cycle	Almost met				2		
7. Programme is considered a safe programme	Fully met						3
8. Programme (including advocacy) addresses gender equity and specific concerns and needs of women, girls, men and boys	Partially met		1				
9. Programme (including advocacy) addresses specific concerns and needs of vulnerable groups	Almost met				2		
10. Evidence that preparedness measures were in place and effectively actioned	Half met			1.5			
11. Programme has an advocacy/campaigns strategy based on evidence from the field	Half met			1.5			
12. Evidence of appropriate staff capacity to ensure quality programming	Almost met				2		
13. Programme has an integrated approach	Not assessed						
<b>Final Rating</b>		<b>27.5 / 45</b>					
<b>Percentage Equivalent</b>		<b>61%</b>					

The first three standards are weighted and scored out of 6 due to their relative importance. The other standards are scored out of 3.

## Going forward

The programme will continue operating in Lebanon for another three years under the Syria Crisis Response Strategy. Findings of the review were circulated amongst the team and certain areas have been addressed as a result. These include improving resources for partner staff on Sphere standards, and revising the Monitoring, Evaluation, Accountability and Learning plan and strategy to include a variety of data collection methods and tools. Oxfam's commitments with regards to accountability and humanitarian action have been discussed amongst staff and will be as part of a continual process with partners. The protection team have improved made practice around referrals more consistent and a system has been established for partners to log activities and observations and report these to Oxfam. Complaints and feedback systems are being established in coordination with other agencies and at individual operational sites. A gender strategy has been developed collaboratively with partners, staff and ABAAD to include specialist knowledge. The central resilience team will be engaged to discuss potential contributions the Lebanon programme could make to building resilience amongst refugees and host communities, and development of a resilience to conflict case study. This is an area that Oxfam is currently seeking to understand better, and develop programming guidance.

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