FSSWG Monthly Meeting
13 July 2021
Remote meeting
1. WFP VAM/RAM presentation food security analysis updates

2. Confidence and usage of ATMs: Experiences of Syrian refugees assisted by WFP’s multi-purpose cash programme in Lebanon by CAMEALEON

3. Providing high quality data services to organizations in Lebanon: presentation by B.O.T (Bridge. Outsource. Transform)

4. Sector updates for June 2021

5. Partners’ updates

6. AOB
Food security analysis updates

WFP - VAM

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WFP RAM & Retail/Supply Chain Unit Lebanon

National FSSWG – Food Security and Markets Situation Analysis

FSSWG Meeting

13 July 2021
Decreasing trend (- 18%) in food imports continue in 2021

- A decrease of 20% is noticed when comparing August 2020 - June 2021 figures against the same period the previous year.
- A decrease of 18% is registered when comparing January to June 2021 figures to the same period in 2020.
- Decrease in 2021 led by the following imports categories decrease:
  - 41% in edible vegetables
  - 26% in sugar and confectionary
  - 20% in cereals
  - 17% in live animals
- A decrease of 27% is registered when comparing June 2021 figures to June 2020 figures.
- Subject to change for the June 2021 figures as more data is released!

Source: Port of Beirut data, 2019-2021 as of July 12, 2021, subject to change.
Yet, Cereal imports increased, as it continues to benefit from subsidies mechanism (until February 2021)

<table>
<thead>
<tr>
<th>Imports</th>
<th>2019</th>
<th>2020</th>
<th>% Change</th>
<th>Jan-Feb 2020</th>
<th>Jan – Feb 2021</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cereal</td>
<td>1,251,205</td>
<td>1,369,192</td>
<td>9%</td>
<td>212,204</td>
<td>231,127</td>
<td>9%</td>
</tr>
<tr>
<td>Total Food (excluding cereals)</td>
<td>1,641,992</td>
<td>1,459,597</td>
<td>-11%</td>
<td>275,414</td>
<td>272,009</td>
<td>-1%</td>
</tr>
<tr>
<td>Total Food</td>
<td>2,893,197</td>
<td>2,828,789</td>
<td>-2%</td>
<td>487,618</td>
<td>503,136</td>
<td>3%</td>
</tr>
<tr>
<td>Total Imports</td>
<td>19,835,640</td>
<td>13,670,765</td>
<td>-31%</td>
<td>2,132,055</td>
<td>1,967,540</td>
<td>-8%</td>
</tr>
</tbody>
</table>

Source: Lebanese Customs Agency Data – as of July 12, 2021, subject to change.
Traders are able re-stock and are back to beginning of March 2021 stock levels, prior to market disruption events

➢ Further improvements in stock coverage, reaching same percentages prior to March disruption events

➢ Shops with more than 2 weeks of stock coverage now at 84 percent, similar to beginning of March 2021.

➢ By sub offices during the week of June 28:

➢ Contracted shops located in the BML & South region had the highest shop coverage above 2 weeks (93 percent), followed by the Beqaa region (91 percent). Contracted shops in the north had the lowest one (67 percent).

➢ Shops in the BML & South region had the highest 4 weeks stock coverage (67 percent), followed by shops in the Beqaa region (36 percent) and shops in the north (33 percent).

Source: Retail Weekly Shop Phone Survey – as of 12 July 2021
General improvements in products availability and delivery - Subsidized products becoming non-existing

Based on the retail unit contracted shops assessment survey results:

<table>
<thead>
<tr>
<th>Reported</th>
<th>Week of March 1, 2021</th>
<th>Week of April 5, 2021</th>
<th>Week of May 3, 2021</th>
<th>Week of May 31, 2021</th>
<th>Week of June 28, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scarcity in certain Products</td>
<td>68%</td>
<td>60%</td>
<td>51%</td>
<td>55%</td>
<td>57%</td>
</tr>
<tr>
<td>Expecting to receive new orders within one week</td>
<td>94%</td>
<td>83%</td>
<td>95%</td>
<td>97%</td>
<td>85%</td>
</tr>
<tr>
<td>Suppliers delivering full ordered quantities</td>
<td>62%</td>
<td>45%</td>
<td>50%</td>
<td>66%</td>
<td>71%</td>
</tr>
<tr>
<td>Scarcity in subsidized items (at rate of LBP 3,900)</td>
<td>38%</td>
<td>85%</td>
<td>89%</td>
<td>95%</td>
<td>96%</td>
</tr>
<tr>
<td>Availability of subsidized products</td>
<td>79%</td>
<td>72%</td>
<td>67%</td>
<td>54%</td>
<td>12%</td>
</tr>
<tr>
<td>Suppliers accepting new subsidized products orders</td>
<td>64%</td>
<td>42%</td>
<td>40%</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>Receiving full ordered subsidized products quantities</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Sources: Retail Weekly Shop Phone Survey – as of 12 July 2021
Depreciation of the Lebanese Lira accelerates in June and breaches the LBP 19,000 mark in the second week of July

- Black market rate (red line) breached the LBP 19,000 again on July 9, 2021.
- Withdrawal from non-fresh money dollar account in LBP at LBP 3,900 (circular 151) continues.
- Steps for implementation of Circular 158 taken by several banks.
- Central Bank providing USD dollars to commercial banks through “Sayrafa” platform at the rate of USD/LBP 12,000.
- Central Bank providing amounts to commercial banks intermediary banks.
- Limited number of traders and for limited commodities mostly benefiting from the Sayrafa exchange platform.
- Rumours that Central Bank reviewing the platform mechanism and not accepting new sell orders currently.

Source: [http://lebaneselira.org](http://lebaneselira.org) & [https://lirarate.com](https://lirarate.com) – reported rates for black market and syndicate are the average of the buy and sell rates – Reuters – Annahar - MTV
Revised food SMEB cost in LPB (national average) further increases (14%), in parallel with the exchange rate depreciation – Since October 2019 (404%)

➢ Revised Food SMEB recorded a 14% increase between May and June 2021, at LBP 268,258.

➢ The cost of the revised food SMEB in May 2021 more than five times the cost of the basket back in October 2019 (404% increase).

Source: WFP price data, 2020, & 2021 as of 12 July 2021, subject to changes. The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021 onwards. Further revisions to the previously published prices might take place in the future.
Increase in nearly all commodities prices between May and June 2021 – Sunflower Oil (1,118%) registering the highest price increase since October 2019

<table>
<thead>
<tr>
<th>Food SMEB Components (SMEB per Individual Weights)</th>
<th>Price</th>
<th>m-o-m variation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jun-21</td>
<td>May-21</td>
</tr>
<tr>
<td>Apples (1.5Kg)</td>
<td>LBP 9,000</td>
<td>-2%</td>
</tr>
<tr>
<td>Bread (7.02KG)</td>
<td>LBP 20,991</td>
<td>9%</td>
</tr>
<tr>
<td>Brown Bulgur (1.95KG)</td>
<td>LBP 21,015</td>
<td>9%</td>
</tr>
<tr>
<td>Cabbage (2.7KG)</td>
<td>LBP 3,375</td>
<td>0%</td>
</tr>
<tr>
<td>Carrots (0.6KG)</td>
<td>LBP 2,472</td>
<td>3%</td>
</tr>
<tr>
<td>Chickpeas (0.9KG)</td>
<td>LBP 13,000</td>
<td>13%</td>
</tr>
<tr>
<td>Eggs (0.45KG)</td>
<td>LBP 6,960</td>
<td>17%</td>
</tr>
<tr>
<td>Lentils (0.75KG)</td>
<td>LBP 24,019</td>
<td>24%</td>
</tr>
<tr>
<td>Pasta (1.8KG)</td>
<td>LBP 11,660</td>
<td>6%</td>
</tr>
<tr>
<td>Potatoes (2.1KG)</td>
<td>LBP 21,600</td>
<td>22%</td>
</tr>
<tr>
<td>Powder Milk (0.6KG)</td>
<td>LBP 9,450</td>
<td>18%</td>
</tr>
<tr>
<td>Egyptian Rice (2.4KG)</td>
<td>LBP 49,167</td>
<td>21%</td>
</tr>
<tr>
<td>Salt (0.12KG)</td>
<td>LBP 240</td>
<td>0%</td>
</tr>
<tr>
<td>Sardine (0.45KG)</td>
<td>LBP 23,891</td>
<td>15%</td>
</tr>
<tr>
<td>Sugar (0.6KG)</td>
<td>LBP 5,760</td>
<td>22%</td>
</tr>
<tr>
<td>Sunflower Oil (0.51L)</td>
<td>LBP 12,904</td>
<td>13%</td>
</tr>
<tr>
<td>Tea (0.12KG)</td>
<td>LBP 15,041</td>
<td>10%</td>
</tr>
<tr>
<td>Tomato Paste (0.6KG)</td>
<td>LBP 10,714</td>
<td>19%</td>
</tr>
<tr>
<td>White Beans (0.3KG)</td>
<td>LBP 7,000</td>
<td>56%</td>
</tr>
</tbody>
</table>

➢ White beans registered the highest price increase between May and June 2021 (56 percent), followed by lentils (24 percent), potatoes (22 percent), and sugar (22 percent).

➢ Sunflower oil registered the highest price increase since October 2019 (1,188 percent), followed by powder milk (954 percent), sugar (952 percent) and tea (675%).

Bread benefits from the wheat subsidy at the official rate.

Source: WFP price data, 2020, & 2021 as of 12 July 2021, subject to changes. The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021 onwards. Further revisions to the previously published prices might take place in the future.
Depreciation in the exchange rate are directly reflected in the weekly revised food SMEB price increases, as traders revise their prices more frequently.

- Revised Food SMEB weekly price recorded a 28% increase between the first and the last week of June 2021, based on preliminary data from WFP retail database.
- Price increase accelerate with the latest depreciation events.

Source: WFP retail price database, 2020, & 2021 as of 12 July 2021, subject to changes. The weights of the commodities used in the calculation of the price of the basket was further updated in the calculation of the basket cost from February 2021. Further revisions to the previously published prices might take place in the future. March - April weekly data based on around 60 percent of shops data.
Fuel shortages continue across the country – lack of funds, smuggling, and hoarding among main reasons stated by the media

- Subsidization rate raised from 90 percent at official rate (USD/LBP 1,507.5) to USD/LBP 3,900.
- Change of subsidy rate led to 55 percent direct increase in gasoline price, 63 percent for diesel, and 46 percent for cooking gas.
- Shortage due to delays in approving payments by the Central Bank.
- Shortages as well due to hoarding by traders, in hope of rising prices in the future.
- Smuggling decreasing availability as well. It was estimated by media sources that each smuggled tank of gasoline can generate a profit of USD 18.
- Gasoline price increased by 195 percent, diesel by 243 percent, and cooking gas by 147 percent since the beginning of December 2020.

<table>
<thead>
<tr>
<th>Date</th>
<th>Gasoline 95 Oct</th>
<th>Diesel</th>
<th>Cooking Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2020</td>
<td>24,300</td>
<td>16,200</td>
<td>18,600</td>
</tr>
<tr>
<td>July 7, 2021</td>
<td>71,600</td>
<td>55,500</td>
<td>45,900</td>
</tr>
<tr>
<td>Price increase</td>
<td>47,300</td>
<td>39,300</td>
<td>27,300</td>
</tr>
<tr>
<td>% increase</td>
<td>195</td>
<td>243</td>
<td>147</td>
</tr>
</tbody>
</table>

Unclarity continues on subsidies removal plan and financial support card – “De Facto” subsidies rationing continues

➢ Parliamentary approved financial support card. Cash assistance will be provided to 500,000 families, with an amount of up to USD 126 per family per month (exact amount vary with family size). Total program cost around USD 500 millions.

➢ Funding source and card mechanism remain unclear. Parliament has requested that the caretaker government identify the program beneficiaries and the funding sources.

➢ Rationing of subsidies “de-facto” continue. Electricity blackouts, medicine and fuel shortages main examples.

➢ Increased electricity blackouts, reaching up to 21 hours in the capital alone. Full shutdown over several days last week, as fuel reserves ran out from power plants. Fuel shipments unloaded end of last week, following delays in payment approvals, however rationing will continue in order for fuel reserve to last as long as possible

➢ Bread prices further increased, following combustible fuel increase and end of subsidy on sugar and yeast – large package price has increased by 183 percent since June 2020 – Latest prices are:
  ➢ Large package (883 grams) set at LBP 4,000 if sold at bakeries and LBP 4,250 if sold at retail shops.
  ➢ Medium package (408 grams) set at LBP 2,750 if sold at bakeries and LBP 3,000 if sold at retail shops.

Potential Impact of Subsidies Removal

➢ The below potential price increases assume an informal exchange rate of LBP 20,000.

➢ Additional depreciations of the LBP in the informal exchange rate market will lead to further increases in the cost of the different subsidized commodities.

➢ Bread:
  • A 883 loaf of bread costs today LBP 4,250. A 408 loaf of bread costs LBP 3,000.
  • Potential price increase of 3.25 times the current price if all other factors remain constant.

➢ Combustible Fuel:
  • Potential price increase of nearly 413 percent the current price.

➢ Previously Subsidized Food Basket at the cost of LBP 3,900 (subsidy nearly non-existing anymore)
  • Potential price increase of up to 413 percent.

➢ Medicine/medical equipment:
  • Potential price increase of up to 413 percent.

Source: WFP Subsidies Removal Analysis – FSSWG Presentation October 2020 & August 2020 Markets Update Report – Previous analysis updated assuming the above-mentioned informal exchange rate
Thanks!
Questions?

WFP Lebanon
RAM & Retail/Supply Chain Unit
WFP RAM 2020 Key Products

**VASyR 2020 (UNHCR/UNICEF/WFP)***
Markets Update: January, February, April, May, June, August, December, March 2021

mVAM Assessments (with the World Bank): July/August, September/October, November/December

Web Survey: Round 1, Round 2

Review of the SMEB (2020) (Joint work)

MEB for Syrian Refugees in Lebanon Study

Beirut Port Explosion: Impact on Key Economic and Food Security Indicator

Basic Needs Outcome Monitoring: February, July, December 2020
Confidence and usage of ATMs: Experiences of Syrian refugees assisted by WFP’s multi-purpose cash programme in Lebanon

CAMEALEON

Chiara Genovese: chiara.genovese@nrc.no
Confidence and Usage of ATMs
Tuesday, 13th July 2021
FSSWG meeting, Lebanon
Delivered in partnership with the WFP Multi-Purpose Cash Steering Committee in Lebanon, which also includes the donors mentioned above.
INTRODUCTION

• This research aimed to build a deeper understanding of the level of confidence of WFP MPC beneficiaries to use the ATM to withdraw their assistance, the coping strategies they use in cases of low confidence and the factors that hinder or enhance their ability to use the ATM confidently.

• This study was conducted as part of CAMEALEON's mandate to conduct research and analysis in support of the WFP MPC programme.

• The research questions were:
  1. How confident do Syrian refugees feel in withdrawing MPC assistance from ATMs?
  2. What coping strategies do beneficiaries use to withdraw their assistance at the ATM and why?
  3. What factors enable or hinder households with low ATM proficiency or confidence from successfully withdrawing assistance from ATMs?

• This research was conducted by the CAMEALEON secretariat team between June-December 2020.
METHODOLOGY

Mixed method approach

Phone survey
- 398 WFP MPC beneficiaries
- Sample representative of the WFP MPC caseload in May 2020
- Calls last 25 minutes on average
- Enumerators spoke with the family member that went to the ATM in June 2020
- If a third party went, the person that is usually responsible for the Red Card

Key informant interviews
- 11 KII with WFP, LOUISE, BLF, Cooperating partners
- Explore the technical capabilities of BLF ATMs
- Gather contextual information on ATM monitoring activities
- Collect insights around the modalities of training offered to beneficiaries

In depth interviews
- 7 males + 7 females in Bekaa
- Explore the barriers to using the ATM with confidence
- Ask for feedback on withdraw all option
- Explore preferences on training formats

Limitation:
Before October 2019, WFP MPC beneficiaries were able to use ATMs of any bank in Lebanon. Confidence levels therefore could have been affected by experiences with a wider range of bank ATMs compared to those accessible in the current context.
USING THE ATM

- WFP MPC beneficiaries can withdraw their monthly assistance from the ATM using the Red Card.
- In March 2020, Red Card users used 187 ATMs in Lebanon: 120 BLF onsite, 45 BLF offsite, 22 belonged to 10 other banks.
- **Onsite ATMs** are attached to a bank branch: if the card is withheld, bank staff can retrieve it.
- **Offsite ATMs** are usually placed in a shopping street or gas station: if withheld, the card is shredded.
- Red Card users can use **fast cash** options (list of pre-defined amounts on the ATM screen) or the **manual option** (to type in the preferred amount).
- Since October 2019, LOUISE agencies have conducted ATM monitoring activities.
- WFP released a report based on this analysis in March 2020 entitled “Sustaining Cash Delivery: ATM Withdrawal Report”.

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ATMs used by Red Card holders, March 2020

- BLF onsite ATMs
- BLF offsite ATMs
- Non-BLF ATMs
- ATM with < 500 transactions per month
- ATM with > 500 transactions per month
- District with ATMs available to Red Card holders
- District without ATMs available to Red Card holders
- LOUISE beneficiaries

CAMEALEON

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*Source: WFP, March 2020.*
RESEARCH QUESTION 1:
HOW CONFIDENT DO SYRIAN REFUGEES FEEL IN WITHDRAWING MPC ASSISTANCE FROM ATMS?
STUDY FINDINGS ON PREVIOUS EXPERIENCE

• 98.0% of survey respondents had never used an ATM in Syria before displacement in Lebanon.

• 99.7% of survey respondents had never used a Point of Sale (POS) in Syria before displacement.

• In Syria, the majority of interviewed beneficiaries lived off subsistence farming or the remuneration they received for work was mainly in the form of cash-in-hand payments.

• In 2012, there were 8.22 ATMs per 100,000 inhabitants in Syria compared to 39.25 ATMs in Lebanon in 2019 (World Bank data).
CONFIDENCE AT USING THE ATM

• Typing the PIN is the operation that MPC recipient respondents reported they found easiest.
• Using the manual entry is the operation that MPC recipient respondents said they found most difficult.
• Most respondents with low confidence levels cited the reason as being a fear of the card being withheld.
• The manual option helps withdrawing the full amount in one transaction, reducing the time spent at the ATM.
• The manual option was installed at all BLF ATMs starting in April 2020.

‘Those who are having trouble using the ATM are illiterate [...] If you can read and write, you learn pretty fast’, Amira case study

‘My brother, my nephew or my cousin does it for me [...] because I worry too much that the ATM might swallow the card once I insert it. I’m afraid that I might do something wrong’, Mohammad case study
FACTORS THAT INFLUENCE CONFIDENCE WITH THE MANUAL OPTION

The following factors significantly affect the confidence with the manual option:

✓ Male users are more likely to be confident (42.6%) than female users (21.8%)
✓ The literate are more likely to be confident (53%) than the illiterate (6.6%)
✓ Those with higher levels of education are more likely to be confident than those with lower levels of education

✗ The age of the user and presence of a disabled family member do not significantly affect the confidence with the manual option.

“When people are watching me and I feel pressured, I chose the menu [fast cash] option” (female, 31)
RESEARCH QUESTION 2
WHAT COPING STRATEGIES DO BENEFICIARIES USE TO WITHDRAW THEIR ASSISTANCE AT THE ATM AND WHY?
**USE OF THIRD PARTIES**

- 15% of survey respondents gave their cards to someone to go to the ATM (extended family members, friends, neighbours, taxi drivers).
- 85% of survey respondents went to the ATM.
  - Of these, 30% gave their cards to someone to operate the ATM (UN/CP staff members, friends, neighbours, taxi drivers);
  - 55% used the ATM themselves.

**Who sends a third party and why?**

- Smaller families are more likely to ask a third party to go to the ATM than larger households.
- Female-headed households are more likely to ask a third party than male-headed households.
- While considerations around saving time, money and care duties play a role when deciding about going to the ATM, overall little confidence with the ATM is the most common reason for seeking a third party’s help.
FEMALE VS MALE-HEADED HOUSEHOLDS

- Male-headed household respondents are 6.9 in size on average
- Female-headed household respondents are 5.6 in size on average
- Female-headed households (1.7) have fewer adult members than male-headed households (2.2) and prioritize caring responsibilities

(Source: VASyR 2020 data. To calculate the average household makeup, the study only used data for households headed up by one person. Households reporting no or multiple heads of household were left out of this calculation.)
MULTIPLE TRANSACTIONS

- In June 2020, the transfer values of the programme were LBP60,000 per individual and LBP320,000 per HH per month
- 88% respondents said they knew how much was deposited on their cards in June 2020
- The median reported amount was LBP 680,000, which corresponds to the MPC amount for a family of 6
- The fast-cash options only match the card balance on the beneficiary’s card in a few cases. When they do not, the beneficiary can either withdraw the remaining amount using the manual option to key in a specific amount or withdraw the left-over balance on the card by making several fast-cash transactions
RESEARCH QUESTION 3
WHAT FACTORS ENABLE OR HINDER HOUSEHOLDS WITH LOW ATM PROFICIENCY OR CONFIDENCE FROM SUCCESSFULLY WITHDRAWING ASSISTANCE FROM ATMS?
**TRAINING AND INFORMATION PROVISION ON ATM USAGE**

- 98% survey respondents said they had received training on the use of the Red Card at card distribution or replacement.
- The research highlighted that training appears to be effective at explaining the risks related to sharing the card and PIN with third parties.
- However, the study suggests that literacy levels have a bearing on whether beneficiaries are able to put what they learnt at the training into practice.
- In IDIs, WFP MPC beneficiaries highlighted a training video and hands-on coaching sessions as types of additional support that would be helpful.
- In December 2020, a new video on the use of the manual option at the ATM was published on the Refugees Lebanon webpage.

‘They gave us the card, and explained the withdrawal steps: how to type in the PIN code and withdraw the money... It was all clear’ (male, 33 years).

‘Yes [I received training], but I guess it didn’t work in my case I’m illiterate, you know. So, I told myself I would seek help’ (female, 32 years).
FEAR OF CARD BEING WITHHELD

BLF ATMs withhold the card when:
1. The card is reported as lost/stolen; 2. The user takes too long to perform an action on the screen

BLF staff will verify the identity of the beneficiary. The procedure can take up to two working days.

- 7% respondents said their card was withheld at least once in the past
- 44% of them said it happened because they typed the PIN wrong three times.

- BLF ATMs do not swallow the card if the PIN is typed in three times wrong
- If beneficiaries call the helpline, the PIN can be re-activated on the spot if the beneficiary knows it

If the PIN is lost, beneficiaries can request a new one. The procedure can take up to 45 days.

- If an onsite BLF ATM withholds the card, BLF staff can retrieve it
- If an offsite BLF ATM withholds the card, it is shredded

The beneficiary can request a new card through the helpline. The procedure can take up to 45 days.
CONCLUSIONS

How confident do Syrian refugees feel in withdrawing MPC assistance from ATMs?
• The vast majority (98%) of MPC recipients had not used an ATM before moving to Lebanon
• Confidence levels with ATM usage were found to be correlated with literacy levels and gender

What coping strategies do beneficiaries use to withdraw their assistance at the ATM and why?
• 45% of survey respondents sought the help of a third party to withdraw assistance (15% to travel to the ATM on their behalf and 30% sought help at the ATM).
• WFP MPC beneficiaries aim to withdraw the balance on the cards each month.
• Those that selected the fast-cash options reported making 2.9 transactions on average. Those that used the manual option reported making 1.1 transactions on average.
• The manual option offers the quickest route to withdrawing the full balance

What factors enable or hinder households with low ATM proficiency or confidence from successfully withdrawing assistance from ATMs?
• 97% of respondents said they received training on the use of the ATM
• There was strong reported retention of information about keeping cards and PINs safe.
• The research did not highlight much evidence that training increased confidence of recipients with the ATM, particularly of those with low literacy levels.
• Onsite BLF ATMs offer some advantages over offsite ATMs which could be promoted to recipients. For example, if the card is withheld, bank staff is available to retrieve the card, a procedure that can take two days
The findings of the study are accompanied by a set of recommendations structured around the following themes:

➢ Adaptations to training and information provision about using ATMs, with a focus on reducing fear/providing opportunities to practice
➢ Exploring technical adaptations to the ATM screens to support ease of use and encourage more independent usage of ATMs
➢ Strengthening customer support and sensitization of front line bank staff
Providing high quality data services to organizations in Lebanon: presentation

B.O.T (Bridge. Outsource. Transform)

Charbel Karam: sales@letsbot.io
Data Collection Services for NGOs' Monitoring & Evaluation
Meet B.O.T

We are a Social Enterprise that provides high quality data services managed by Data Experts and executed by a workforce of 2,000+ Individuals from low-income communities all over Jordan. Our mission is to empower women and vulnerable youth by providing them access to income generating opportunities without the need to commute to the city.
How Data Collection Services work?

- Scoping
- Collection
- Quality Assurance
Scoping

Project Manager will:
- Understand the project requirements
- Choose the project tools
- Assesses the research landscape
- Launch a sample to pilot and test
The B.O.T team will:

- Collect raw data from the field through F2F surveys, remote surveys, KIIs, and others using tools and metrics set by your organization.
Quality Assurance

B.O.T Project manager:
● Implements quality assessment on a project wide level
● Ensuring success based on your organization’s KPIs

At the end of the project, your organization receives a complete data findings report according to the parameters set.
Data Collection Tools

KoBoToolbox  SurveyCTO  JotForm

SurveyMonkey  Typeform
B.O.T in Numbers

15
Clients from INGOs

42
Successful Data Collection Projects

200+
Workforce of Data Collectors
Our Data Collection Services

- F2F Surveys
- Remote Surveys
- Key Informant Interviews
- Data Analysis
Additional Services

- Transcription
- Data Entry
- Data Cleaning
- Data Validation
Our Promises

Data Authenticity
Data Security
Social Impact Certificate
Our Clients from NGOs
Listen to their testimonials

“Thanks to B.O.T the research was successfully implemented.

Juliana Breidy

Research and Data Analyst at WorldVision
Listen to their testimonials

“B.O.T provided us with quality data.”

Ghina Tabsh

Head of RPS MENA
Ready to Outsource? We’re at your service!

WE HANDLE THE ESSENTIAL.

THANK YOU

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June 2021 - Food Security Sector Partners’ Updates

Kazem El Seblani: kazem.elseblani@wfp.org
June 2021 updates: Food assistance in kind (FP and HM-RTE)

- **LEB**
  - Individuals receiving Food parcels: 3,963
  - Individuals receiving Ready-to-eat Food or hot meals: 1,693

- **PRL**
  - Individuals receiving Food parcels: 619
  - Individuals receiving Ready-to-eat Food or hot meals: 133

- **PRS**
  - Individuals receiving Food parcels: 557
  - Individuals receiving Ready-to-eat Food or hot meals: 35

- **SYR**
  - Individuals receiving Food parcels: 7,835
  - Individuals receiving Ready-to-eat Food or hot meals: 944
June 2021 updates: Food assistance (cash-based transfers)

- **# of individuals accessing cash based food assistance**
  - Displaced Syrians: 891,709
  - NPTP: 61,270

- **Cash redeemed (in USD)**
  - Displaced Syrians: 7,462,453
  - NPTP: 866,263
June 2021 updates: Food assistance (Food Vouchers)

- 7,105 individuals have access to cash-based food assistance through food vouchers.
- 84% of the total amount of cash redeemed through food vouchers is in Syria (SYR).
- 16% of the total amount of cash redeemed through food vouchers is in Lebanon (LEB).

Amount of cash redeemed through food vouchers (USD):
- SYR: 135,027
- LEB: 16,000

# of individuals have access to cash-based food assistance through food vouchers:
- SYR: 7,105
- LEB: 0
June 2021 updates: Support to agriculture and agriculture livelihoods / Nutrition

- **3,281** Individuals having access to temporary/casual Agricultural labor
- **269** Individuals attending trainings on skills and competencies to access temporary/casual labour
- **200** Farmers receiving technical trainings and/or in-kind Agricultural inputs
- **334** Caregivers of children under 2/pregnant women who received awareness on nutrition diets and IYCF through different SBCC channels
- **97** Number of MOA technical agricultural schools (teachers) trained
June 2021 updates: COVID-19

Total number of food parcels distributed: 419

Gender

- Female: 49%
- Male: 51%

Cohort

- Leb: 27%
- PRL: 26%
- PRS: 29%
- Syr: 17%

Reported Partners: ACF, SCI, GVC
June 2021 reporting updates

- 52 partners appealed in 2021 to the FSS

- 26 partners reporting in AI in June; 25 in January

- FAO/AVSI reporting under outcome 4

- WFP CBT Redemption rate June: 99.34% CFF; 97.33% food e-cards (98.31% for all modalities)
Round of updates
AOB

Pardie Karamanoukian: pardie.karamanoukian@wfp.org
Emergency response plan – Food Security & Basic Needs

• **SO:** Address the unmet immediate basic needs, including food needs, of the most vulnerable Lebanese and migrant populations

• **Activities:**
  1. Food assistance
  2. Basic needs assistance

• **People in Need = 1,466,000**
  • Lebanese – extreme poverty 2021 (35.6%) = 1,375,700
  • Migrants – food insecurity 2021 (43%) = 90,300

• **Target = 490,300**
  • Lebanese: 400,000 (tentative figure – based on gaps and anticipated capacities)
  • Migrants: 90,300 (100% of food insecure migrants)
Emergency response plan – Food Security & Basic Needs

- **Budget:**
  - Total needs funding requirement *(tentative)* = USD 99.2 M
  - Existing funding *(tentative)* = USD 47 M
  - Required funding under ERP *(tentative)* = USD 52.2 M

- **Costing, based on:**
  - Food TV LBP 300,000/person/exchange rate LBP 18,000 *(tentative)*
  - Basic needs - SMEB LBP 400,000/person/exchange rate LBP 18,000 *(tentative)*

- **Duration:** 12 months / July 21 – June 22 *(tentative)*
Emergency response plan – Food Security & Basic Needs

- General considerations and assumptions:
  - No changes in the LCRP response:
    - NPTP: reaches target of 375,000 individuals as of January 22
    - FSS partners: planned reached remains 19,8000
    - BA partners: planned reached remains 17,600
  - ESSN (Emergency Social Safety Net) programme: implementation starts in October and reaches full targets February
## Tentative timeline

<table>
<thead>
<tr>
<th>ACTION</th>
<th>WHEN?</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission of sector objectives, Indicators, PIN, Caseload &amp; Budget</td>
<td>July 2</td>
<td>completed</td>
</tr>
<tr>
<td>Development of sector plan</td>
<td>July 16</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Partners appeal on HPC module</td>
<td>July 23</td>
<td>TBC - pending updates from OCHA</td>
</tr>
<tr>
<td>Publication of ERP</td>
<td>August 2</td>
<td></td>
</tr>
<tr>
<td>Sectors review of projects for endorsement</td>
<td>August 13</td>
<td>TBC - pending updates from OCHA</td>
</tr>
</tbody>
</table>
LHF – 1st standard allocation updates

• Total **27 projects** submitted under the FSS

• Available budget = **USD 7-7.5 M**

• **Strategic Review committee** – June 22nd
  • Members: FSS coordination, 3 UN agencies (WFP, UNRWA, IOM), 1 INGO, 1 NNGO, 1 Gender expert, OCHA/LHF
  • 7 projects automatically dropped as did not align with the allocation and sector strategy
  • 20 projects were reviewed and scored
  • 12 recommended for funding

• **Technical Review committee** – Ongoing
  • July 12 – 6 projects completed first round of review
  • July 13 – 2 completed first round of review and 4 planned
  • Final list of projects pending final review after TRC and clearance of HC
Surveys:

• Gap and needs assessment in Protection from Sexual Exploitation and Abuse (PSEA)
  • Link: https://ee.humanitarianresponse.info/x/VLV5r8zs
  • Deadline: today Tuesday, 13th of July COB

• FAO survey on understanding conflict dynamics related to direct assistance projects in the food security and agricultural sectors
  • Link: https://ee.humanitarianresponse.info/x/NSODnv2S
  • Deadline: today Tuesday, 13th of July COB
REMINDERS

Upcoming meetings:
• National FSS August meeting: August 10 11 AM

• Area FSS July meetings:
  • North-Akkar: 27 July 1 PM nancy.hassan@wfp.org
  • Bekaa-Baalbek: 28 July 11 AM nisrine.rizk@wfp.org
  • Beirut-Mount Lebanon-South: 29 July 10 AM sarah.eljeitani@wfp.org