



Winter Shelter Distribution Post-Distribution Monitoring Survey

December 2017

ReliefAid

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Family shelters are basic and exposed to harsh winter conditions.

Background

In late 2015, ReliefAid and ShelterBox UK signed a Partnership Agreement in the form of a Memorandum of Understanding (MoU). This formed the basis for subsequent shelter distributions, conducted in Aleppo City, internally displaced people (IDP) and refugee camps in Idlib, Aleppo and Hasake Governorates.

With such a significant investment in shelter materials and further distributions planned, ReliefAid conducted a Post Distribution Monitoring (PDM) Survey in December 2017. The PDM surveyed 100 IDP and refugee households who had received shelter materials during the October 2017 Winter Shelter & Education Distribution, Idlib Governorate.

The primary objective of the distribution was to provide humanitarian assistance to identified and affected populations in Syria, increasing the resilience of 1400 selected households affected by the Syrian conflict. The distribution was also intended to contribute to one of the three prime objectives as laid out under the UN Syrian Humanitarian Response Plan 2017, namely 'Provide life-saving humanitarian assistance to the most vulnerable people'.

Survey Process

Following selection of the beneficiary households, the PDM survey team conducted 'house to house' surveys, visiting each of the one hundred households in twenty informal camps¹. No significant problems were encountered during the PDM survey process with households openly sharing their thoughts and experiences with the survey team.

The PDM surveys were conducted by the ReliefAid team, with support in locating families provided by the camp management. The PDM survey process included the following steps:

1. Camps were identified based on having previously received a distribution.
2. ReliefAid in-country team submitted a PDM survey plan for management approval which included twenty IDP and refugee camps and one hundred households, equating to 7% of the households supported by the distribution.
3. Following approval by ReliefAid management, the survey team visited the relevant camps and randomly selected the surveyed households.
4. A home/tent visit was subsequently conducted and the PDM survey carried out. Consolidation and subsequent analysis of the survey data was carried out by the ReliefAid field and management teams.

Survey Objectives

ReliefAid and ShelterBox monitoring and evaluation teams developed a Kobo ToolBox questionnaire, which was subsequently deployed into Syria. The PDM survey had three main objectives:

1. Beneficiary Impact: Measure the impact of the distributions using the following indicators;
 - a. Reduce vulnerability to weather and environmental extremes.
 - b. Increased personal safety and security of possessions.
 - c. Improve privacy and retained dignity.
 - d. Sustain continuity of family and community life.
2. Distribution Effectiveness: Measure the effectiveness of the distribution methodology.
3. Material Quality: Measure the quality and usefulness of the materials distributed.

¹ Annex 1: Winter Shelter Distribution PDM (December 2017) – Survey Map.



Households reported improvements in weather protection, safety and security, privacy & dignity and maintenance of the family unit.

Survey Results & Conclusions²

Reduce vulnerability to weather & environmental extremes

Results: All households reported the shelter materials provided helped protect them from the weather.

Blankets, mattresses, insulation mats and winter clothing provided protection to households which often had significant difficulties heating family shelters.

All households reported that materials helped keep their families at a comfortable temperature during the day. Ninety-nine percent of households reported that materials helped keep their families comfortable at night.

Conclusions: The shelter distribution had a positive impact, with all households reporting improvements in weather protection.

In camp settings, weather protection mechanisms include remedial work, such as the winterisation of tents. Materials such as tarpaulins included in the shelter kits provided much needed protection from the rain and snow.

Recommended action: Continued distribution of shelter kits including; blankets, mattresses, insulation mats, clothing and tarpaulins.

Increased personal safety and security of possessions

Results: Ninety-seven percent of households reported that the shelter materials provided helped protect personal belongings.

Conclusions: The shelter distribution significantly improved household personal safety and security.

Shelter materials such as the newly supplied Luminaid solar lamps improved night-time visibility, leading to security improvements as families are often make night time movements within camps. Tarpaulins, while used to winterise tents, also improved household security by providing an additional barrier from theft when covering damaged tents.

Recommended action: Continued distribution of shelter kits, including solar lamps, tarpaulins and tool kits.

Improved privacy and retained dignity

Results: Ninety-eight percent of households reported that the shelter materials provided improved privacy.

Sixty-two percent of households reported an increase in the amount of sleep since receiving the shelter kit. Thirty-six percent of households reported getting the same amount and 2% reported receiving less sleep.

² Annex 2: Winter Shelter Distribution PDM (December 2017) – Post Distribution Monitoring Results

Conclusions: The shelter distribution significantly improved household privacy and dignity.

Tarpaulins and blankets included in the shelter kits enhanced household privacy by covering tent entrances, limiting public visibility, and to create internal partitions within tents enhancing privacy and warmth.

Improvements in household sleep were significant, reducing stress and anxiety. Mattresses, blankets, insulation mats and tarpaulins improved sleep by raising keeping households warm and winterising tents.

Recommended action: Continued distribution of shelter kits, including mattresses, blankets, insulation mats, tarpaulins and tool kits.

Sustain continuity of family and community life

Results: All households reported that the shelter materials provided made shelters more liveable.

Ninety-seven percent of households reported improvements in other aspects of camp life, such as the ability to find work, feeling more secure and being able to obtain food.

Conclusions: The distribution significantly improved the liveability of household shelters, and helped keep families intact by providing the materials necessary to operate a functioning cohesive household. Without this support families risked being forced to find alternative living arrangements.

Recommended action: Continue distribution of shelter kits.

Distribution Planning and Logistics

Results: All households reported being informed by camp management of the type of assistance being provided prior to the distribution. Ninety-eight percent of households reported they had been asked if they wanted or needed the materials provided.

All households reported the distribution occurred at a time that was convenient to them. Seventy-five percent of the households reported that it was physically and logistically challenging getting the items from the distribution site to their shelter.

Seventy-five percent of households reported a larger or additional bag, motorcycle or car (6%), taxi (2%), family assistance (5%) or help from other camps (3%) would have been useful to transport the materials to their shelter.

All households reported that the distribution helped meet their wintertime needs, that the aid arrived on time and that they were treated with respect during the distribution.

All households reported receiving a complete and undamaged shelter kit. Households reported still having retained the shelter materials five weeks following the distribution. Nine percent of households reported no longer having in their possession the tarpaulins and 5% tool kits.

Conclusions: Engagement with beneficiary households prior to the distribution was positive and inclusive, involving households in the distribution process. Households received what they needed in a timely manner matching the intended outcome of supporting winter shelter needs.

Households experienced difficulties moving the shelter kits from the point of distribution to their homes. Methods for reducing these difficulties should be assessed for future distributions.

Recommended action: Continue using the current distribution methodology. Assess methods to reduce the physical and logistical barriers for households collecting the shelter kits.

Tarpaulins & Tool Kits

Results: Households reported using the tarpaulins as follows:

- To help earn money e.g. to help with farming or construction work (0%)
- Do not plan to use them (3%)
- To use at a future date (12%)
- To create a shaded area (10%)
- To build a new shelter (15%)
- To improve an existing shelter (64%)
- To sell for money to buy other things (9%)

Fifty-seven percent of households reported that additional materials were needed for the installation of the tarpaulins. Additional materials required included:

- Screws (23%)
- Wood (26%)
- Screw drivers (9%)

Household's reported using the tools kits as follows:

- To sell for money to buy other things (5%)
- To install a tarpaulin or repair tent (80%)
- Had not yet used the tarpaulin (15%)

All households reported receiving the right type of tools.

Conclusions: The tarpaulins are considered useful and are having a positive impact keeping households dry, providing privacy and security.

Tarpaulin quality is assessed as being high, with no damage reported before or during use. Tarpaulins were primarily used to improve an existing shelter, protecting households from winter rain and snow. Due to winter conditions, there was limited use of tarpaulins to create shaded areas. This is expected to change during the hot summer months.

Tool kits are primarily used to install tarpaulins and are considered useful with few being sold. Additional wood, screws and tools are needed for tarpaulin installation.

Recommended action: Continued inclusion of tarpaulins and tool kits in the shelter kits. Consider including screws, screw drivers and wood in tool kits.

Children's Clothing

Results: Ninety-nine percent of households reported the baby clothes:

- Were appropriate for their needs.
- Fitted properly.
- Kept their children warm.

Ninety-nine percent of households reported receiving sufficient clothes for their children. Ninety-seven percent reported the clothing was appropriate for their children's needs.

Households that felt the clothing was appropriate for their children's needs, reported:

- The clothes helped keep their children warm (45%)
- The colours were appropriate (53%)
- The sizing was appropriate (70%)
- The quality was good (81%)

Households that felt the clothing was not appropriate for their children's needs, reported:

- The clothes were too big (1%)
- The clothes were too small (1%)
- The quality was poor (2%)

Households reported that additional clothing items such as underwear (20%), gloves, shoes & hats (60%) and coats (1%) would improve their children's quality of life.

Conclusions: Children's clothing is having a positive impact keeping children warm and dry during the cold winter months.

Household concerns regarding the size and quality of the clothing were negligible.

There were no concerns from households regarding the quantity and warmth of the clothing provided. Additional clothing items such as underwear, gloves, shoes and hats would positively improve children's quality of life.

Recommended action: Continued inclusion of children's clothing in the shelter kits. Consider including additional clothing items such as underwear, gloves, shoes and hats.

Solar Lamps

The October 2017 Winter Shelter Distribution included two new solar lamp models that replaced previous units which experienced high breakage rates.

Results: Ninety-four percent of households reported feeling safer at night when using the solar lamps. Fifty-two percent reported being able to see more at night and 2% reported improvements in night-time movement. Six percent of households reported an insufficient amount of light was provided by the solar lamps.

Eighty-seven percent of households reported having received a sufficient quantity of solar lamps. Eighty-six percent reported the solar lamps as bright enough.

Households reported using the Luminaid USB model as follows:

- Work (49%)
- Charging of phones (52%)
- Bathroom facilities (40%)
- Household chores (76%)
- School work (45%)

Households reported using the Luminaid non-USB model as follows:

- Work (50%)
- Bathroom Facilities (61%)
- Household Chores (62%)
- School Work (43%)

None of the households reported receiving the solar lamps damaged. Eight percent reported damage to the solar lamp during use. Eight percent of households reported the USB charger did not charge their phone.

Seventy-one percent of households reported using the USB charging function. Households that did not use the charging function reported:

- They didn't have a phone (5%)
- USB function was not working (24%)

Anecdotal reports indicated Samsung phones were most commonly used by households. Tests conducted by the ReliefAid field team found Samsung S6, J7 and A7 models were not compatible with the USB charger. Samsung models E7 and J1 were found to be compatible but the Grand Neo charged very slowly.

Conclusions: Solar lamps are having a positive impact on household's perception of night-time security. Household concern regarding solar lamp brightness was minimal.

The quantity of lamps distributed were sufficient for household use.

The Luminaid USB and non-USB lamps have proven to be effective and a significant improvement on the previous models distributed. Despite compatibility issues with the USB phone charger model, the majority of households used the USB function to charge their phones and other electronics.

The solar lamps were predominately used for daily living activities such as household's chores and visiting bathrooms. The solar lamps were also used to charge phones and to assist home-based work and school learning.

Damage to the solar lamps was minimal, marking a significant improvement in lamp durability as compared to the models previously distributed³. Anecdotal reports indicate that lamp damage was due to phone compatibility issues rather than breakage during use.

Recommended action: Continued inclusion of Luminaid USB and non-USB solar lamps in the shelter kits. Enhance survey team knowledge on solar lamp data collection. Consult with Luminaid on USB phone compatibility issues.

Mattresses, Insulation Mats & Blankets

The October 2017 Winter Shelter Distribution included a new high thermal blanket that replaced the lower TOG rated model previously distributed.

Results: Eighty-four percent of households reported having received a sufficient quantity of mattresses and 99% percent of households reported the mattresses were warm enough.

Seventy-nine percent of households reported that they received enough insulation mats and 86% of households reported the mats provided adequate comfort.

Seventy-four percent of households reported that they received enough blankets. Twenty four percent of households reported not receiving enough blankets due to having a large family size. Two percent of households reported requiring more blankets due to the extreme cold.

Eighty percent of households reported that the blankets were warm enough. Nineteen percent of households reported the blanket size was not appropriate and 10% report blanket quality was not good.

Conclusions: Mattresses, insulation mats and blankets are having a positive impact on household's night time warmth and comfort. Quality and quantity was considered appropriate for most households. Larger households are not receiving sufficient quantity of materials, due to the use of a blanket distribution methodology and standardisation of the shelter kits designed for an average sized family.

Recommended action: Continued inclusion of mattresses, insulation mats and blankets in the shelter kits. Consider tailoring of these materials to match family size in future distributions.

³ Variations in USB results were experienced due to communication and interpretation difficulties during survey collection.

Kitchen Sets

Results: Ninety-nine percent of households reported that the kitchen sets were useful and used as follows:

- It is useful to have spare kitchen items (26%)
- I did not previously have sufficient kitchen items (56%)
- The thickness of the kitchen set metal was good quality (87%)

One percent of households reported that the kitchen sets were not useful as follows:

- There were not enough items in the kitchen set (1%)
- There were not the right items in the kitchen set (1%)

All households reported having used and been able to cook warm meals using the kitchen set.

Households reported requiring additional kitchen items which were not received, as follows:

- Teapot (20%)
- Coffee pot (3%)
- Spoons (1%)

Conclusions: The cooking sets are useful and are being widely used. Quality and quantity of items in the kitchen set was considered appropriate for almost all households. Inclusion of a teapot in the kitchen set would positively improve the kitchen set.

Recommended action: Continue distribution of kitchen sets. Consider including teapots in future distributions.



Shelter materials were considered of high quality and appropriate to household needs.

Survey Conclusions & Lessons Learnt

Overall the PDM survey was completed successfully and in a timely fashion with few issues of significance encountered.

Survey conclusions and lessons learnt are as follows:

- The shelter distributions are having a positive impact, with households reporting reductions in vulnerability to weather and environmental extremes, increased personal safety and security of possessions, improved privacy and dignity and continuity of family and community life.
- The current composition of the winter kits remains appropriate for household use. Additional clothing such as underwear, gloves, shoes and hats, as well as the addition of a teapot to the cooking set should be considered for future distributions.
- Distribution logistics are working well with no damage to the shelter materials occurring during transportation, storage and distribution.
- Additional tool kit materials are needed to help with installation of the tarpaulins. These should be included in future distributions.
- The new Luminaid solar lamps are a significant improvement on models previously distributed. USB phone charger compatibility issues should be investigated with the manufacturer.
- The quality of the distribution materials was very high. Continued use of the same suppliers for future distributions is highly recommended.
- Households received distribution materials in a timely manner matching the intended outcome of supporting winter shelter needs.
- Shelter needs for large families are not being adequately addressed by the distributions. Tailoring the distribution of mattresses, insulation mats and blankets to match family size should be considered for future distributions.
- Households experienced difficulties moving the shelter kits from the distribution sites to their homes/tents. Additional bags should be included in the kits for future distributions and alternative distribution modalities should be investigated.

Annexes

Annex 1: Winter Shelter Distribution PDM (December 2017) – Survey Map

[PDM Locations](#)

Annex 2: Winter Shelter Distribution PDM (December 2017) – Post Distribution Monitoring Results

[PDM Results](#)