



WFP Lebanon

Operational Assistance Update | January – February 2024

KEY HIGHLIGHTS

- More than 1.5 million people received WFP and Emergency Social Safety Net (ESSN) assistance in January - February 2024.
- US\$ 23.5 million was transferred to WFP beneficiaries in February. An increase from January, following the reinstatement of the National poverty targeting programme (NPTP) cash assistance in February after being paused due to a lack of available funds.
- In February, similarly to previous months, most households displayed confidence in using ATMs.
- The call center noted a substantial rise in call volume for NPTP claims, attributed to the adjustment in transfer value and the temporary suspension of assistance in January. Conversely, there was a decline in call volume for the Syrian response, following a notable surge in Nov-Dec due to the implementation of retargeting
- The South emergency response reached 100,000 people affected by the conflict.



FUNDING OVERVIEW

	Available Resources	Requirements
COUNTRY STRATEGIC PLAN (2023–2025)	US\$ 697 M	US\$ 3.1 B
2024 TOTAL REQUIREMENTS	US\$ 211 M	US\$ 960 M
Mar – Aug 24 NET FUNDING REQUIREMENTS		US\$ 198.4 M

KEY FIGURES: FEBRUARY 2024



1.55 MILLION WFP BENEFICIARIES REACHED (383,000 HOUSEHOLDS)

Female Beneficiaries Male Beneficiaries

 **51%**

 **49%**

Estimated number of people with disabilities in February 2024: **56,300**



US\$ 23.5 MILLION IN CASH TRANSFERS TO WFP BENEFICIARIES

US\$ 1.25 MILLION IN CASH TRANSFERS TO ESSN RECIPIENTS IN FEBRUARY



1,639 MT OF FOOD DISTRIBUTED



BENEFICIARY OVERVIEW

Unique number of people reached per assistance modality

Lebanese: 668,000 people reached (both WFP and ESSN)



- **NPTP:** 412,000
- **WFP Crisis Response:** 156,000
- **ESSN:** 43,000
- **School Meals:** 47,000

Syrian Refugees: 887,000 people reached*



- **Cash for Food:** 297,000
- **Food E-Card:** 354,000
- **Multipurpose Cash:** 185,000
- **School Meals:** 57,000

*The number of beneficiaries reached with cash assistance does not equal the sum of beneficiary breakdown by modality due to retroactive loading. Only unique beneficiaries are considered.

Data Source



Interviews



Transaction/Call Center Data



Field Monitoring

This report consolidates data from various sources –household interviews, process monitoring, transaction data and feedback from the call centre –to provide insights into accessibility of assistance, challenges, and any adjustments necessary to ensure people have safe and dignified access to assistance.

SOUTH LEBANON CONFLICT: EMERGENCY RESPONSE AND OPERATIONAL IMPACT

1 WFP RESPONSE MEASURES TO THE CONFLICT IN SOUTH LEBANON

WFP’s Emergency Preparedness and Response Planning (EPRP) team finalized the Concept of Operations. This plan encompasses worst-case scenarios, that could potentially displace up to 1 million Internally Displaced Persons (IDPs). Collaborative efforts between the EPRP team, Programme Support, and RAM teams, alongside the Lebanese government represented by the Disaster Risk Management Unit, are underway to establish agreements facilitating coordination and data sharing for effective response efforts. Additionally, a draft MoU with Lebanese Red Cross (LRC) seeks to formalize a strategic partnership across key areas such as emergency preparedness and response, data collection, awareness campaigns, and capacity strengthening. These initiatives aim to ensure rapid and coordinated responses to emergency

situations, strengthening assistance efforts in Southern Lebanon.

On top of its regular activities in the South, WFP supported in February around 100,000 people affected by the conflict, reaching a total of 142,500 individuals since October 2023. In February, WFP distributed one-off in-kind food parcels to 6,120 affected Lebanese people covering the basic food needs of one person for one month and provided daily in-school snacks to 9,700 affected students in 10 additional schools. Leveraging the national social safety net programme, WFP also reached an additional 53,000 affected Lebanese with one-off cash assistance and supported UNICEF in providing one-off cash assistance to 31,000 affected Lebanese using WFP’s cash delivery setup.

2 CONFLICT IN SOUTH LEBANON: IMPACT ON ASSISTANCE REDEMPTION

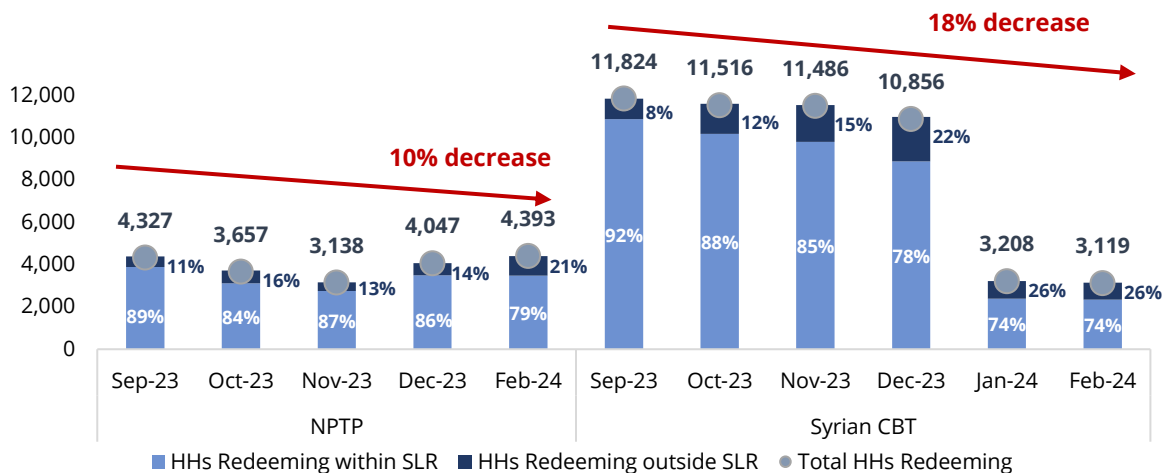
This analysis exclusively considers households registered within the South Litani River area (SLR), covering Bent Jbeil, Hasbaya, Marjaayoun, and Sour.

In September, 92 percent of Syrian refugees’ households redeemed their assistance at SLR redemption points, by February, the overall redemption percentage dropped to 74 percent, reflecting an 18 percent decrease from September. Additionally, 26 percent of SLR-registered households redeemed their assistance outside SLR redemption points in February, a significant increase compared to the 8% recorded in September. The significant drop, in total redemption rates observed in January and February can be attributed

primarily to the implementation of prioritization exercise finalized in December with UNHCR, alongside the conclusion of one-time assistance programs that were active solely during December.

In September, 89 percent of NPTP households redeemed their assistance at SLR redemption points. By February, the overall redemption percentage dropped to 79 percent, reflecting a 10 percent decrease from September. Additionally, 21 percent of SLR-registered households redeemed their assistance outside SLR redemption points in February, a significant increase compared to the 11 percent recorded in September.

Redemption of HHs registered within SLR area



Source: WFP Transaction Data

SOUTH LEBANON CONFLICT: EMERGENCY RESPONSE AND OPERATIONAL IMPACT

REDEMPTION TRAVELED DISTANCES

From September to February, **Syrian refugee households** in SLR areas increasingly redeemed benefits at greater distances. Notably, **within 0-15 km, rates dropped from 83 percent to 70 percent**, while **beyond 41+ km, rates rose steadily from 5 percent to 17 percent**. This suggests a trend of seeking safer zones further north.

This suggests that Syrian refugees tend to seek refuge or are displaced to safer zones that are as far north from the conflict area.

Notably, **within the 0-15 km radius, the percentage of NPTP households redeeming benefits decreased from 69 percent in September to 56 percent in February**, indicating a potential trend of relocation or displacement even within the southern regions. In addition, there is a noticeable increase in the proportion of households redeeming benefits beyond 26 km, particularly evident in **the 41+ km category, which rose from 5 percent in September to 12 percent in February**.

For the exception of February, a significant percentage of NPTP households redeemed their benefits further than SLR areas but still within the South (between 16 and 40 KM)



SR Travel Distance

Distance	SEP-23	OCT-23	DEC-23	JAN-23	FEB-23
0-15 km	83%	81%	69%	61%	70%
16-25 km	10%	9%	11%	8%	8%
26-40 km	2%	2%	4%	5%	5%
41+ km	5%	8%	16%	16%	17%

Source: WFP Transaction Data



NPTP Travel

Distance	SEP-23	OCT-23	NOV-23	DEC-23	FEB-23
0-15 km	69%	56%	58%	52%	56%
16-25 km	24%	29%	32%	32%	11%
26-40 km	2%	4%	3%	5%	20%
41+ km	5%	11%	8%	11%	12%

Source: WFP Transaction Data

CASH ASSISTANCE TO SYRIAN REFUGEES

WFP provides unconditional resource transfers to vulnerable refugees through three cash-based modalities:

- (1) Food e-cards redeemable at WFP-contracted shops;
- (2) ‘Cash-for-food’ e-cards (CFF) redeemable at either WFP-contracted shops, ATMs or branches of local money transfer operators (MTOs); and
- (3) Multi-purpose cash for food and other essential needs (MPC), redeemable at ATMs or MTOs

The amount of cash households receive, and the degree of flexibility in using the e-card varies according to the households’ vulnerability, with extremely vulnerable households receiving multipurpose assistance to cover both food and non-food basic needs.

Starting December 2023 the calculation of transfer values was adjusted by reducing the per-person assistance rate from \$20 to \$15, while simultaneously increasing the top-up from \$25 to \$40. This modification reflects a strategic effort to optimize support within the constraints of available funding

1 ASSISTANCE LOADING AND REDEMPTION OVERVIEW

In December 2023, WFP launched the results of its annual country targeting exercise jointly with UNHCR, reducing assisted households by 30 percent due to a decrease in allocated resources.

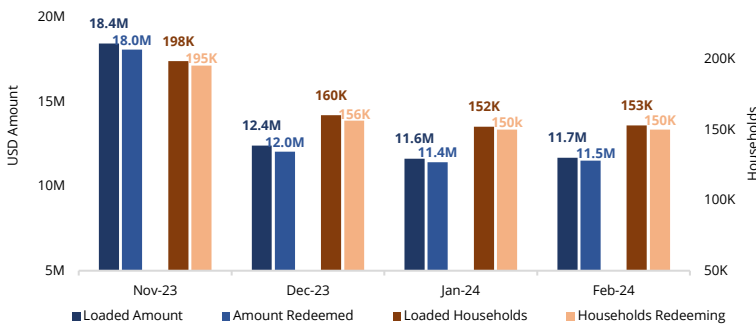
In January and February, the decline in the assisted caseload persisted, though to a lesser extent, reaching 153,000 HH in February.

A notable shift in redemption point patterns unfolded.

Specifically, there's been a gradual increase in retail redemption at retail shops, contrasting with the prior trend of declining transactions at retailers by CFF beneficiaries.

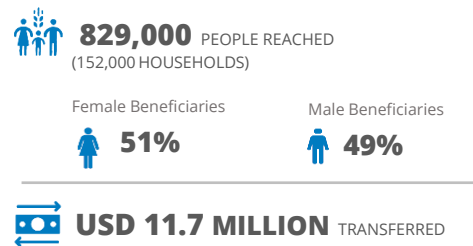
This shift may be partially due to the security situation in the South starting November; With retail redemption rates showing a slow but steady increase from 34 percent in November 2023 to 39 percent in February 2024.

Loading vs Redemption - Amount and Households



Source: WFP Loading and Transaction Data

Key Figures – February 2024



Source: WFP Loading and Transaction Data

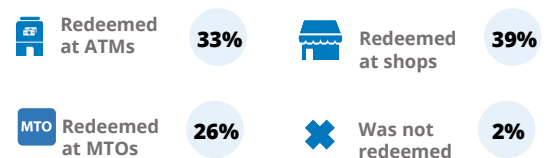
Redemption Rate

	Nov 23	Dec 23	Jan 24	Feb 24
HH Redeeming	98%	97%	99%	98%
Amount Redeemed	98%	97%	98%	99%

NB: amounts redeemed can overpass 100%, due to retroactive redemption

Source: WFP Loading and Transaction Data

Usage of redemption points (as % of total amount loaded) in February 2023:



Source: WFP Loading and Transaction Data

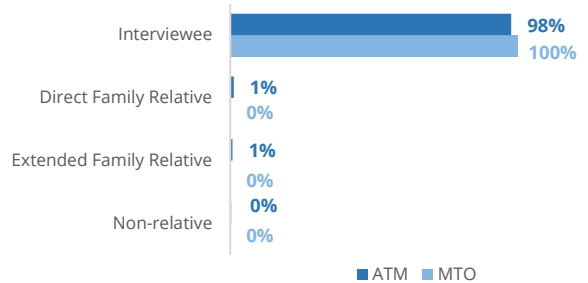
CASH ASSISTANCE TO SYRIAN REFUGEES

2 SURVEY DEMOGRAPHICS

2,227 Syrian refugees were interviewed in February, among which 496 redeemed at an ATM, 534 redeemed at an MTO, and 1,197 redeemed their food ecards in WFP-contracted shops

Out of the interviewed individuals who sent someone else to go to the ATM or MTO on their behalf in February, one interviewee reported paying an average fee of LBP 100,000 in return for support (compared to no fee in January). The households that sent a third party to redeem on their behalf cited household obligations as the main reason for doing so.

Individual redeeming assistance - by redemption point



Source: WFP Process Monitoring

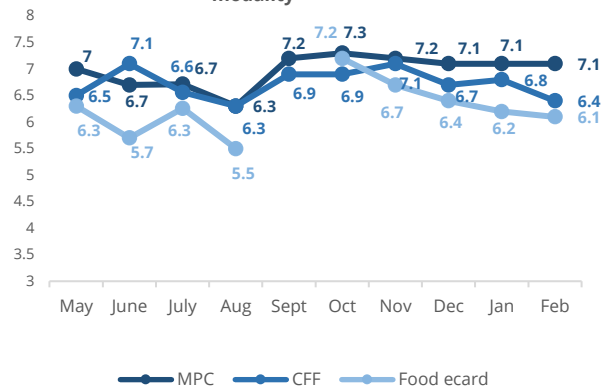
3 SATISFACTION WITH ASSISTANCE

In February, the overall satisfaction of people receiving WFP assistance was as follows:

- Multipurpose cash assistance: 7.1 out of 10
- Cash-for-food assistance: 6.4 out of 10
- Food e-card assistance: 6.1 out of 10

Individuals who scored below 7 on satisfaction cited the following as their main reason for dissatisfaction: the value of assistance not being enough to afford essential goods.

Satisfaction with WFP assistance - disaggregated by modality



Source: WFP Process Monitoring

CASH ASSISTANCE TO SYRIAN REFUGEES

4 BENEFICIARIES' EXPERIENCE AT THE REDEMPTION POINT

Of those who went to an ATM to withdraw their assistance, 55 percent withdrew the assistance in both USD and LBP, 44 percent withdrew in USD and 1 percent withdrew in LBP.

Fifty-eight percent of interviewed individuals did not find anyone standing at the ATM providing support, observing and managing the crowd (compared to 46 percent in January), while 16 percent said that UN or NGO staff were available to support, and 18 percent said bank staff or security were at the ATM providing support.

Twelve percent of individuals who went to an ATM and 14 percent of individuals who went to an MTO found the redemption site crowded while withdrawing the assistance (same as January).

Fifty-nine percent of interviewed individuals knew who to contact in case they have any questions or complaints regarding the assistance (compared to 58 percent in January). The others were provided with the WFP call centre number.

One percent of ATM users (4 interviewees) and less than 1 percent of MTO users (2 interviewees) reported facing issues while at the ATM or MTO in February. The main issue faced at the redemption site by ATM and MTO users were general harassment by Lebanese, pushing, and a violent altercation.

One interviewee who went to an ATM and one interviewee who went to an MTO reported paying money in exchange for help at the ATM or MTO.

5 ACCESSIBILITY OF ASSISTANCE

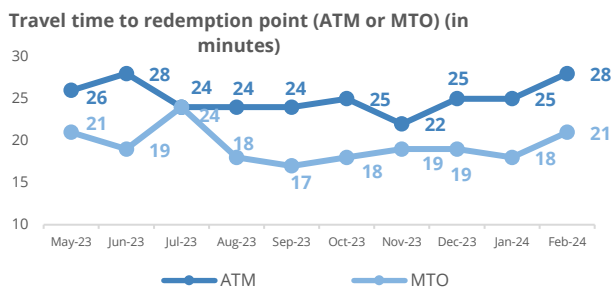
Interviewed individuals reported an average of 28 minutes to reach an ATM and 21 minutes to reach an MTO in February 2024. The waiting time at ATMs or MTOs was 8 and 9 minutes, respectively. The waiting time at ATMs and MTOs has gradually decreased since May 2023.

The primary means of transport to the ATM or MTO was by foot (24 percent), followed by taxi (22 percent), by motorcycle (18 percent), by bus (17 percent), by tuktuk (11 percent), and by private car (not owned) (6 percent).

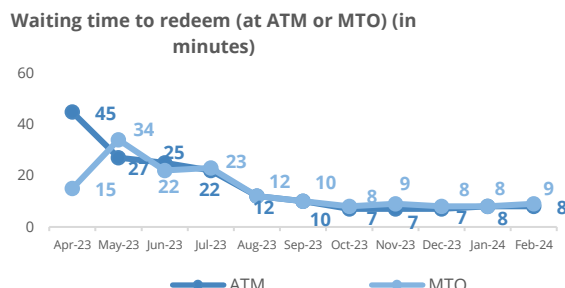
When asked about their trip to the ATM or MTO, 88 percent of interviewees reported travelling alone. Of whom, 24 percent were women and 76 percent were men.

For the 12 percent who travelled with a companion, 34 percent were women and 66 percent were men. The main reason cited for travelling with someone was for companionship, to share transportation costs and for safety reasons.

Five interviewees who travelled to an ATM and 3 interviewees who travelled to an MTO reported facing issues on their commute. Three out of the five interviewees who faced issues on their way to the ATM reported that they were stopped at checkpoints, while the remaining two said they faced harassment. All three interviewees who faced issues on their way to the MTO cited harassment as the main issue they faced.



Source: WFP Process Monitoring



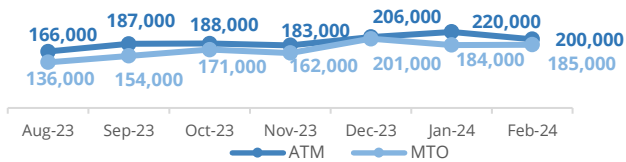
Source: WFP Process Monitoring

CASH ASSISTANCE TO SYRIAN REFUGEES

6 COST TO REACH THE REDEMPTION POINT

Interviewed individuals reported an average cost of LBP 200,000 and LBP 185,000 for two-way transportation to an ATM or MTO, respectively in February.

Two-way cost of transport to redemption site (in LBP)



Source: WFP Process Monitoring

7 KNOWLEDGE & CONFIDENCE OF USING ATMS

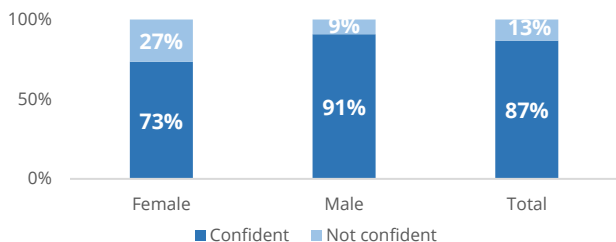
Most interviewees were confident when entering their PIN at ATMs (87 percent). Men were more confident than women when entering their PIN (91 percent confidence in men compared to 73 percent in women). The main reason cited for lack of confidence when entering the PIN at ATMs was not being able to read or write.

Transaction data shows that assisted people visiting the ATM only once drastically decreased to 77 percent due to WFP and UNHCR loading the assistance at different times, which led the assisted HHs to visit the ATM mostly twice.

There's been a slight shift in ATM transaction patterns. Households have notably shifted towards consolidating their transactions at the ATM, opting for a single transaction instead of two. Prior to December 2023, 60 percent of assisted households conducted two transactions; however, since December, this percentage has dropped to 45 percent and lower.

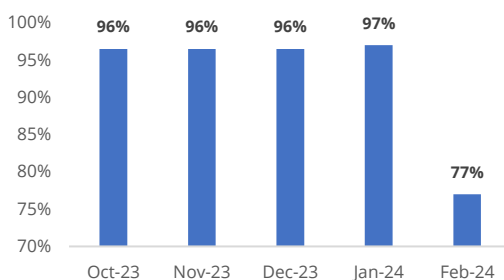
This behavioral change is primarily attributed to the adjustment in transfer values, eliminating the necessity for an additional transaction to redeem smaller banknotes.

Confidence when entering the PIN at ATMs- disaggregated by gender



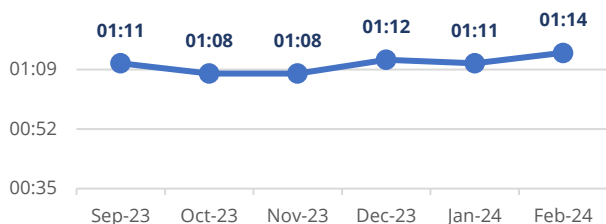
Source: WFP Process Monitoring

Beneficiaries visiting the ATM only once



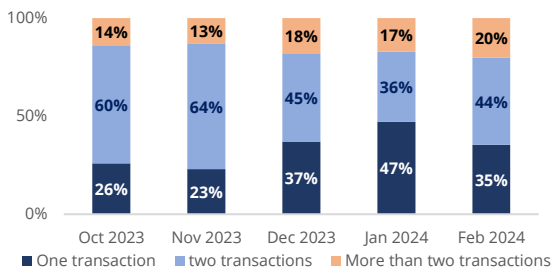
Source: WFP Transaction Data

Average transaction time (in minutes and seconds)



Source: WFP Transaction Data

Transactions per visit



Source: WFP Transaction Data - Note: Includes also RON beneficiaries

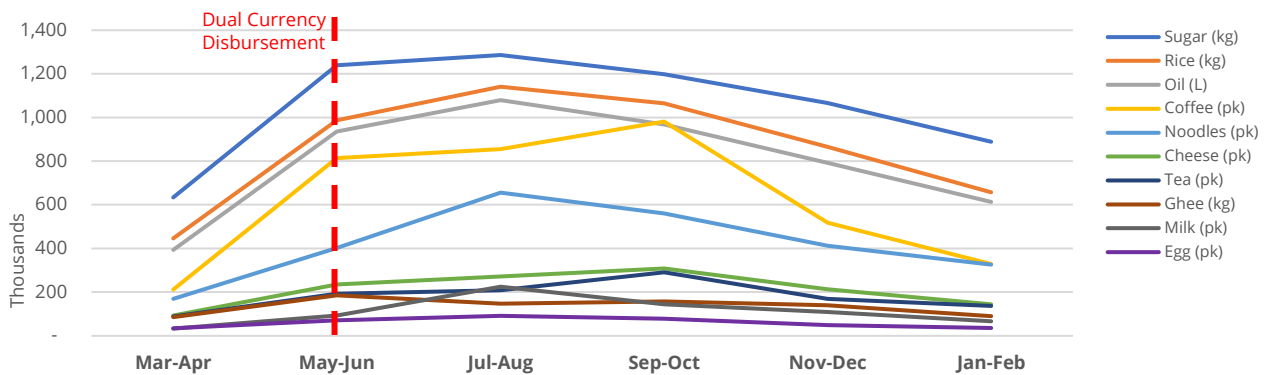
CASH ASSISTANCE TO SYRIAN REFUGEES

8 SHOP REDEMPTION

Despite a substantial increase in transfer value attributed to the dual currency disbursement initiated in May, leading to higher purchased quantities, the impact is overshadowed by high inflation rates in Lebanon and a recent decrease in transfer value from US\$20 to US\$15 with December retargeting.

Unfortunately, a deflation has been observed in purchasing patterns since July-August, with quantities gradually decreasing across all top items purchased. This is mainly due to the price inflation that surged to a level where the purchasing quantities decreased and are nearly back to the pre-dollarization levels.

Quantities of Most Purchased Items at Shops



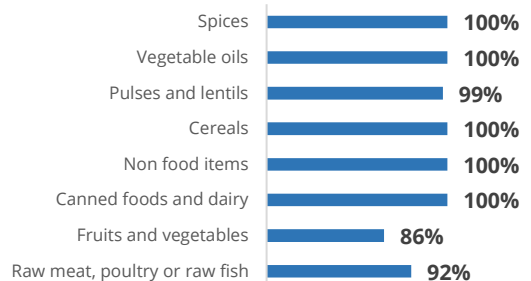
Source: WFP POS Data

9 RETAILER EXPERIENCE & AVAILABILITY OF ITEMS

Most items were available at WFP-contracted shops, except for fruits and vegetables which were available in 86 percent of the shops visited and raw meat, poultry or raw fish which were available in 92 percent of the shops visited.

Ninety-one percent of the shop owners visited reported that they know how to contact WFP in case they have any inquiry, feedback or complaints. Four percent of shop owners reported facing bad behavior from beneficiaries during the last month because of their participation in the WFP programme.

Availability of items at WFP contracted stores



Source: WFP Process Monitoring

10 OBSERVATIONS FROM THE FIELD

The loading of WFP assistance for Syrian individuals was staggered between **20 and 23 February**. The observations below were made during this period.

Observations at ATM

Field monitors observed ATMs out of cash during 7 percent of the visits made. The bank reloaded the ATM during those cases while the monitors were still present. Offsite ATMs are reloaded every other day.

Power outage was observed during 9 percent of the visits in at least one ATM.

Tensions or cases of harassment between ATM users were not observed while the field monitors were present.

Individuals facing difficulties using ATMs (not knowing exactly how) were observed in 18 percent of the visits.

CASH ASSISTANCE TO SYRIAN REFUGEES

Observations at MTOs

The redeeming process was smooth in 91 percent of the monitoring visits. Field monitors observed MTOs out of cash during 9 percent of the visits made.

Most shop owners reported no crowding in their shops due to the redemption process (97 percent).

It took on average 2 minutes for individuals to withdraw their assistance from the time they enter the site until they leave.

Power outages were noted during 5 percent of the monitoring visits in February.

It was noted that MTO staff treated beneficiaries in a respectful and dignified manner during all visits.

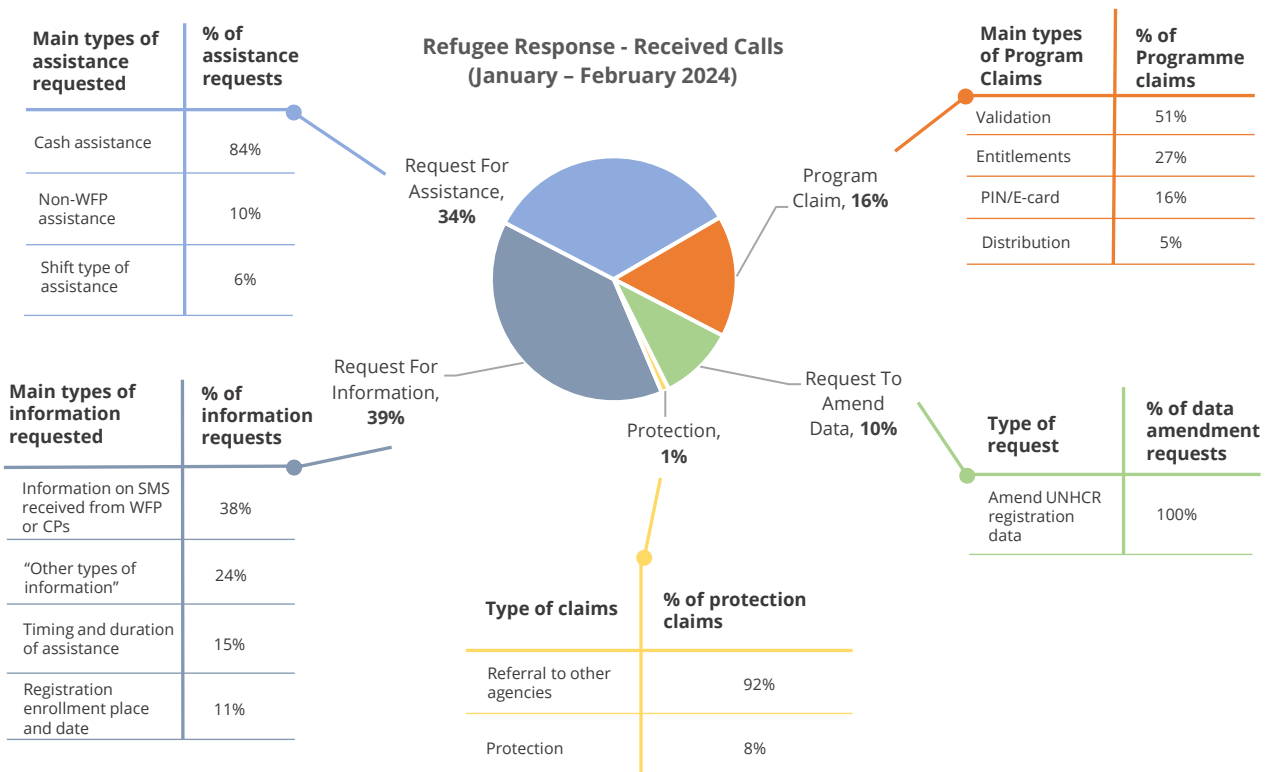
11 COMMUNITY FEEDBACK MECHANISM – WFP CALL CENTRE

In January and February, the call centre processed 54,715 claims from refugees, marking a return to normalcy in call volume following the surge experienced in November and December, attributed to the widespread dissemination and implementation of annual targeting exercise results. In these months, the majority of calls were from Mount Lebanon 33 percent and from Bekaa 25 percent. Notably, 54 percent of the calls were made by women, primarily falling within the age range of 18 to 45.

Thirty-nine percent of claims between January and February 2024 were requesting information, mostly information regarding SMSs received. Thirty-four

percent of claimants were requesting assistance, with the vast majority requesting cash assistance. Some 16 percent of claims were programme claims, with 51 percent of the claims pertaining to validation, and 27 pertaining to assisted families having challenges in accessing communication often regarding assisted families not receiving.

The remaining 11 percent of claims pertained either to amending UNHCR registration data (10 percent) or to protection issues (1 percent), almost all of which were referred to relevant agencies.



CASH ASSISTANCE THROUGH THE NATIONAL POVERTY TARGETING PROGRAMME

The National Poverty Targeting Programme (NPTP) is Lebanon’s first targeted social safety net programme aiming to provide cash assistance to 420,000 Lebanese individuals (75,000 households) in 2023.

Due to the 2024 funding gap, the monthly transfer value is temporarily decreased from USD 20 to USD 10 per person for the food component (capped at 5 individuals) and from USD 25 to USD 20 per household for the non-food component. Additionally, to streamline operations, assistance is now combined and

loaded every two months instead of on a monthly basis.

Cash assistance is delivered via e-cards and can be used in shops equipped with a POS machine, withdrawn at ATMs, and/or redeemed at branches of money transfer operators (MTOs).

WFP teams conducted phone interviews with NPTP beneficiaries who redeemed at ATMs or MTOs. The results below represent those findings.

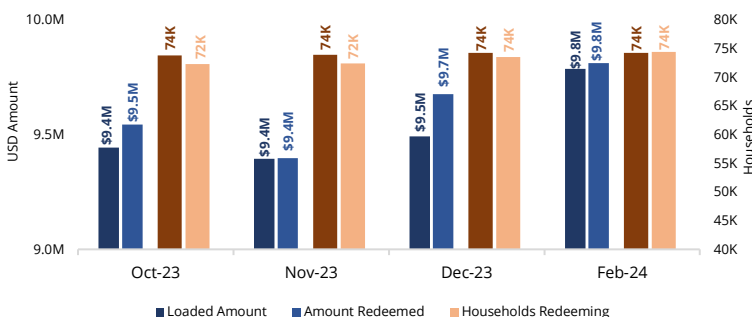
1 ASSISTANCE LOADING AND REDEMPTION OVERVIEW

The assisted households under the NPTP programme stabilized at 74,000 in recent cycles.

Loading for the February assistance cycle started on

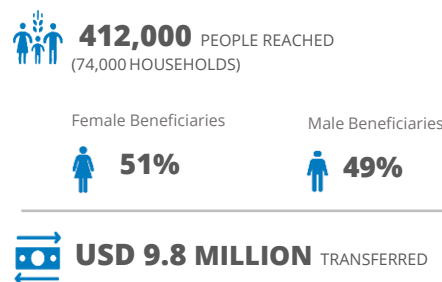
the 26th of February. A consistent redemption rate of 100 percent of households redeeming their assistance with the loading cycle.

Loading vs Redemption - Amount and Households



Source: WFP Transaction Data

Key Figures – January, February 2024



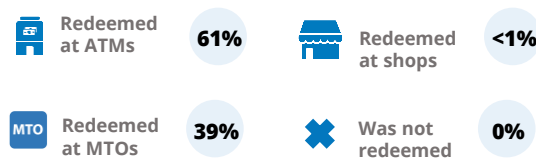
Source: WFP Transaction Data

Redemption rates at the end of each cycle

	Oct 23	Nov 23	Dec 23	Feb 24
HH Redeeming	98%	98%	99%	100%
Amount Redeemed	101%	100%	102%	102%

Source: WFP Loading and Transaction Data

Usage of redemption points (as % of total amount loaded) in February 2024:



Source: WFP Transaction Data

CASH ASSISTANCE THROUGH THE NATIONAL POVERTY TARGETING PROGRAMME

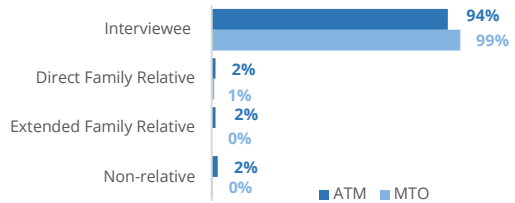
2 SURVEY DEMOGRAPHICS

693 Lebanese individuals receiving NPTP assistance were interviewed in February, among which 327 redeemed at an ATM and 366 redeemed their assistance at an MTO.

The average age of interviewed individuals receiving NPTP assistance that went to ATMs or MTOs was 46 and 47 years old, respectively. Interviewees were more likely to go themselves to the ATM or MTO to redeem the household's assistance.

Individuals who sent a third party to redeem on their behalf (2 percent) cited the following reasons: transportation costs and distance. Of the interviewed households who relied on a third party to withdraw their assistance, one interviewee paid a fee of LBP 200,000 (compared to no fee in December) in return for their support.

Individual redeeming assistance – by redemption point



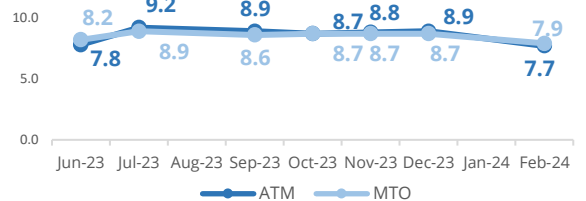
Source: WFP Process Monitoring

3 SATISFACTION WITH ASSISTANCE

In February, the overall satisfaction of individuals receiving NPTP assistance was 7.7 out of 10 for individuals who redeemed at ATMs compared to 8.9 in December 2023 and 7.9 out of 10 for individuals who redeemed at MTOs compared to 8.7 in December 2023.

The main reason cited for the dissatisfaction was the new value and scarceness of assistance not being enough to afford essential goods.

Satisfaction with WFP assistance



Source: WFP Process Monitoring

4 REDEMPTION EXPERIENCE

Forty-seven percent of interviewed individuals reported that they did not find anyone standing at the ATM providing support, observing and managing the crowd (compared to 46 percent in December). Seven percent said that UN or NGO staff were standing at the ATM and 34 percent said that bank staff or bank security were providing support at the ATMs.

Thirteen percent of interviewed individuals who went to an ATM and 15 percent of those who went to an MTO found the redemption site crowded (more than 10 congregated individuals) while withdrawing the assistance (8 percent at ATMs and 10 percent at MTOs in December).

Forty-nine percent of individuals knew who to contact in case they have any question or complaint regarding the assistance (compared to 40 percent in December). The others were provided with the WFP call centre number and informed of the available feedback mechanisms.

No issues were noted at the ATMs and one interviewee noted undignified or discriminatory treatment by MTOs.

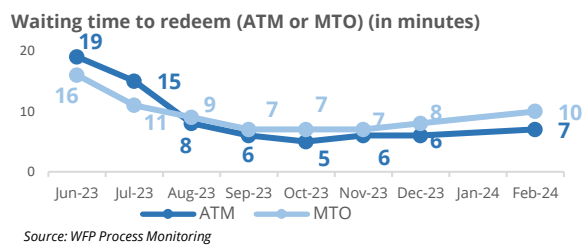
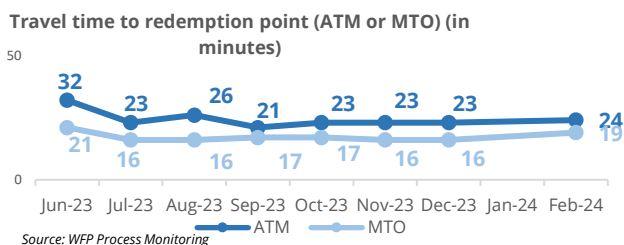
CASH ASSISTANCE THROUGH THE NATIONAL POVERTY TARGETING PROGRAMME

5 ACCESSIBILITY OF ASSISTANCE

Interviewed individuals reported an average of 24 minutes to reach an ATM and 19 minutes to reach an MTO in February 2024.

The waiting time was 7 minutes at the ATM and 10 minutes at MTOs in February 2024 (a slight increase in waiting at MTOs since December).

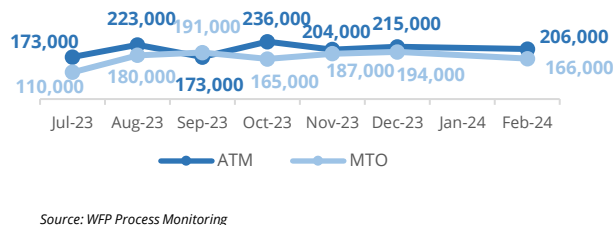
The primary means of transport to the ATM or MTO was taxi (24 percent), followed by foot (21 percent), by private car (not owned) (15 percent), by private car (owned) (11 percent), by bus or motorcycle (10 percent each), and by tuktuk (8 percent). Almost all (92 percent) of interviewed individuals reported traveling alone to the ATM or MTO. Of those who travelled with a companion to the ATM or MTO, 42 percent were females.



6 COST TO REACH THE REDEMPTION POINT

Interviewed individuals reported an average cost of LBP 206,000 in February for two-way transportation to an ATM and LBP 166,000 to an MTO.

Two-way cost of transport to redemption site (in LBP)



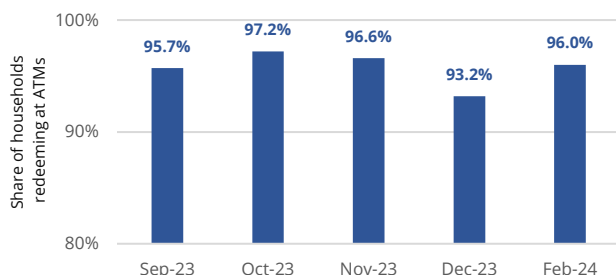
7 KNOWLEDGE AND CONFIDENCE OF USING ATMS

The majority of NPTP recipients visited the ATM only once in February (96 percent), a slight increase compared to December.

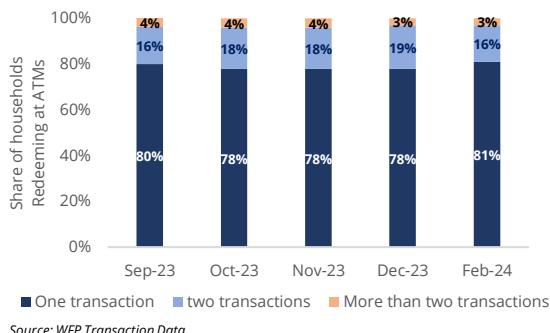
The number of transactions beneficiaries make per visit is

almost stable in the last 5 cycles. 81 percent of beneficiaries redeem their assistance in one transaction and 16 percent in 2 transactions, while only 3 percent redeem in more than 2 transactions per visit.

Households visiting the ATM only once



Transactions per visit



CASH ASSISTANCE THROUGH THE NATIONAL POVERTY TARGETING PROGRAMME

8 OBSERVATIONS FROM THE FIELD

The loading of NPTP assistance was staggered between **26 to 29 February**. The observations below were made during this period.

Observations at ATMs

Field monitors observed ATMs out of cash during 8 percent of the visits made.

Power outages were observed in February during 13 percent of the visits made.

Tensions between ATM users was observed during one of the monitoring visits conducted by the field monitors.

Individuals facing difficulties using ATMs (not knowing exactly how) were observed in 23 percent of the visits.

Observations at MTOs

The redemption process was smooth during 90 percent of the monitoring visits. Field monitors observed MTOs out of cash during 14 percent of the visits made.

Most shop owners reported no crowding in their shops due to the redemption process (96 percent).

It took on average 2 minutes for individuals to withdraw their assistance from the time they enter the site until they leave.

Power outages were noted in 2 percent of the visits in February.

It was noted that MTO staff treated beneficiaries in a respectful and dignified manner during all visits conducted by field monitors.

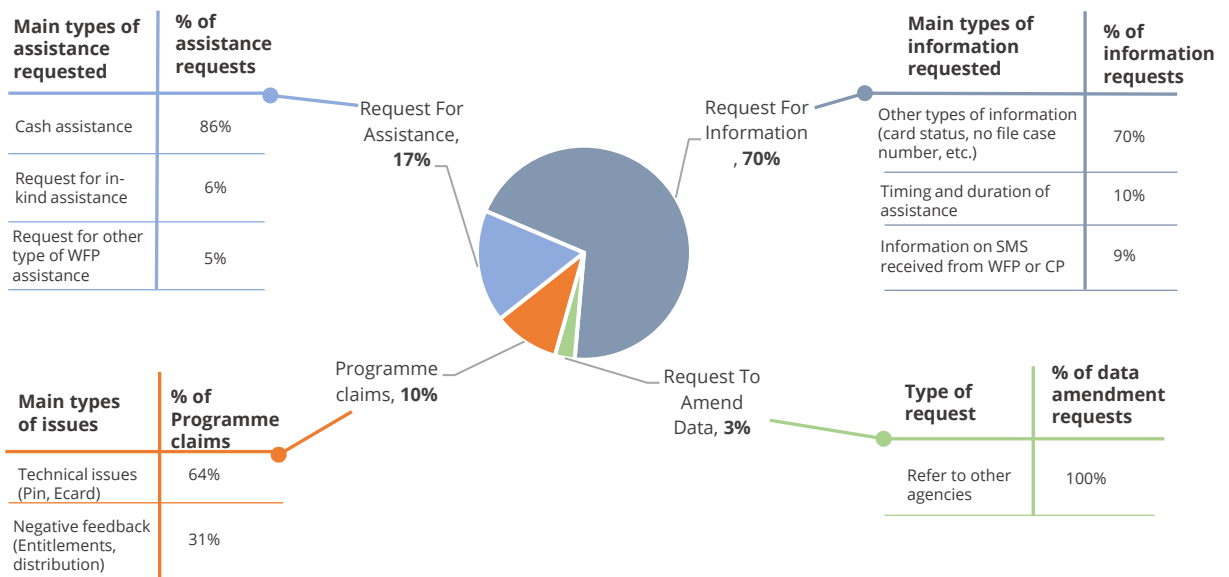
9 COMMUNITY FEEDBACK MECHANISM – CALL CENTRE

WFP call centre saw a surge in calls received from NPTP-assisted people with a total of 8,187 calls (58 percent calls received from women) almost double the number of calls received in previous months. The majority of the callers were from the South (58 percent) and 21 percent from Mount Lebanon.

Of the total callers, 70 percent requested information, 17 percent sought NPTP cash assistance, and 10 percent had general programme claims mainly related to PINs and e-cards issues. The remaining 3 percent of the claims consisted of requests to amend data.

This surge in calls was driven by the changes in the disbursement modality, that were implemented starting in January 2024. WFP shifted cash transfers from monthly to bimonthly cash assistance and also decreased the transfer amounts.

**NPTP- Received Calls
(January – February 2024)**



SCHOOL FEEDING

To address the critical issues of access to primary education and healthy nutrition for vulnerable Lebanese and refugee children, WFP has been partnering with the Ministry of Education and High Education (MEHE) since 2016 to develop and implement Lebanon's first school meals programme. The school system represents an exceptionally cost-effective platform through which to deliver an essential integrated package of education and nutrition services while ensuring linkages with local production and sustainable energy.

The programme objectives in nutrition and educational access, and each of its components, are in support of MEHE's five-year General Education Plan (2021-2025), looking at how the Lebanese national education system can provide equitable access to quality education opportunities for all children and youth living in Lebanon. The programme also aligns with the National Nutrition Strategy (2021-2026) launched by the Ministry of Public Health by promoting safe and supportive school environments for nutrition.

1 ASSISTANCE DISTRIBUTION AND REDEMPTION OVERVIEW

In February, a total of 173 schools and 93,466 students have been reached, marking a substantial effort to enhance nutritional support in educational settings each cycle.

The distributed snacks encompass apples, bananas, carrots, cucumbers, pears, milk, peanuts, apple chips, and mixed nuts & dried fruits, showcasing a diverse range of nutritional support

In the scope of the WFP School Kitchen Project, outreach has been extended to a total of 17 schools. The redemption for school kitchens are spread out over the

entire school year, allowing schools to benefit from redemption consistently rather than on a cycle-by-cycle basis.

The commodities distributed include Labneh, Double Cream Cheese, Halloum Cheese, Bread, Apples, Bananas, Cucumber, Cherry Tomato, Carrots, Lemon, Hummus, Oil, Zaatar, Tahini, Salt, Water, Milk, Peanuts, and Mixed Nuts & Dried Fruits, providing a diverse and comprehensive support system for nutritional needs in the school community.

Key Figures - Feb 2023

School Snacks



173 SCHOOLS REACHED BY WFP



93,466 STUDENTS REACHED



1,361,830 SNACKS DISTRIBUTED
284 MT OF FOOD DISTRIBUTED (90% locally procured)



US\$ 557,766 CASH TOTAL VALUE

School Kitchens



17 SCHOOLS REACHED BY WFP
(12 out of 17 schools were using the cards).



11,703 STUDENTS REACHED



91,789 SNACKS DISTRIBUTED
284 MT OF FOOD DISTRIBUTED (93% locally procured)



	Loaded US\$	Redeemed US\$	Remaining US\$
Nov-23	167,705.26	12387.53	155,317.73
Dec-24	-	57,043.08	98,274.65
Jan-24	47,144.38	83,854.62	61,564.41
Feb-24	72,854.89	95,624.84	38,794.46

SCHOOL-FEEDING

2 SCHOOL SNACKS

82 school snacks distributions visited in February 2024 → **77** during the AM shift, **5** during the PM shift

School Conditions

Eighty-three percent of the schools visited (68 schools) were found to have good internet connectivity, a requirement for the digital tracking tool that is being introduced to schools to track the movement of snacks.

Thirty-six of the schools visited (44 percent) reported a lack of a formal storage room for snacks. Snacks were stored in other areas such as supervisor’s office, teacher’s room, kitchen, etc.

The storage room was found to be unclean in 6 of the schools visited (7 percent). Food was properly stored off the ground (at least 15 cm off the floor) in most of the schools visited (88 percent) and storage rooms were all found to be free of pests in all but one school where signs of insects were found.

Food Distribution

A monthly awareness session was provided by the health educators in 49 of the schools that were monitored (60 percent). Most of the sessions covered health, nutrition, and overall hygiene.

Food items were properly sealed and packaged (85 percent), and expiry dates were available on all snack item packages (milk and peanuts) in all the schools visited.

The distribution process was well managed in terms of organization and crowd management in all but one of the schools visited.

3 SCHOOL KITCHEN

4 school kitchens' distributions visited in February 2024 → **4** during the AM shift, **0** during the PM shift

School Conditions

All kitchens visited were found to have clean floors, walls and ceilings. None of the food items were found to be expired. The grounds and areas surrounding the kitchen were clean and free of waste in all but one school.

Fire extinguishers were available in all but one of the schools visited and first aid kits were available in all schools visited.

Garbage bins were foot activated and covered in all schools visited.

Food Distribution

All mother volunteers had medical clearance and were adhering to all of WFP’s standards (wearing hair restraints, had short and clean fingernails, clean apron, etc.). Gloves were being worn by all mothers when preparing food and no one was smoking, eating or drinking in the kitchens.

Food items were stored off the floor in all schools visited.

All schools visited were satisfied with the school meals programme.

All mother volunteers felt safe during working hours and would encourage their friends to partake in such activities as it increases their confidence and give-back to the community.

All mother volunteers found the training sessions to be beneficial. Training sessions covered food safety, hygiene and tips on the organization of work in the kitchen.

ECONOMIC CRISIS RESPONSE FOR LEBANESE (IN-KIND FOOD ASSISTANCE)

Through the emergency response to the ongoing economic crisis, WFP is ensuring that Lebanese families have their food needs met through the distribution of in-kind food parcels.

A new food basket was introduced in 2023, designed to provide 1,291 kcal per person per day for a household of

size 2, which corresponds to around 60 percent of the average daily calorie intake.

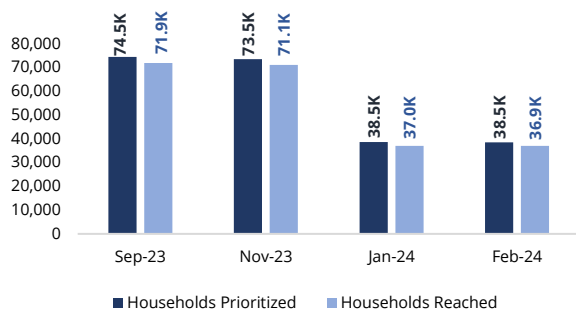
The new food parcel is delivered in a single box, offering maximum flexibility and readiness, as well as optimisation of supply chain costs.

1 ASSISTANCE DISTRIBUTION AND REDEMPTION OVERVIEW

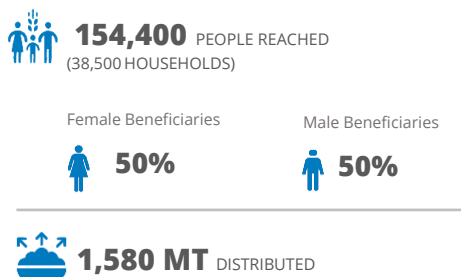
Due to limited funding and in line with the outcomes of the re-targeting exercise launched in August 2023, WFP reduced the number of planned households receiving in-kind assistance from 75,000 reached in 2023 to 39,000 as of January 2024, which will be distributed on a monthly basis.

The show rate of households invited to receive a parcel remained high, at 96 percent in February 2024.

Households prioritized vs reached



Key Figures – February 2024



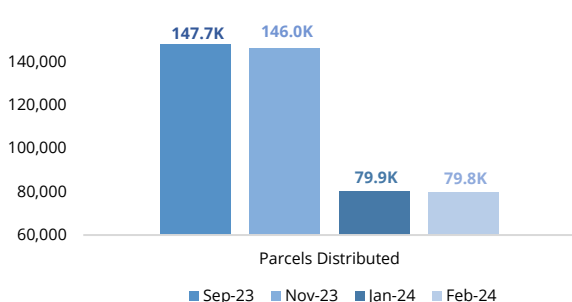
Source: WFP MDR Data

Redemption/Show Rate

	Sep 23	Nov 23	Jan 24	Feb 24
Households	96.5%	96.7%	95.9%	95.9%

Source: WFP Monthly Distribution Data

In-Kind Parcels Distributed



Source: WFP MDR Data

Food Parcel Composition

Commodity	Weight (kg)
Rice	3
Chickpeas	1
Bulgur	3
Pasta	4
Lentils	4
Beans	1
Vegetable oil	1.84
Salt	0.5
Tomato Paste	0.4
Sugar	1
Total	21.02

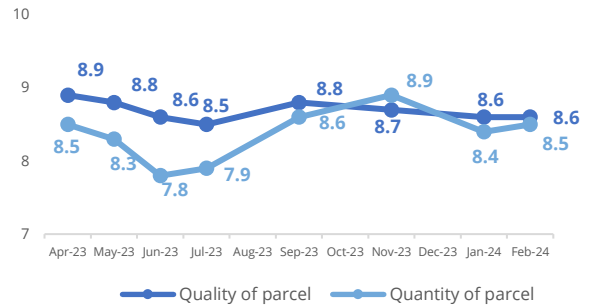
ECONOMIC CRISIS RESPONSE FOR LEBANESE (IN-KIND FOOD ASSISTANCE)

2 SATISFACTION WITH ASSISTANCE

In February 2024, 91 and 82 percent of interviewed individuals reported that they were satisfied with the quality and quantity of the food they received, respectively. The satisfaction score of individuals receiving in-kind food assistance was 8.6 out of 10 for the quality of food provided and 8.5 out of 10 for the quantity of food provided.

Individuals who were not satisfied with the quantity cited that the quantity was not enough to feed the whole family, or the basket needs more variety and those not satisfied with the quality cited that some of the items were not of good quality and that they preferred another type of the same commodity (tuna fillet instead of tuna flakes, red lentils instead of green lentils).

Satisfaction with the quality and quantity of the food parcel

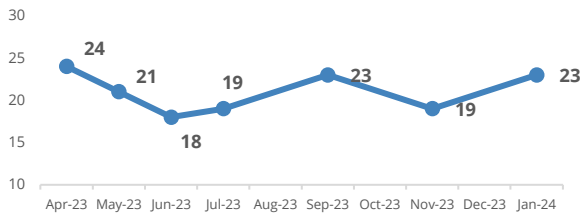


Source: WFP Process Monitoring

3 ACCESSIBILITY OF ASSISTANCE

The distance from residence to the distribution site is an average of 9 kilometres. It took interviewed individuals an average of 23 minutes to reach the distribution site in February 2024.

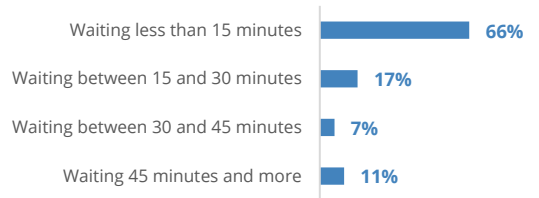
Travel time to distribution site (in minutes)



Source: WFP Process Monitoring

Most individuals (66 percent) waited less than 15 minutes at the distribution site in February 2024.

Waiting time at the distribution site

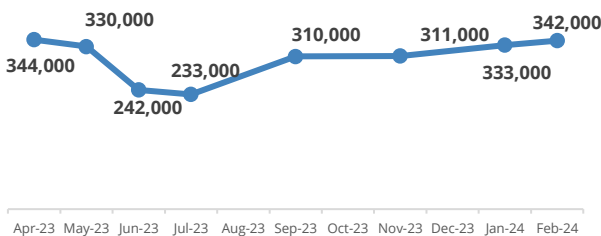


Source: WFP Process Monitoring

4 MEANS & COST TO REACH DISTRIBUTION SITE

On average, it cost individuals LBP 342,000 for two-way transportation to a distribution site in February.

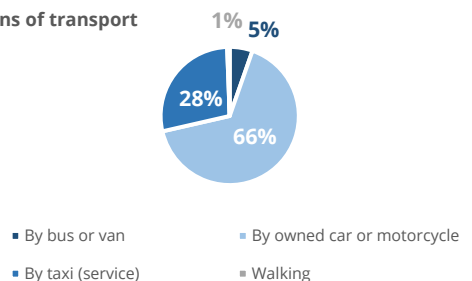
Cost to reach distribution site (in LBP)



Source: WFP Process Monitoring

Individuals used various means of transportation, mainly by owned car or motorcycle (66 percent) or by taxi (28 percent).

Means of transport



Source: WFP Process Monitoring

ECONOMIC CRISIS RESPONSE FOR LEBANESE (IN-KIND FOOD ASSISTANCE)

5 COMMUNITY FEEDBACK MECHANISM - CALL CENTRE

The call centre received **33,720 claims** for WFP crisis response-related requests in January and February 2024, **notably higher** than previous cycles with 60 percent of callers being women. This increase is mainly due to the re-targeting exercise that was communicated in January 2024.

Sixty-one percent of callers contacted WFP to get information, mostly for clarification about the SMS received from WFP regarding implementation of the in-kind targeting exercise starting 2024. Another 30 percent were requests for assistance, with the

overwhelming majority requesting in-kind assistance (95 percent).

The remaining 9 percent of calls pertained to programme claims (6 percent) or to amend registration data (3 percent).

Programme claims were almost exclusively related to the distribution of the assistance. The latter pertained mostly to beneficiaries not being able to attend the distribution (1,005 claims), beneficiaries not receiving invitation SMS (455 claims).

