TOWARDS SUSTAINABLE SOLUTIONS FOR IMPROVED LIVING CONDITIONS OF PALESTINIAN REFUGEES IN LEBANON

A JOINT UNDP / UN-HABITAT PROGRAMME

FINAL NARRATIVE REPORT

REPORTING PERIOD: MARCH 2012 – OCTOBER 2015

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<tr>
<th>Programme Title &amp; Project Number</th>
<th>Country, Locality(s), Priority Area(s) / Strategic Results</th>
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<td>• Programme Title: <strong>Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon</strong></td>
<td><em>Country/Region: Lebanon</em></td>
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<td>• Programme Number: 0007183</td>
<td><em>Priority area/ strategic results: Palestinian Gatherings (including Adjacent Areas of Palestinian Refugee Camps) in Lebanon</em></td>
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<td>• MPTF Office Project Reference Number: 00081985</td>
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<th>Participating Organization(s)</th>
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<td>• UNDP</td>
<td>• The Lebanese – Palestinian Dialogue Committee (LPDC)</td>
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<td>• UN-Habitat</td>
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<tr>
<th>Programme Cost (US$)</th>
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<tr>
<td>JP Contribution¹ from SDC (pass-through): USD 1,512,000</td>
<td>Overall Duration: 46 months (36 months extended for 10 months)</td>
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<td>Government Contribution: N.A. (if applicable)</td>
<td>Start Date: 01/03/2012</td>
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<td>Other Contributions (donors)</td>
<td>Original End Date: 31/10/2014</td>
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<td>From NORCAP: USD 100,000 (salary &amp; benefits)</td>
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<td><strong>TOTAL</strong>: USD 1,612,000</td>
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<th>Report Submitted By</th>
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<tr>
<td>Assessment/Review - if applicable please attach</td>
<td>o Name: Nancy Hilal</td>
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<tr>
<td>□ Yes □ No Date: <em>dd.mm.yyyy</em></td>
<td>o Title: Project Manager</td>
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<tr>
<td>Mid-Term Evaluation Report – Attached as Annex 1</td>
<td>o Participating Organization (Lead): UNDP</td>
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<tr>
<td>✔ Yes □ No Date: 15.01.2015</td>
<td>o Email address: <a href="mailto:nancy.hilal@undp.org">nancy.hilal@undp.org</a></td>
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¹ The JP Contribution, refers to the amount transferred to the Participating UN Organizations, which is available on the MPTF Office GATEWAY
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<thead>
<tr>
<th>Abbreviation</th>
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<tr>
<td>AA</td>
<td>Adjacent Area</td>
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<td>BUS</td>
<td>Basic Urban Services</td>
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<td>CDR</td>
<td>Council of Development and Reconstruction</td>
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<td>JP</td>
<td>Joint Programme</td>
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<td>(I)NGO</td>
<td>(International) Non-Governmental Organization</td>
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<td>LCRP</td>
<td>Lebanon Crisis Response Plan</td>
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<td>LPDC</td>
<td>Lebanese – Palestinian Dialogue Committee</td>
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<td>MOM</td>
<td>Minutes of Meeting</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>MPTF</td>
<td>Multi-Partner Trust Fund</td>
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<td>OCHA</td>
<td>United Nations Office for the Coordination of Humanitarian Affairs</td>
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<td>Popular Aid for Relief and Development</td>
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<td>PC</td>
<td>Popular Committee</td>
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<td>PCP</td>
<td>Participatory Community Plan</td>
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<td>PRL</td>
<td>Palestinian Refugees from Lebanon</td>
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<td>PRS</td>
<td>Palestinian Refugees from Syria</td>
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<td>RRP</td>
<td>Regional Response Plan</td>
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<td>SAA</td>
<td>Standard Administrative Arrangement</td>
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<td>United Nations Human Settlements Programme</td>
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<td>United Nations Relief and Works Agency for Palestine Refugees in the Near East</td>
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<td>WG</td>
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EXECUTIVE SUMMARY

This report represents the Final Report of the Joint Programme (JP) “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” and it covers the period from March 2012 to October 2015. The Joint Programme, planned over a period of three years, was initially funded through a USD 1M contribution from the Swiss Agency for Development and Cooperation (SDC). In December 2014, SDC signed an agreement to make an additional contribution of USD 512,000, to be spent by August 2015, which was extended for another two months. By the end of October 2015, activities under the JP were completed.

This report is in fulfillment of the reporting requirements set out in the Standard Administrative Arrangement (SAA) concluded with the Donors. In line with the Memorandum of Understanding (MOU) signed by Participating UN Organizations, the Final Report is consolidated based on information, data and financial statements submitted by Participating UN Organizations. It is neither an evaluation of the Joint Programme nor an assessment of the performance of the Participating UN Organizations. The report aims at providing the project Steering Committee with a comprehensive overview of achievements and challenges associated with the Joint Programme.

Aiming at improving living conditions for Palestinian refugees living precarious conditions in the gatherings, the Joint Programme adopted an integrated approach that linked experiences and knowledge resulting from the field to the higher national level. By October 2015, the JP succeeded in improving access to Basic Urban Services for more than 55,000 beneficiaries through the implementation of thirty-five infrastructure projects. Some of these projects were implemented as joint initiatives between gatherings and their surrounding communities, representing a unique initiative towards promoting collaboration between municipalities and local Palestinian committees towards a common goal. Data and information collected during the different project cycles, including a Rapid Needs Assessment carried out after the Syrian crisis in 2014, were consolidated and shared with the concerned local authorities and actors as well as with national institutions. The JP also invested in building the capacities of local actors, who were actively in the project, and in supporting knowledge exchange and experience sharing. Generated data was also used to bring organizations active in Palestinian gatherings together to develop a comprehensive strategy in the context of response to the impact of the Syrian crisis for 2015. In parallel, the JP has succeeded in establishing a planning and coordination platform for NGOs active in the gatherings through the “Gatherings Working Group”, currently chaired by UNDP.

This report is presented through the Multi-Partner Trust Fund Office (MPTF Office) of the United Nations Development Programme (UNDP), which serves as the Administrative Agent of the Joint Programme. The MPTF Office receives, administers and manages contributions from Donors, and disburses these funds to the Participating UN Organizations in accordance with the decisions of the Steering Committee. The Administrative Agent receives and consolidates financial annual reports and submits them to the Steering Committee.
I. PURPOSE

The main objective of the Joint Programme was to improve access to Basic Urban Services in Palestinian Gatherings, including Adjacent Areas of Palestinian Refugee Camps, in Lebanon (see indicative map in Annex 2). In this context, Basic Urban Services (BUS) include the sectors of water, sewerage, stormwater and solid waste collection, which fall under WASH, in addition to electricity and road networks. The forty-two Palestinian gatherings are distributed along the five regions of Lebanon (Beirut, North, Saida, Tyre and the Beqaa) initially hosting some 110,000 Palestinian refugees, which constitute around half the number of Palestinian refugees in Lebanon. Palestinian gatherings were defined by Fafo (2003) as “constituting relatively homogenous refugee communities, such as smaller villages, households living in the same multi-story residential buildings, along the same street etc.”; as such a gathering:

- Has a population of Palestinian refugees, including Palestinian refugees who are registered by UNRWA and/or the Lebanese Government, or are not registered.
- Has no official UNRWA camp status or any other legal authority identified with responsibility for camp management;
- Is expected to have clearly defined humanitarian and protection needs, or have a minimum of 25 households; and
- Has a population with a sense of being a distinct group living in a geographically identifiable area.

In addition to poverty caused by insufficient household income and legal restrictions imposed on Palestinian refugees in Lebanon, Palestinian refugees living in the gatherings suffer yet from additional layers that contribute to the worsening of their living conditions. Palestinian gatherings in Lebanon are generally excluded from Basic Urban Services (BUS) provided by public service agencies and municipalities in the surrounding areas and those provided by UNRWA, as per its mandate, in the camps. As an alternative mechanism, dwellers resort to a number of informal self-help initiatives to access and maintain BUS. Methods that are feasible to the local communities in the gatherings are generally basic, inadequate and unsustainable; they occur without minimum consideration to environmental or engineering standards. While these services and infrastructure networks are connected in an ad-hoc manner to the surroundings, no communication or coordination mechanisms exist between the key local actors in the gatherings and those in the concerned municipalities. All these factors have contributed to not only worsening the living conditions of Palestinian refugees in the gatherings, but also to the rise of tensions within the gatherings as well as with their surroundings communities and to the occurrence of conflicts and violent incidents.

The main issues that challenge dwellers’ access to adequate and sustainable Basic Urban Services in the gatherings were identified in the Project Document by the following:

1. Lack of an enabling institutional framework at the national level that focuses not only on the gatherings but also on the broader category of informal areas;
2. Political sensitivity of improving living conditions of Palestinian refugees in Lebanon as misinterpretation of permanent resettlement or Tawtin;
3. Exclusion of AAs from local development strategies and plans and the implementation of ad-hoc methods to access BUS;
4. Weak communication and coordination between actors in the municipalities, gatherings, Adjacent Areas and the camps on adequate and sustainable BUS;
5. Limited capacities and resources of local communities (including popular local committees) and local authorities (municipalities);
6. Poor state of existing infrastructure services and networks;
7. Lack of sustainability, in particular financial and environmental sustainability, of available BUS and infrastructure networks;
8. Lack of accurate information and data.

The situation in the gatherings has worsened following the Syrian crisis with the arrival of some 30,000 Palestinian as well as Syrian refugees displaced from Syria by 2013, raising the population in the gatherings
by 27% to some 140,000. Displaced refugees settled in inadequate shelters that were connected in an ad-hoc manner to the available networks, exerting additional pressure on the already poor and insufficient Basic Urban Services. In addition to contributing to rising tensions, environmental and health risks have increased, mostly affecting women and children, in the gatherings as well as in their surroundings.

The Joint Programme was developed to improve living conditions of the communities living in Palestinian gatherings, including Adjacent Areas of Palestinian Refugee Camps, through enhanced access to Basic Urban Services. This objective became more persistent with the escalating demand of new refugees and the increased pressure on the already inadequate and insufficient resources and networks. In order to address the challenges mentioned earlier in an integrated manner, the Programme was designed along the following four main strategic objectives:

- **At the national level**, developing an enabling framework that allows for improving living conditions in the Palestinian informal gatherings, including Adjacent Areas, as part of their surroundings;
- **At the local level**, strengthening communication and coordination between concerned actors (municipalities and representatives of local communities in the gatherings) for improved service delivery;
- **In the gatherings and Adjacent Areas**, improving access and management of Basic Urban Services through the implementation of upgrading projects and infrastructure networks;
- **At the municipal level**, strengthening the capacities of concerned municipalities to address urban challenges and local development needs within their geographic boundaries.

The Joint Programme contributes to the achievement of national priorities and international commitments. Through the UNDAF, the action is aligned with the programmatic area of priority related to socio-economic development and regional disparities, which aims at improving the socio-economic status of vulnerable groups and their access to sustainable livelihood opportunities and quality basic social services […] within a coherent policy framework of reduction of regional disparities”. It also serves the purpose of the Lebanon Crisis response Plan (LCRP) developed to respond to the impact of the Syrian crisis and the mass displacement of refugees, through improving WASH conditions in Palestinian Gatherings hosting refugees displaced from Syria. The project also aims at contributing to reducing urban tensions and building bridges between the neighboring Lebanese and Palestinian communities through addressing the governance of Basic Urban Services and addressing common issues of concern.

In 2013, and in order to respond to the emergency situation in the gatherings as a result of hosting some 30,000 refugees displaced from Syria, two main steps were taken. Concerning the Joint Programme, the Steering Committee approved amendments to the timeline, budget allocation and planned interventions. These amendments allowed more focus and budget to be allocated for local-level interventions that mainly pertained to the provision of Basic Urban Services and the implementation of infrastructure networks. In parallel, UNDP developed the project “Improving Living Conditions in Palestinian Gatherings Host Communities”, which is still operational. It aimed at addressing Palestinian gatherings as one of the most vulnerable host communities in Lebanon through the improvement of Basic Urban Services, shelter and hygiene conditions. This new project benefited from the extensive work experience and the structures and networks established on field within the JP to upscale interventions in Palestinian gatherings. The JP and the UNDP local project were operated by the same team at UNDP and governed by the same Steering Committee, who has endorsed the project. It is worth mentioning that the latest project proposal of “Improving Living Conditions in Palestinian Gatherings Host Communities” covers the period of 2016 – 2018 with a total budget of USD 9M; and is supported by multiple donors including the Swiss Agency for Development and Cooperation (SDC).
II. RESULTS

i) Narrative reporting on results

- Outcomes:

| Joint Programme Outcome: Living conditions of the communities living in Palestinian Gatherings, including Adjacent Areas of Palestinian Refugee Camps improved, through enhanced access to Basic Urban Services. |

In a first step towards the realization of this outcome, the Joint Programme has gained the endorsement of the Lebanese – Palestinian Dialogue Committee (LPDC). LPDC has shown commitment towards the objectives of the Joint Programme; such political commitment represents a significant approach undertaken by the Government of Lebanon to enhance relationships with the Palestinian refugee community and improve their living conditions. The endorsement of LPDC, as a consultative inter-ministerial committee, is significant in contributing to dissolve some of the fears from the permanent resettlement of Palestinian refugees (tawtīn) in Lebanon at a higher political level and encourage the engagement of national actors and the donor community. LPDC became a national partner to the project, stating in its letter of support:

“The UNDP/ UN-Habitat project represents an opportunity for LPDC as it goes particularly in line with LPDC strategy for the year 2012. LPDC is looking forward to this project as leverage for its efforts in covering areas like Adjacent Areas of camps and gatherings and more specifically into the creation of a National Database for the Palestinian presence in Lebanon. Later on, this would help in the formation of national and regional strategies concerning these areas”.

Also in terms of national endorsement, the Joint Programme gained the endorsement of the Local Partner Appraisal Committee (LPAC), which included representatives from LPDC, the Ministry of Interior and Municipalities, UNRWA, and the Council of Development and Reconstruction (CDR); the latter representing the official counterpart of the Joint Programme on behalf of the Lebanese Government. The LPAC did not only achieve national endorsement of the project but also contributed to raising awareness and clearing misconceptions of public institutions on the status and living conditions in Palestinian gatherings. In this context, UNRWA has expressed its commitment to facilitating advocacy efforts at the national level. The JP and UNRWA have been coordinating their activities not only at managerial level but also at the more local levels, especially in projects implemented in the Adjacent Areas of Palestinian Refugee Camps.

At the local levels, the JP succeeded in improving access to Basic Urban Services for more than 55,000 beneficiaries through the implementation of 35 infrastructure projects. These projects were carried out either as joint initiatives between gatherings and theirs surroundings, which amounted to 7, or within the boundaries of 18 gatherings and Adjacent Areas. They mainly responded to the urgent needs in the gatherings that hosted PRS as well as in the surrounding communities that included Lebanese, Palestinians and refugees from Syria. Projects enhanced access to water supply systems, sewage and storm water networks, solid waste collection methods, electricity distribution and paved road networks. They also contributed to raising awareness on viable approaches to using Basic Urban Services and positive hygiene practice.

The Joint Programme was launched to respond to a context that prevented access to adequate Basic Urban Services to Palestinian refugees living in the gatherings. This context was marked by lack of accurate information and data; absence of service providers and the withdrawal of municipalities from service provision; lack of coordination among active organizations; and the absence of communication among concerned local actors. For this matter, it was important that the Joint Programme operates in an integrated manner, addressing the physical state of services as well as the interlinked governance mechanisms among actors, and at more than one level whether national, regional or local.
Around three years after its launching, the JP significantly contributed to correcting misconceptions at the institutional level on the reality of service provision in Palestinian gatherings. This was possible through the **generation and sharing of knowledge** and correct data, whether through published reports and other material or through consultative meetings and workshops with institutions, public service agencies and the twenty-five municipalities that host Palestinian gatherings. Generated data was also used to bring organizations active in Palestinian gatherings together to develop a comprehensive strategy in the context of response to the impact of the Syrian crisis and to take part in monthly meetings of the activated Gatherings Working Group, chaired by UNDP even beyond the duration of the JP. The Gatherings Working Group provided for the first time a national umbrella for organizations working in Palestinian gatherings in the sectors of BUS and shelter to jointly planned needed interventions and coordinate their activities. This has significantly contributed to ensuring the responsiveness and efficiency of interventions, avoiding duplication and maximizing use of funds among organizations. National coordination became increasingly important in the context of response to the impact of the Syrian crisis; the **Lebanon Crisis Response Strategy (LCRP)** included gatherings as host communities that needed support from the international community. This has also contributed to increasing visibility of the situation in Palestinian Gatherings and access to funds to improve the deteriorated living conditions of both host and new refugees living in these deprived areas.

The Joint Programme adopted a **participatory bottom-up approach** that aimed at empowering local communities and establishing channels of coordination between local stakeholders, engaging municipalities in improving access to services in Palestinian gatherings. Basic Urban Services were improved in the gatherings as part of their wider context, addressing issues and impact in both gatherings and their surroundings. This has contributed to recalling local authorities of their responsibility in service provision to all dwellers living within their domains as well as to mitigating tensions between gatherings and surrounding communities. The JP invested in building the capacities of local committees in the gatherings, local NGOs and municipalities through direct involvement and training, to enhance operation of services and ensure their sustainability. Similarly, public service agencies, such as Electricite du Liban and the Water Authorities were engaged in making decisions and designing solutions. The approach adopted by the JP has led to its inclusion in the UNHCR – UNDP Joint Secretariat Compendium on **Good and Innovative Practices**; the JP was selected to represent Lebanon in the Resilience Development Forum organized by the Regional United Nations Development Group for innovative projects in the context of response to the crisis.

**Outputs:**

**Output 1:** A national framework addressing the living conditions and access to Basic Urban Services in the Palestinian informal gatherings (including Adjacent Areas) developed and implemented.

The main goal of output 1 is to enhance living conditions and access to Basic Urban Services in Palestinian gatherings (including Adjacent Areas) through creating a national framework that enables and guides an upgraded and sustainable service delivery. In order to facilitate this goal, clear and accurate information and data on living conditions and access to services in the gatherings shall be compiled and shared with participating national key stakeholders. In this context, the establishment of a national observatory will enable developing indicators, analyzing and monitoring living conditions in the gatherings and guiding policy discussions. Targets as per the project document are:

- Support LPDC lead policy-led dialogue to develop institutional framework facilitating access to BUS in the gatherings
- Establish a national observatory to maintain knowledge base on access to BUS in the gatherings and hand it over to LPDC
- Produce and update database on Palestinian gatherings in Lebanon and publish sectoral/thematic report profiling the 42 gatherings;
- Organize 2 national meetings for data dissemination and knowledge sharing purposes
- Link the data to governmental institutions through a website.
For the purpose of improving living conditions for Palestinian refugees in the gatherings and Adjacent Areas in Lebanon, the JP has implemented a comprehensive strategy at the national level. It first included developing an informative database on living conditions in the gatherings, especially in the light of the Syrian crisis and the hosting of more than 30,000 new refugees in these areas. In this context, the JP established a National Observatory for Palestinian Gatherings in Lebanon and handed it over to LPDC; and carried out a national-wide needs assessment in Palestinian gatherings. Secondly, it aimed at using this data to develop a national umbrella to coordinate and enhance response in the host Palestinian gatherings in Lebanon. For this reason, the JP published the report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” in May 2014. The launching event, hosted by the Lebanese – Palestinian Dialogue Committee (LPDC), included a panel discussion on “Current Response and Operational Roles in the Gatherings”. Based on the outcomes of the launching, the JP organized in September 2014 a workshop for roundtable discussions that brought together representatives of NGOs active in the gatherings and UN agencies. As a result, a responsive strategy with action plans for priority interventions in the host Palestinian gatherings was developed for 2015 in multiple and complimentary sectors of intervention. The strategy was shared with the various sector coordinators in the framework of the Lebanon Crisis Response Plan (LCRP). Another significant output of the JP was the establishment of a planning and coordination platform for organizations active in the gatherings. In this context, the Gatherings Working Group, currently chaired by UNDP, hold monthly meetings to enhance planning and coordination of Basic Urban Services and shelter activities in Palestinian gatherings.

Forming a national platform with organizations active in the gatherings was undertaken by the JP as a contingency action to developing a national institutional framework, supported by policies, by the Government. The latter activity, initially planned in the project proposal, proved difficult to implement in the light of the political situation taking place in the country since 2012. The influx of refugees displaced from Syria as well as the absence of a President and the consequent deadlock in the parliament led LPDC to make a decision on postponing policy dialogue on the right of Palestinian refugees to access Basic Urban Services.

1.1 National consultations on access to Basic Urban Services in Camps’ Adjacent Areas

In 2012 and prior to launching the project, the JP and the Lebanese Palestinian Dialogue Committee (LPDC) carried out a series of Stakeholders Consultative Meetings, hosted at the Grand Serail, to discuss challenges to BUS delivery in Palestinian gatherings, particularly the Adjacent Areas of Palestinian Refugee Camps, and suggest recommendations. The discussions covered existing linkages between the local level initiatives and the central level national programmes and investigated the engagement of national and local actors. Five Stakeholders Consultative Meetings were organized with the following groups:

- Palestinian stakeholders and Popular Committees;
- Municipalities;
- International and local NGOs;
- Public Service Providers;
- UNRWA officials and Camp Service Officers.

The meetings mainly served to:

### Key Results:
- National Observatory established and handed over to LPDC.
- National-wide Rapid Needs Assessment carried out in the 42 gatherings.
- “Profiling Deprivation” published analyzing living conditions in Palestinian gatherings.
- 2 knowledge sharing national events hosted by LPDC.
- A planning and coordination platform established and operational for organizations active in the gatherings.
- National Response Strategy in Palestinian gatherings developed in the context of the LCRP.
• Raise awareness, clarify misconceptions and share knowledge compiled by UNDP and UN-Habitat in their publication “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon;
• Collect participants’ feedback and establish dialogue on potential cooperation and coordination to serve the objectives of the JP and LPDC’s overall operational framework.
• Develop a list of recommendations that allow for the improvement of access to BUS in the AAs and gatherings in general, which could be summarized by the following:

  ➢ Adopting a right-based approach to access to Basic Urban Services in the AAs;
  ➢ Adopting an integrated approach to address access to BUS in the AAs;
  ➢ Providing financial incentives and support for municipalities;
  ➢ Developing the role and capacities of Popular Committees;
  ➢ Clarifying interface of municipalities and public service providers in the AAs;
  ➢ Documenting and building on experiences and lessons learnt;
  ➢ Strengthening communication and operation channels between actors.

A Synthesis Report on the results of the Stakeholders Consultative Meetings “Access to Basic Urban Services in the Adjacent Areas of Palestinian Camps’ in Lebanon: Consultations with National and Local Stakeholders”, was published and shared with participants in 2012. The report focused on three main elements: the differing perspectives on the Camps’ Adjacent Areas by stakeholders; potential roles played by each actor; and challenges and recommendations to improved access to BUS in the AAs.

The JP built on the findings and recommendations of these consultative meetings to design its approach and engage stakeholders in the framework of the project. They were also used by the JP in the context of supporting policy-led dialogue endorsed by LPDC between Lebanese and Palestinians in Lebanon. In 2013, the JP participated in an initiative, undertaken by Common Space Initiative (CSI)\(^2\) in support to LPDC, to develop a strategy for addressing institutional/local relations between Palestinian Camps and Adjacent Areas and their surroundings. The JP mainly provided knowledge and support for the purpose of designing research on access to Basic Urban Services in the gathering and Camps’ Adjacent Areas, which was completed by CSI in 2014 and used to guide dialogue between Palestinian and Lebanese stakeholders at the national level.

1.2 Data on living conditions in the forty-two Palestinian Gatherings produced and published

In response to the new reality in the gatherings following the arrival of tens of thousands of Palestinian and Syrian refugees from Syria, the JP carried out in 2013 a Rapid Needs Assessment that covered the 42 gatherings in Lebanon. The Rapid Needs Assessment (RNA) of Palestinian Gatherings in Lebanon aimed at investigating the most pressing needs in the various sectors that pertain to the work of the different international and national organizations. Sectors covered were related to demography and number of population, access to Basic Urban Services, housing, health, education, and livelihood. Data were collected through field visits, meetings and focus groups organized by the project team, in collaboration with the local NGO Popular Aid for Relief and Development (PARD), in each gathering. Participating groups included local and popular committees, women and youth groups, NGOs and CBOs and UNRWA officers. The compiled data were reviewed and analyzed by experts in the field of socio-economics and urban planning to be consolidate into a report. In March 2014, UNDP organized two validation workshops at the American University of Beirut (AUB) that hosted representatives of popular and local committees and local NGOs in

\(^2\) The Common Space Initiative for Shared Knowledge and Consensus Building is a Lebanese independent initiative that facilitates structured dialogues among policy makers, intellectuals, experts and civil society actors to create an environment that is conducive to national evolution. It has established in 2011 the Lebanese – Palestinian Dialogue Forum.
the 42 Palestinian Gatherings as well as representatives from the 25 municipalities hosting these gatherings. Participants discussed the findings of the RNA and suggested solutions for addressing challenges in the gatherings and creating coordination among local actors. The outcomes of these workshops and the recommendations were used for suggesting short term and long term interventions to improve living conditions in Palestinian gatherings, which were published as part of the report.

In May 2014, the JP finalized the report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon”, accessible on UNDP website3, which aimed at presenting and analyzing the results of the Rapid Needs Assessment. The report was launched in a national event in the Grand Sarail in Beirut, hosted by the Lebanese Palestinian Dialogue Committee (LPDC). The event brought together donors, UN agencies, international and national NGOs active in the gatherings, as well as the academia. The launching also hosted a panel discussion on “Current Response and Operational Roles in Gatherings” that featured representatives from UNRWA, UNDP and the academic and research community. The agenda of the launching event is presented in Annex 3.

The report aimed at profiling the forty-two Palestinian gatherings in Lebanon, framing the discussion within the wider institutional, socio-economic and urban context in Lebanon. It also summarized the main needs and provided a set of recommendations to better respond to the increasing needs in the gatherings, especially following the accommodations of new refugees. It concluded with two sets of recommendations. The first included projects needed in the short-term to address basic needs; while the second included more policy-oriented interventions that needed to be applied on the longer term. It also highlighted the need for establishing a coordination platform to enhance response to the host and new refugee communities in Palestinian gatherings in Lebanon. The main objective was to use this document as a draft for enhancing response to the host and the new refugee communities among organizations active in the gatherings. Findings from the report as well as raw data collected through the RNA were later used by the JP to develop a national response strategy for interventions in the host Palestinian gatherings together with active organizations (refer to sections 1.4).

The main findings of the report could be categorized along the following sectors:

- **Population:** The forty-two gatherings covered by the RNA were inhabited originally by about 110 thousand dwellers prior to the break of the Syrian crisis. With the wave of refugees’ arrival from Syria to Lebanon, these gathering were the destination of another 30 thousand inhabitants, of which those of Palestinian origins (PRS) reached around 26 thousand of the total 53 thousand PRS in Lebanon. For the number of population in the various regions, refer to Table 1 hereafter.

- **Demographics:** Prior to the Syrian crisis, Palestinian refugees from Lebanon (PRL) were concentrated in Saida, which alone held about 41% of the population, reflecting the large number of gatherings in this region. North Lebanon ranked second with about a third, followed by Tyre with 13%. Beirut and Beqaa regions on the other hand held the lowest shares with 7% and 6% respectively. Following the Syrian crisis, Palestinian Refugees from Syria (PRS) headed to the gatherings of Saida region (38.5%), mainly around Ain el Helwe Camp, followed by Tyre (21.5%), Beqaa (19%), the North (17%) and Beirut (4%).

- **Municipalities:** The gatherings are located within the administrative boundaries of a total of 25 municipalities, with the areas of Saida and Tyre constituting alone about two-thirds of total gatherings. While

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3 To download the report, follow this link at UNDP website: http://www.lb.undp.org/content/lebanon/en/home/library/crisis_prevention_and_recovery/profiling-deprivation/
almost all gatherings do not benefit from upgrading projects undertaken by municipalities, about a third enjoys a harmonious relationship with mayors.

- **BUS and Shelter**: The RNA revealed increased pressure on the already inadequate networks and services in addition to deteriorating hygiene conditions. The results of the RNA also allow identifying the immediate shelter needs and their approximate geographical distribution. Given the legal and institutional context, all Palestinian refugees living in gatherings suffer from severe forms of tenure insecurity which needs to be addressed through lobbying and national dialogue.

- **Education**: About two-thirds of the gatherings indicated not having any school within their borders, yet most children are enrolled in UNRWA schools. Less than one-third of gatherings have an UNRWA school, of which two gatherings only enjoy both UNRWA and private schools. This has an impact on the provision of intermediate and secondary education in the gatherings. Two shifts were recently introduced in some UNRWA schools in order to absorb the new number of PRS students.

- **Health**: The availability of health centers inside gatherings is limited, according to the results of the RNA. The vast majority of residents, however, still utilize UNRWA health facilities, even if not in the direct proximity of the gathering. Distance from health care services was reported by some gatherings to be a central issue, namely by those not located close to camps.

- **Livelihood**: The RNA also confirmed the precarious economic situation of most Palestinian refugees; they remain excluded from economic life in general, in spite of the recent limited changes in labor regulations. The influx of new refugees from Syria to Lebanon’s gatherings added a new challenge at the employment level; competition on jobs is a major issue.

Table 1: Population in Palestinian Gatherings in Lebanon before and after the Syrian Crisis

<table>
<thead>
<tr>
<th>Region</th>
<th>Number of Gatherings (incl. AAs)</th>
<th>Number of Hosting Municipalities</th>
<th>Estimated Number of Dwellers Before Crisis</th>
<th>Total Dwellers Before Crisis</th>
<th>Estimated Number of PRS</th>
<th>Estimated Number of SRS</th>
<th>Total New Refugees</th>
<th>Estimated Total Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beirut</td>
<td>4</td>
<td>3</td>
<td>6,305</td>
<td>7,865</td>
<td>1,120</td>
<td>1,070</td>
<td>2,190</td>
<td>10,055</td>
</tr>
<tr>
<td>Saida</td>
<td>14</td>
<td>5</td>
<td>40,780</td>
<td>45,410</td>
<td>10,090</td>
<td>650</td>
<td>10,740</td>
<td>56,150</td>
</tr>
<tr>
<td>Tyre</td>
<td>12</td>
<td>7</td>
<td>13,450</td>
<td>14,460</td>
<td>5,580</td>
<td>1,800</td>
<td>7,380</td>
<td>21,840</td>
</tr>
<tr>
<td>North</td>
<td>8</td>
<td>5</td>
<td>34,985</td>
<td>35,880</td>
<td>4,420</td>
<td>395</td>
<td>4,815</td>
<td>40,695</td>
</tr>
<tr>
<td>Beqaa</td>
<td>4</td>
<td>5</td>
<td>6,175</td>
<td>6,175</td>
<td>5,020</td>
<td>NA</td>
<td>5,020</td>
<td>11,195</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>42</strong></td>
<td><strong>25</strong></td>
<td><strong>101,695</strong></td>
<td><strong>109,790</strong></td>
<td><strong>26,230</strong></td>
<td><strong>3,915</strong></td>
<td><strong>30,145</strong></td>
<td><strong>139,935</strong></td>
</tr>
</tbody>
</table>

1.3 A National Observatory for Palestinian Gatherings established

In August 2013, as part of establishing a National Observatory for Palestinian Gatherings in Lebanon, the JP completed the development of a geographic database that was coordinated with the main organizations working in these areas. In September 2013, the National Observatory for Palestinian Gatherings in Lebanon was hosted by the Lebanese Palestinian Dialogue Committee (LPDC). The JP handed over the created system to LPDC, along with the necessary computer equipment and GIS software, and trained one staff member from LPDC on using and manipulating the data. For the concept note of the National Observatory developed jointly with LPDC, refer to Annex 4.

Data used to populate the National Observatory were collected by the JP through the Rapid Needs Assessment and through information shared by international and local NGOs active in the gatherings. In 2013, the JP initiated an exercise in collaboration with these NGOs to produce a 3Ws (who’s doing what and where) datasheet including their interventions undertaken in the gatherings. Completed datasheets from over ten NGOs were used to indicate key interventions in each gathering. Additional data were collected through
available secondary sources and reports published on Palestinian gatherings, including the 2012 UNDP / UN-Habitat publication “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon”. In order to create a structure for the data collected by the JP, a GIS Database for Palestinian Gatherings was developed. This geographic based data allowed for locating the Gatherings using an online program (ArcGIS explorer) while providing data and information upon clicking on the gathering, as shown in the figure below.

The data is structured along the following categories:

- Basic information and overview of each Palestinian gathering in Lebanon including location, population, history, ownership, facilities, access to BUS, etc.;
- Indicators to assess and monitor different sectors of living conditions in Palestinian gatherings in Lebanon;
- Main needs and development priorities in the Gatherings;
- Finished, on-going and planned interventions and projects in the gatherings;
- Assessments and surveys on thematic sectors such as the undertaken types of projects in Ain Helwe Adjacent Areas shown in the opposite figure.

In 2014, LPDC presented its strategy to expand the National Observatory and use it to carry out a survey of Palestinian Refugees in Lebanon. This decision is pending approval from the Cabinet of Ministers.
1.4 A national response strategy developed for host Palestinian gatherings

Building on the findings of the UNDP / UN-Habitat report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon”, the JP organized roundtable discussions for organizations active in Palestinian gatherings in Beirut on September 23, 2014. This workshop aimed at developing a national strategy for response in the host Palestinian gatherings in Lebanon in the context of Lebanon Crisis Response Strategy (LCRP). The roundtable discussions brought together sixty participants representing UNDP, UN-Habitat, UNRWA, LPDC, ten international NGOs and five local NGOs active in Palestinian gatherings. Six sectoral roundtables took place simultaneously to discuss priority needs in Palestinian gatherings for the years 2015, and provided recommendations for interventions in the following sectors:

- Advocacy and Coordination
- Livelihood and Protection
- WASH and Basic Urban Services
- Shelter
- Education
- Health

These roundtable discussions constituted a first of its kind collective exercise to develop a national umbrella for coordinated and informed response in Palestinian gatherings, both at the national and sectoral levels. Building on the outcomes of these discussions, coordination in the two sectors of BUS and Shelter was decided to be continued through the Gatherings Working Group chaired by UNDP (refer to section 1.5). The outcomes of this exercise were shared with UNRWA and UNHCR and the sector coordinators of the Lebanon Crisis Response Plan (LCRP) in their review of interventions planned for Palestinian gatherings. A summary of the workshop outcomes in each sector is presented in Annex 5.

1.5 A planning and coordination platform established for Palestinian gatherings

Based on the recommendations of the Rapid Needs Assessment, the JP invested its efforts since 2014 in establishing a planning and coordination platform for all organizations active in the gatherings, mainly in the two sectors of BUS and Shelter which are not covered by UNRWA in the gatherings. This initiative was coordinated with LPDC, UNRWA, UNICEF and UNHCR, who stressed the crucial need for such a platform especially in the context of response to the Syrian crisis and the hosting of new refugees in the already deprived gatherings. For this purpose, the JP coordinated with active organizations in the gatherings to reactivate the Gatherings Working Group. The Gatherings WG was a national platform that included main international NGOs and organizations that worked to serve refugees living in the Palestinian Gatherings. The activities of the group were however ceased in mid-2013 due to the urgency of providing relief to the flow of large numbers of refugees from Syria. The Gatherings WG, currently chaired by UNDP, was re-launched as a planning and coordination platform for organizations active in the gatherings on 20 May 2014, hosted by LPDC in the Grand Sarail in Beirut. Two other meetings of the WG followed in July and September 2014.

In May 2015, a decision was taken by to relocate the WG meetings to the South; since most gatherings as well as active NGOs were located in the South, which would enable better outreach and coordination. From May to October 2015, monthly meeting of the Gatherings WG have been taking place at UNDP offices in Tyre.
The group has proven efficiency in raising urgent needs in the gatherings, coordinating interventions and fostering collaboration among participating NGOs, and jointly planning for interventions prioritized in Palestinian gatherings. Data collected in the meetings are consolidate by UNDP in the form of Minutes of Meetings (MoMs) and monthly updated 4Ws (who’s doing what where and when) matrix that are shared with participants. These data are also shared with sector coordinators from the UN agencies who lead the WASH, shelter and social stability sectors in the context of the LCRP. For a sample of the MoMs and the 4Ws, refer to Annex 6. Coordination through the Gatherings WG had led to a number of complimentary activities to avoid duplication and maximize the impact of funding in Palestinian gatherings, such as complimentary water and sewage interventions in a number of gatherings; joint assessment and division of work in the shelter sector; and adopting UNDP developed material for hygiene awareness raising by other organizations.

**Output 2: Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.**

Output 2 aims at promoting dialogue and communication between Palestinian refugee communities and the Lebanese local authorities in areas that include gatherings, Adjacent Areas as well as refugee camps. For this purpose, a mapping of existing collaboration frameworks would allow for the strengthening or the establishing of such frameworks to implement joint initiatives that would enhance access to Basic Urban Services. Targets as per the project document are:

- Facilitate the establishment of coordination mechanisms in the targeted areas, on the basis of mapping of existing mechanisms.
- Design and implement joint initiatives with concerned Lebanese and Palestinian stakeholders to improve service delivery.
- Build the capacity of local stakeholders to initiate, strengthen and sustain the collaborative mechanisms.
- Promote networking and experience sharing between Lebanese and Palestinian stakeholders engaged in these mechanisms.
- Organize two consultations with key local and national actors (e.g. municipalities; PC; LPDC; etc.) to share experiences; codify emerging lessons learnt and best practices and disseminate nationally.

One of the most crucial objectives of the JP was to encourage communication and collaboration among the key local actors in the gatherings and their surroundings and to recall local authorities of their responsibilities in service provision within their domains. For this purpose, the JP first focused on generating data that allowed it to map and better understand the dynamics of interaction and governance mechanisms between actors in the gatherings and concerned municipalities. The data were mainly collected through the national wide Rapid Needs Assessment (RNA) in the 42 Palestinian gatherings (refer to section 1.2 for further details) and a Participatory Community Mapping exercise carried out in Saida, using Ain Helwe Adjacent Areas and the three municipalities of Saida, Darb el Sim and Mieh Mieh as a case study (further details are provided in this section hereafter).

Based on the findings of the RNA and guided by the mapping exercise, the JP invested in engaging key local actors to improve Basic Urban Services in the gatherings and their surrounding communities; taking the linkages of networks into consideration and addressing the impact on both communities. For this purpose, the JP adopted a participatory bottom-up approach that aimed at empowering and building the capacities of local actors, to better plan for and manage Basic Urban Services within their areas. Representatives from popular and local committees in the gatherings, municipalities and local NGOs in each area were brought together to discuss common problems and reach consensus on the types of needed interventions. Through a number of consultative meetings, field visits and the formation of local follow-up committees, local actors were actively involved in all stages of the project:

**Key Results:**
- Participatory Community Mapping carried out in Ain Helwe AAs and its surroundings in Saida followed by training
- Municipalities led implementation of 7 multi-sectoral joint initiatives befitting 19,000 Palestinians and Lebanese
- Coordination mechanisms strengthened or established in areas of implementation
- Two national consultations organized and results published
• Needs appraisal of current situation of Basic Urban Services and main issues and shortfalls;
• Prioritization of response and identification of interventions that would address urgent needs;
• Planning of solutions for optimal projects design;
• Follow-up on implementation of works;
• Building agreements on maintenance of implemented services.

By the end of the project, coordination between local actors in the gatherings and concerned municipalities was capped with a total of seven joint projects implemented to improve access to Basic Urban Services to both Lebanese and Palestinian communities living within their domains. Such initiatives were highly regarded by local committees and their representatives in the gatherings as an important step towards enhancing the relationship and coordination with local authorities. Joint initiatives were successfully implemented in the following areas by the end of the project:

✓ Improving BUS in Mieh Mieh Adjacent Areas and Hamchari gathering & the surrounding Mieh Mieh village in Saida;
✓ Improving BUS in Ain Helwe Adjacent Areas and Seerob gathering & the surrounding Darb el Sim village in Saida;
✓ Addressing open sewage channel along the Amle course in Saida;
✓ Upgrading the sewage systems in Beddawi adjacent areas and the surrounding in North Lebanon;
✓ Upgrading the sewage systems in Goureaud gathering & the surrounding Baalbek in Beqaa;
✓ Supporting Taalabaya municipality collect waste in the town & gathering of Taalabaya in Beqaa;
✓ Improving water supply in Burghlieh town for Palestinian and Lebanese dwellers.

Capacities of local actors to plan, implement and sustain BUS projects were built through direct engagement and coaching, reinforcing learning by doing as an approach. In addition, training was provided to local actors who were engaged in the mapping of governance structures and coordination mechanisms in Saida, as detailed in this section. At a more national level, networking and experience sharing between popular and local committees in the gatherings, hosting municipalities, NGOs, public service agencies and LPDC was promoted through the Stakeholders’ Consultative Meetings organized in 2012 in the Grand Serail (refer to section 1.1) and two workshops that took place in 2013 at the AUB (refer to section 1.2). Findings, recommendations and lessons learned emerging from these two national consultations were published in the two reports mentioned earlier.

2.1 Participatory Community Mapping in Ain Helwe AAs carried out

The eight Ain Helwe AAs house more than 14,000 PRL and more recently 5,500 PRS, who live in one of the most highly condensed and deprived areas in Lebanon. In order to capture the dynamics, coordination mechanisms, relationships and main needs in Ain Helwe Adjacent Areas in Saida, the JP has completed a Participatory Community Mapping that started in May and finished in November of 2013. The exercise aimed at understanding the underlying relationships and governance structures that relate to the living environment on the one hand and to conflict drivers on the other and uncovering the links that existed between the two elements in Ain Helwe AAs and the surrounding area.

As such the mapping was jointly carried out by the JP and the UN project “Addressing Urban Hotspots in Lebanon”. While the Knowledge Development Company (KDC) was responsible for designing the methodology and the tools, the local NGO PARD formed a local team to be engaged in data collection. The mapping focused on two main interconnected areas:

a) The living environment with focus on physical components (BUS, housing, urban space, etc.)
b) Conflict dynamics, peace assets and peace building
The mapping was carried out through a participatory approach that brought representatives of local communities and key actors in Ain Helwe AAs and the concerned local authorities together. The findings highlighted five main issues that directly impacted living conditions in the AAs, namely:

- The legal and policy framework that affects Palestinians in Lebanon and indeed in the AAs;
- The weak institutional framework that governs the provision of services and community development in these areas;
- The poor state of infrastructure that affects the livability and increased poverty;
- Limited opportunities for the youth in these areas in general, and for Palestinian youth in Ain Helwe in particular, and the hazard of engaging in risky behavior;
- The precarious security environment and fear from conflicts.

The mapping also included key priorities and recommendations for improving the living environment in the AAs and for enhancing relationships internally and with the surrounding Lebanese communities. For the final mapping report, refer to Annex 7.

Based on the results of the mapping, the JP collaborated with the UNDP / UN-Habitat project “Addressing Urban Hotspots in Lebanon” to support local communities in Ain Helwe AAs address issues that were contributing to the worsening of their situation and living conditions. During the first quarter of 2014, the two projects joined efforts to establish a reference committee consisting of representatives of the Popular Committee in Ain Helwe Camp and the local committees in the eight Adjacent Areas, to be in charge of planning for key interventions for enhancing the living environments in their areas. This group, in addition to two women and youth groups established in Ain Helwe AAs, was provided with training, delivered in collaboration with the local NGO PARD, on the following topics:

- Rules of joint planning and work
- Concepts of self-building and society development
- Concepts of the recognition and acceptance of others
- Individual needs versus needs of the community
- Development (human an social) and empowerment
- Concept of gradient in the identification of needs
- Communication in building human relationships and joint work
- Negotiations and dealing with differences and resolve disputes through nonviolence
- Participatory work, team building and decision making
- Planning and programming

### 2.2 Initiatives jointly planned by local actors to benefit 19,000 Palestinians and Lebanese

In line with the practice in Lebanon, municipalities do not provide services or carry out infrastructure projects in Palestinian gatherings. Although infrastructure networks are ultimately connected and the effects of improper Basic Urban Services are adverse, very little coordination exists between municipalities and actors in the Gatherings and AAs. This has hindered necessary works needed to address problems that affected both Lebanese and Palestinian communities and was contributing to rising tensions between the two. Since the beginning of its operations, the JP has been organizing meetings between local authorities and local actors in the gatherings in all areas of implementation, including popular and local committees, municipalities, local NGOs and UNRWA officers. The main purpose of these meetings was to identify needs in Basic Urban Services that would improve the living conditions of both Lebanese and Palestinian dwellers and agree upon coordination mechanism for sustaining these interventions. In Saida, Tyre and the Beqaa, representatives from the local authorities and the Palestinian communities living in the gatherings and their surroundings have reached consensus over seven interventions that benefited both Lebanese and Palestinian dwellers. The municipalities in these areas have taken the lead in implementing and maintaining the services agreed upon with the popular committees in the gatherings. Enhanced coordination among local actors led to improved access to services to some 19,000 Lebanese and Palestinian dwellers, as detailed hereafter. These initiatives contributed to achieving the following project objectives:
• Encourage and support municipalities to engage in improvement projects in Palestinian gatherings and AAs;
• Enhance communication and relationships between municipalities and representatives of Palestinian communities living within the municipal domain;
• Improve living conditions / environment for both Lebanese and Palestinian communities through implementing physical interventions and devising coordination and follow-up mechanisms.

Improving BUS to 2,500 dwellers in Mieh Mieh in Saida:

Members of the municipality and the Palestinian committees in Mieh Mieh were brought together for the first time to identify key issues impacting both communities and suggest joint interventions that would improve access to BUS in Mieh Mieh. The most urgent needs in Mieh Mieh were related to those services and infrastructure networks that traversed the village to the Adjacent Area of Mieh Mieh Camp and the Hamshari Gathering or vice-versa. The main issues identified by local actors could be summarized as follows:

- Untreated sewage disposal from Mieh Mieh AA to the surrounding village and sewage connections between the two geographic entities were disrupted following the installation of a separating security fence (see first two pictures hereafter before and during works);
- Being built on a higher hill, storm water overflowed from Mieh Mieh AAs into the surrounding area and groves, causing floods and soil destabilization and harm to the plantations;
- The case is similar between Hamshari Gathering in Mieh Mieh and the surrounding village (see last two pictures hereafter);
- Solid waste collection in areas inhabited by Palestinian refugees, such as the mixed Taamir area inhabited by both Lebanese and Palestinian families and Mieh Mieh AA, was not sufficient.

The joint projects implemented by Mieh Mieh Municipality, through a grant from UNDP, were completed in June 2013. Projects targeted communities living in Mieh Mieh village, the Adjacent Area of Mieh Mieh Camp, Hamshari Gathering, and Taamir, a mixed Lebanese and Palestinian area, reaching over 2,500 beneficiaries. Projects included:

- Rehabilitation of sewage pipes and manholes between Mieh Mieh village and Mieh Mieh AA;
- Implementation of sewage network and rain water channels along the road leading to Mieh Mieh Camp and AA (Kamal Medhat St.), and construction of retaining walls and paving;
- Construction of retaining wall and paving road in Hamshari area;
- Installation of solid waste containers in Taamir and around Mieh Mieh AA;
- Installation of public lighting on the streets in Taamir.

The pictures hereafter show the situation before and after the works.
Improving urban environment for 4,000 dwellers in Darb el Sim in Saida:

A field visit was organized for the mayor of Darb el Sim to Ain el Helwe Camp and the AAs that fall within the municipal domain, together with representatives of the Popular and local committees. This was the first visit the mayor of Darb el Sim paid to Ain Helwe AAs and the first attempt at starting communication between the two entities. Similar to Mieh Mieh case, the most urgent needs in Darb el Sim were related to the services and infrastructure networks that continued between the village and the Adjacent Areas of Ain Helwe Camp and Seerob Gathering. The main problems were identified as follows:

- Located in the village of Darb el Sim between the Palestinian Gathering ‘Seerob’ and the entrance to Ain Helwe Camp, untreated sewage mixes with rain water in an open natural channel, causing...
environmental risks to neighboring Lebanese and Palestinian communities alike. In winter, heavy rains cause the flooding of untreated sewage from Darb el Sim village to the lower Ain Helwe Camp and its Adjacent Areas, passing through the village and Seerob gathering. In a context characterized by lack of coordination and in order to avoid floods, the Palestinian community resorted to digging a ditch at the entrance of the camp, which caused reverse flooding into the surrounding lands in Darb el Sim village. In addition to being a source of environmental risk, the situation contributed to raising tensions between the neighboring communities and with the local authorities.

- Sewage flooded between Jabal el Halib, an Adjacent Area of Ain Helwe Camp, and Darb el Sim village since the pipelines ran under a concrete fence installed by the Lebanese Army Forces between the two areas.

The joint projects implemented by Darb el Sim Municipality finished in June of 2013, targeting more than 4,000 dwellers living in the village, Seerob Gathering, Adjacent Area of Ain Helwe Camp, as well the camp itself. Projects included:

1. Construction of sewage disposal network between Darb el Sim village, Seerob gathering, and the entrance to Ain Helwe Camp (see pictures showing progress of works);
2. Rehabilitation of sewage pipes and manholes between Darb el Sim village and Jabal el Halib Adjacent Area around Ain Helwe Camp.

These interventions have also encouraged the Municipality of Darb el Sim to implement infrastructure projects in the two Adjacent Areas to Ain Helwe Camp within its domain (Jabal el Halib and Hay el Sohoun), as part of the UNDP parallel project “Improving Living Conditions in Palestinian Gatherings Host Communities”.

Sewage disposal improved for 1,500 Lebanese and Palestinian dwellers in Saida:
In Saida, the Amle open storm water channel has become a place for sewage disposal; passing by several houses and causing bad smells and serious environmental and health risks to some 1,500 inhabitants, both Lebanese and Palestinian. In collaboration with the Municipality of Saida, the JP built a concrete culvert to absorb the sewage stream in an underground covered passage. Works were completed over two stages in August 2014 and October 2015. The pictures below show the situation before and after.

Access to BUS improved for 2,500 dwellers in Beddawi in North Lebanon:
The project in Beddawi aimed at enhancing access to BUS to some 2,500 Palestinian and Lebanese dwellers in addition to the recently accommodated Palestinian and Syrian refugees displaced from Syria living in Beddawi Camp, the Adjacent Areas and their surrounding communities. Works in Beddawi were completed in March 2014 and constituted of a) upgrading the sewage network and storm water network in the Beddawi Camp to absorb sewage and storm water disposed from the surrounding “Hay Lebneneh”, which accommodates for a mixture of Lebanese and Palestinian families; b) building a room for the electricity distribution station in the surrounding of Beddawi Camp; and c) building a covered solid waste collection point in the surrounding of Beddawi Camp. Close coordination with UNRWA camp officers took place to ensure proper connections between the camp and the surrounding areas.
Access to sewage improved for 1,000 dwellers in Baalbek in the Beqaa:

In the Beqaa, the most urgent needs in Baalbek were due to lack of proper sewage networks in the gathering of Goureaud as well as the surrounding Lebanese communities. Goureaud is constituted of a military barrack that was built during the French mandate period, and is currently inhabited by some 100 original refugees and 50 refugees from Syria. The inhabitants still used the same sewage network with additional works that were implemented in an ad-hoc manner and within their capacity; for example, buckets replaced septic tanks and manholes. Sewage continuously flooded on the streets causing environmental and health risks and also flooding to the nearby Baalbek Castle.

In response, the JP implemented a project that aimed at complementing the upgrading of the sewage networks in Goureaud gathering and renewing the sewage networks in two surrounding neighborhoods known as Wadi El Sayl and El Amir inhabited by some 850 dwellers in Baalbek. Works were completed in April 2015, benefitting a population of 1,000 persons.

Access to solid waste collection and sewage improved for 5,000 in Taalabaya in the Beqaa:

The municipality of Taalabaya, provided sewage waste collection in the town as well as the gathering of Taalabaya. However, due to the increased influx of refugees from Syria into the area, the generated solid waste has increased, posing additional challenges to the municipality. In an attempt to support and maintain this service that benefit Lebanese and Palestinian and Syrian refugees living in Taalabaya, the JP supported the municipality through the provision of a JCB with a sweeper for solid waste collection. The equipment was handed over to the municipality in May 2015, benefitting more than 5,000 Lebanese, Palestinian and Syrian refugees living in Taalabaya.

Water supply improved for 2,500 dwellers in Burghlieh in Tyre:

In Tyre, the municipality of Burghlieh originally accommodates for some 3,000 Lebanese and Palestinian dwellers. With the recent conflict in Syria, hundreds of Syrian refugees were displaced to Burghlieh, exerting pressure on water supply in the town. In order to address water shortage, the municipality planned on using another source to feed the water tank and distribute water to all dwellers in the town. For this purpose, the JP undertook a project that was completed in July 2015 to rehabilitate the water well, provide water treatment equipment and pump, implement main network from the well to the tank and from the tank to the town.

**Output 3:** Access and management of Basic Urban Services in the Gatherings and Adjacent Areas improved.

Output 3 constitutes the hardware component of the project and aims at improving access to Basic Urban Services in the gatherings and particularly Adjacent Areas through upgrading projects, the implementation of service delivery interventions and the rehabilitation of infrastructure networks. In order to identify potential projects, the JP shall conduct field work in collaboration and consultation with the local community representatives to identify/validate needs and priorities and guide the selection of the physical rehabilitation projects. Special attention shall be given to including women and youth in these meetings. In order to guarantee the sustainability of results, selected community representatives will be supported to operate, manage and maintain implemented services and networks. Targets as per the project document are:

- Implement infrastructure projects and Basic Urban Services interventions identified by the communities as priority in the gatherings and Camp’s Adjacent Areas;
Strengthen the capacities of local communities and promote viable approaches to manage and sustain Basic Urban Services (hygiene).

From 2012 to 2015, the JP has been working closely with local communities and key stakeholders in Palestinian gatherings to identify solutions for improving access to Basic Urban Services. This purpose required involving local actors in all stages of the project cycle to build their capacities on issues related to the operation and maintenance of Basic Urban Services and improve their sustainability. By October 2015, the JP has succeeded in implementing a total of 28 BUS projects in the sectors of water, sewage, including stormwater and road paving; solid waste collection and electricity. These projects were implemented in 18 gatherings and Camps’ Adjacent Areas, benefitting a total of 35,500 refugees (taking into consideration double counting of beneficiaries in the different projects).

The project replaced networks that have been in place for more than 50 years and worked in areas that were excluded from infrastructure projects due to security procedures. It also invested in involving residents in designing viable approaches to using and maintaining Basic Urban Services in the gatherings. In 2014, the JP completed an assessment in 12 gatherings in Lebanon to identify the main issues involved in WASH behavior and practices in the gatherings and to recommend interventions. The assessment was used to guide the JP approach and the selection of sectors of interventions in the gatherings. It was also used by the UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities” to later design and implement a WASH awareness campaign in the host gatherings. In a similar context, the JP supported a forum of local Palestinian and Lebanese NGOs in Beddawi to implement a WASH awareness raising campaign in Beddawi, targeting women and children from the Palestinian, Lebanese and Syrian communities living in Beddawi Camp and Adjacent Areas and their surroundings.

3.1 Access to Basic Urban Services enhanced for 35,550 refugees

Most of implemented projects took place following the Syrian crisis to respond to the escalating pressure on networks and demand on services in the gatherings. Based on a continuous participatory process of needs appraisal in the gatherings and the results of the Rapid Needs Assessment, the JP team together with members of the local communities was able to identify urgent projects. The JP ensured to hold meetings and organize field visits with members of the popular and local committees, women groups and youth groups in the gatherings. In addition, NGOs working in the gatherings as well as UNRWA officers were continuously consulted to assess the needs and the feasibility of the projects. The active engagement of local actors and especially of local committees, which represent the local WASH groups in the gatherings, was essential for ensuring ownership and hence sustainability of projects. In addition, it represented an opportunity to build local actors’ knowledge on BUS solutions and enhance their capacities for operating the implemented services. Local committees were formed in the areas of implementation to carry out the following responsibilities:

- Participate in designing solutions to BUS problems;
- Follow-up on the implementation of works;
- Relay any comments or additional requests to the project team;
- Represent the official representative to which the project is handed over.

The project addressed the impact of Basic Urban Services in the gatherings on their surroundings and ensured the efficiency and continuity of implemented infrastructure networks. For this purpose, the project team conducted meetings with the concerned municipalities in order to identify the extension of projects to the surrounding areas, which were also suffering from the increased pressure on infrastructure networks caused

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Key Results:
- 28 BUS projects implemented in 18 gatherings and AAs in all regions in Lebanon, targeting 35,500 refugees.
- Local committees formed in areas of implementation to operate and maintain implemented services.
- Assessment of WASH practices and needs completed in 12 gatherings.
- WASH awareness activities targeted 1,150 women and children and youth in Beddawi in North Lebanon.
by the influx of refugees displaced from Syria. Coordination was also ensured with the relevant public service agencies; for example all electricity projects were based on studies that were developed by the Électricité du Liban (EDL) offices in Saida and Tyre.

Projects implemented targeted the most vulnerable host gatherings, addressing the urgent needs of both original refugees (PRL) as well as new refugees (PRS). As such, most projects implemented were in the sectors of sewage and water followed by the other sectors. Projects varied in scale, according to the needs, from small interventions such as installing water pumps to larger scale such as changing water or sewage networks. Engineering studies and BOQs were developed for the projects by civil and specialized engineers, who also supervised the works to secure implementation according to the JP specifications and standards. The JP contracted to the most extent possible local contractors and companies to implement works, which saved financial resources, economized on time, enhanced coordination on site and minimized conflicts, and created job opportunities within the local communities.

**Water supply projects targeting 15,500 refugees:**

By October 2015, the JP has completed eight water projects that targeted 15,500 refugees (9,315 PRL; 3,865 PRS; 980 Syrian refugees; 1,340 Lebanese and other dwellers) in the following gatherings:

- Gaza Buildings, Daouk and Said Ghawash in Beirut (7,820);
- Qasmieh, Chabriha, Maachouk and Kfarbadda in Tyre (4,700);
- Tawari adjacent to Ain Helwe Camp in Saida (2780);
- Taalabaya in the Beqaa (200).

Water projects encompass two types of intervention: upgrading the water source and increasing pumping capacity or rehabilitation of networks through installation of new pipes. Water projects in the gatherings of Gaza Buildings, Daouk and Said Ghawash in Beirut as well as in Chabriha and Maachouk in Tyre comprised of upgrading water sources in order to improve the quality and quantity of water, especially following the increase of population with the arrival of refugees displaced from Syria. In the gathering of Chabriha for example, the number of population has suddenly increased from 1,355 to 4,155, raising the population by a percentage of 207%. Water interventions mainly included well rehabilitation works, the provision and installation of new submersible pumps with high capacities in addition to the necessary connections, electrical panels and voltage regulator to operate the pumps, and the installation of the main water line that supplies water to the gathering.

Water interventions in the other gatherings aimed at replacing the old, corroded and undersized networks with new ones. In Qasmieh and Kfarbadda in Tyre, a total of 430 meters of water networks was replaced with new pipes including all necessary accessories and connections. In Taalabaya in the Beqaa, works aimed at upgrading the water network in an area hosting some 35 Palestinian Refugee households (200 persons). Works included the installation of main and secondary water pipes with connection accessories and valves to prevent mixing with sewage.

### Implemented BUS projects:

- 9 Water projects in Beirut, Tyre, Saida and Beqaa targeting 15,500.
- 10 Sewage projects (including storm water channels and paving) in Beirut, Tyre, Saida, North and Beqaa targeting 9,500.
- 8 Electricity rehabilitation projects in Tyre and Saida targeting 10,500.
- 1 WASH project connecting PRS collective shelters in Saida to water and sewage networks benefiting 50.
In the gathering of Tawari, adjacent to Ain Helwe Camp in Saida, a basic water network was implemented in the late 50s with the arrival of Palestinian refugees displaced from Palestine and hasn’t been renovated since. The project in Tawari aimed at upgrading the water network in the gathering and installing a new main line and distribution manifolds. The project also included the paving of the main road in the AA after the completion of works. It is worth mentioning that dwellers in Tawari have been long suffering from the old deteriorated sewage and water networks. However, no NGOs have previously worked in Tawari due to the security sensitivities in the area. The JP project in Tawari is the first intervention that aims at improving living conditions in this gathering.

**Sewage and stormwater projects targeting 9,500 refugees:**

The JP succeeded in implementing a total of ten projects that improved access to sewage systems to some 9,500 refugees (7,500 PRL and 2,000 PRS) in the following gatherings:

- The four Adjacent Areas of Baraksat, Bustan Kods, Sekke and Tawari to Ain Helwe Camp in Saida (4,800);
- Nahr el Bared (NBC) Adjacent Area and Beddawi Adjacent Areas in North Lebanon (4,000);
- Salwa Hout in Beirut (300);
- Taalabaya in the Beqaa (200);
- Maachouk and Qasmieh in Tyre (200).

The four gatherings of Baraksat, Bustan Kods, Sekke and Tawari are adjacent to Ain el Helwe Camp. These gatherings have hosted a large portion of the 5,000 refugee families (more than 30,000 persons) displaced from Syria to Ain el Helwe Camp and its Adjacent Areas, causing additional pressure on the already insufficient sewage networks. In coordination with the UNRWA WASH project in Ain el Helwe Camp, the JP has upgraded sewage networks in the before mentioned gatherings through the replacement of damaged or undersized pipes. The project targeted some 3,500 PRL and 1,400 PRS living in the four gatherings. It should be mentioned that other interventions were undertaken by the UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities” to compliment these sewage interventions in Ain Helwe AAs. The pictures hereafter give an example on the situation in the Adjacent Areas before and after the works, as the case in Baraksat.
Similarly, works were undertaken in the North to install 710 meters of sewage network in NBC AA (along Corniche Road) and 600 meters sewage networks in Beddawi Adjacent Areas (along Abu Bakr Road), benefitting some 2,700 refugees. In addition, a project was undertaken in Muhajjarin gathering, adjacent to the Beddawi Camp, to address the problem of sewage overflow, especially during winter in the gathering. The project included renewing the sewage network and installing house connections in the gathering; installing channel for storm water disposal; and paving the full width of the road with concrete. By the end of the project, more than 1300 refugees had access to proper sewage system. The pictures taken hereafter show the progress of work.

In Beirut, Salwa Hout constitutes of two blocks of buildings that house some 50 Palestinian refugee households (300 persons); it is considered a ‘gathering’ by some NGOs. These buildings have been damaged during the civil war; causing extensive damages to the collective sewage network, installed vertically in the empty spaces between the buildings, and which has not been renovated since. Sewage water floods into the housing units, dripping from the ceilings and mixing with service water; resulting in serious health risks to dwellers. The project aimed at rehabilitating and renovating the main sewage network in Salwa Hout, through the rehabilitation of main pipes and the main manhole.

In Taalabaya in the Beqaa, works included the installation of sewage manholes and rehabilitation of existing manholes and paving of the main road, targeting some 200 dwellers. Finally, works in Maachouk and Qasmieh in Tyre aimed at complimenting other UNDP projects through installing 180 meter sewage pipes.

Electricity rehabilitation projects targeting 10,500:

Electricity networks in the gatherings generally suffer from insufficient supply, illegal connections and deteriorated state of networks. In the particular case of Ain Helwe Adjacent Areas in Saida, the state of the electricity networks has led to a number of fatal accidents. Since 2013, UNDP has been coordinating with Electricite du Liban (EDL) offices in Saida and Tyre areas to develop electricity studies in the 24 gatherings in South Lebanon. Works mainly included replacement of medium voltage cables and cables, installation of distribution panels and house connections, provision and protection of transformers and shock absorbing devices, and installation of street lighting where required. The pictures in this section show the situation in Baraksat before and after the works.

By October 2015, the JP has implemented eight projects to rehabilitate electricity networks in the following gatherings, targeting some 10,500 refugees (8,400 PRL and 2,100 PRS):
Ain Helwe AAs in Saida (6,500 beneficiaries)
- Baraksat: Rehabilitation of 700m electricity network and installation of street lighting
- Bustan el Quds: Rehabilitation of 200m electricity network and installation of street lighting
- Fadlo Wakim: Rehabilitation of 80m electricity network and installation of street lighting
- Tawari: Rehabilitation of 1200m electricity network and installation of street lighting
- Sekke: Rehabilitation of 950m electricity network and installation of street lighting
- Jabal Halib: Rehabilitation of 1200m electricity network and installation of street lighting

Chabriha and Maachouk in Tyre (4,000 beneficiaries):
- Chabriha: Rehabilitation of 850m electricity network
- Maachouk: Rehabilitation of 450m electricity network

WASH connections in collective center for 50 PRS in Saida:
The project aimed at enhancing WASH connections and hygiene conditions in a cluster of five shelter units housing some 50 PRS in Sekke, an Adjacent Area to Ain el Helwe Camp; inhabited by refugee households displaced from Syria. These houses did not have sanitary facilities or sewage connections to any system (networks or pits). Instead, sewage disposal is discharged directly, without any treatment, to surrounding lands. The situation was causing health problems and environmental risks not only in the vicinity of these houses, but also on a collective center in Sekke (Badr Centre), which houses over 100 PRS families. Internal works to install toilets, latrines and sanitary connections were carried out. External works to install sewage pipes and manholes and connect the houses to the main network were also undertaken.

3.2 WASH awareness campaign designed for implementation in the gatherings
In order to promote better hygiene and viable approaches on utilizing Basic Urban Services in the gatherings, the JP completed an exercise with the local NGO Developmental Action without Borders - Nabaa to better understand WASH practices in 12 selected gatherings and identify main issues that should be addressed. The assessment targeted the gatherings of Chabriha, Jal el Bahr, Qasmieh and Maachouk in Tyre; Bustan el Kods, Baraksat, Sekke and Old Saida in Saida; Mankoubin and Mouhajjarin in Beddawi in the North; and Taalabaya / Saadnayel in Beqaa. The following methods aimed at discovering the unsatisfied hygiene needs and priorities as well as investing the main finding in designing the best tools and methods to be used for awareness raising:
- Semi structured interviews with local committees;
- Focus groups with women and youth;
- Participatory activities with children;
- Field team observations.

The main needs that emerged from the assessment were categorized along the following sectors:
- Shortage of WASH facilities and systems to provide for the increased numbers of refugees in the gatherings;
Pressure on health coverage and facilities with the arrival of PRS on host communities;
Lack of personal hygiene tools and items;
Inadequate environmental and WASH conditions in shelters mostly inhabited by PRS households;
Inadequate menstrual hygiene practices and awareness;
Problems related to lice and scabies;
Lack of women specific hygiene items and preventive measures against hygiene borne diseases;
Lack of a local reference system in the gatherings to alert NGOs on needed priorities;
Increased production of solid waste;
Risky behavior in terms of using resources.

The assessment was used by the JP to guide WASH interventions as well as by the UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities” to design a WASH campaign that targeted Palestinian gatherings. In addition, it was used by the NGO Nabaa to guide and expand its WASH awareness activities in Palestinian camps and gatherings. For a copy of the assessment report, refer to Annex 8.

3.3 Joint Lebanese – Palestinian Committee in Beddawi supported to promote positive WASH practices

In order to strengthen coordination mechanisms between Lebanese and Palestinian communities in Beddawi, the JP brought together the Popular Committee in Beddawi Camp and AAs, the Municipality of Beddawi, local Lebanese and Palestinian NGOs and UNRWA office in the camp to design and implement an environmental awareness raising activity that would respond to the increased influx of Palestinian and Syrian refuges from Syria into Beddawi. This activity was implemented jointly by Lebanese and Palestinian NGOs active in Beddawi, through a grant provided by UNDP to the Municipality of Beddawi. The grant was signed in November 2013; activities were completed by February 2014, with the following objectives:

- Raise awareness of local communities in Beddawi on personal and environmental hygiene;
- Encourage communication and interaction among women, youth and children of the Lebanese, Palestinian (including those displaced from Syria) and Syrian communities;
- Promote active cooperation between the Lebanese and Palestinian local communities, mainly through local Lebanese and Palestinian NGOs.

The following activities were implemented as part of this cooperation:

**Children’s festival**: The children’s festival took place on February 16 in Beddawi Camp. Participants were 500 children between 6 and 12 years old from Beddawi, Beddawi Camp and AAs, and its surroundings (Lebanese, Palestinians and Syrians). Several educational and recreational activities targeting children were organized to address messages on personal hygiene and waste and food recycling.

**Clean-up campaigns**: Two cleaning campaigns were organized in Beddawi and Beddawi Camp on February 16 and 23. Around 350 people, mostly youth, volunteered to clean public areas frequented by children in Beddawi and Beddawi Camp (streets, gardens, etc.).

**Workshops on personal and household hygiene**: Three workshops on personal and household hygiene were organized on February 15 and February 22 in Beddawi Camp, Wadi Nahle and Beddawi for 300 Lebanese, Palestinian and Syrian women. Concrete examples were given in each conference and manuals on personal and household hygiene including lice and rabies were distributed to all participants.
Photography competition: On the 23rd of February, 25 Palestinian and Lebanese children were taken on a tour in Beddawi and its surrounding municipalities to take photographs of clean and beautiful sceneries and of polluted areas with the aim to demonstrate the importance of preserving a clean environment. Photographs were later developed and displayed in the closing ceremony of the event on 28 February.

Output 4: Selected municipalities are better equipped to engage in the improvement of living conditions in the gatherings and Adjacent Areas.

Output 4 addresses the municipalities that include gatherings and Adjacent Areas within their boundaries and aims at bridging the urban divide and promoting inclusive governance and development at the local level. For this purpose, capacity building programmes shall be designed, according to local needs, to enhance municipal competence in inclusive planning approaches and local development strategies, which would include the gatherings and/or Adjacent Areas. Selected municipalities shall be further assisted to produce local plans. Targets as per the project document are:

- Promote municipal engagement and experience sharing among municipalities hosting Palestinian Gatherings;
- Support municipalities to develop municipal plans;
- Organize 2 experience sharing meetings.

One of the main objectives of this project was to engage municipalities in service provision in Palestinian gatherings and Camps’ Adjacent Areas. By the beginning of the project, individual meetings were organized with the twenty-five municipalities that host Palestinian gatherings and Adjacent Areas within their domains. The situation concerning access to Basic Urban Services was explained, clearing any misconceptions about responsible organizations for service delivery in these areas. Issues of common impact in Basic Urban Services were brought into discussion, in order to address problems that required the involvement of the multiple actors and stakeholders. For this purpose, it was crucial to create channels of communication and coordination between local actors in the gatherings and the municipalities, which were lacking. These actors were brought together in meetings, workshops and field visits to discuss main problems in service delivery and suggest solutions. Municipalities played a key role in planning for adequate solutions and facilitating the implementation of infrastructure networks and their connection to public networks.

In a step that is considered a first of its kind, three municipalities have led the implementation of BUS projects in Palestinian gatherings and their surroundings. The municipalities of Mieh Mieh and Darb el Sim in Saida area implemented BUS projects in the camps’ Adjacent Areas, gatherings and mixed areas that fell within their domains. The municipality of Beddawi led the implementation of WASH awareness raising activities by Lebanese and Palestinian NGOs in Beddawi in North Lebanon. The project supported the municipalities through the provision of financial grants as well as technical expertise of engineers to design solutions and follow-up on implementation.

Experience sharing and consultations among municipalities started early with the launching of the project. Representatives from the municipalities were brought together in one of the series of Stakeholders Consultative Meetings held in the Grand Serail in 2012 (refer to section 1.1). The facilitation guide of the meeting, including raised topics with municipalities, is presented in Annex 9. Another workshop organized at the American University in Beirut in 2014 was dedicated to municipalities that hosted Palestinian gatherings to discuss issues and suggest recommendations. Both results were published and shared with local authorities. In the context of the JP, selected municipalities participated in training on local strategic planning in 2013 and in orientation workshops in 2014.

Key Results:

- Municipalities in 20 areas engaged in planning BUS projects and facilitating their implementation.
- 3 Municipalities directly implemented BUS projects benefiting Palestinian and Lebanese dwellers.
- Municipalities in Saida and the Beqaa trained on Local Strategic Planning
- 2 orientation and experience sharing meetings organized for municipalities in Sahel Zahrani and Iklim Kharoub Chamaly unions.
4.1 Municipalities trained on strategic planning
As part of its wide experience in planning approaches, UN-Habitat has developed a training toolkit on “Local Strategic Planning” and a training of trainers (ToT) was carried out. The toolkit was jointly prepared by UN-Habitat and the Directorate General of Municipalities and in consultation with an array of stakeholders. It aims at empowering local authorities in Lebanon to address in a strategic manner the increasingly complex issues related to rapid and uncontrolled urbanization. In 2013, Municipalities including gatherings and Camps’ Adjacent Areas in Saida area and Baalbek received training on local strategic planning as part of a wider training that targeted 12 Unions of Municipalities in Lebanon. By the end of the training, municipalities were supported to develop directions for local strategic plans within their domains.

4.2 Brainstorming and experience sharing workshops organized
On 6 and 17 September 2014, and as part of its work with Unions of Municipalities in Lebanon, UN-Habitat carried out two orientation workshops for municipalities in the Sahel Zahrani and Iklim Kharoub Chamaly unions, including five municipalities that host Palestinian gatherings within their domains. The orientation workshops aimed at highlighting the importance of the role of municipalities in addressing environmental and health risks resulting from inadequate access to Basic Urban Services, especially following the impacts of the Syrian crisis. Through presentations, brainstorming sessions, group work, and practical exercises and case studies, the following topics were tackled:
- Current situation and problems faced by municipalities at the environmental, health and social levels.
- Implemented projects and the importance of regular maintenance and follow-up by the municipalities.
- Assessment of municipalities’ capacities in terms of readiness to carry out maintenance and follow-up including financial, human resources and equipment.

By the end of the workshops, municipalities developed a matrix for coordinating the use of resources and equipment between the Unions and municipalities for maintenance of water and sanitation projects.

- Challenges, lessons learned and best practices

Challenges:
By October 2015, the Joint Programme has successfully concluded all activities. At the national level, the formation and endorsement of a national institutional framework for facilitating BUS provision in Palestinian gatherings was challenged by the shift in priorities to addressing the impact of the Syrian crisis in Lebanon and the deadlock in the Lebanese Parliament. In addition, the periodic meetings of representatives from the various ministries under the Lebanese Palestinian Dialogue Committee (LPDC) were not taking place under the political situation spanned from 2014 to 2015 in Lebanon. A decision was taken together with LPDC to develop a national strategy for response in the gatherings with international and national NGOs active in Palestinian gatherings and link it to the Lebanon Crisis Response Plan (LCRP).

At the more local levels, the lack of engagement of local authorities in service provision in the gatherings represented another challenge. Besides the informal status of the gatherings, municipalities do not possess the required resources to extend services to these areas, especially under the pressure exerted by the displacement of refugees from Syria. Throughout its project cycle, the JP aimed at actively engaging municipalities, creating channels of communication with local actors in the gatherings and providing support in terms of technical and financial resources to municipalities to take part in enhancing services for Palestinian refugees living within their domains. While the project succeeded in many cases and supported leading interventions that constitutes precedent in this domain, these initiatives remain institutionalized framework that govern service provision by municipalities in informal areas in Lebanon. In addition, the ongoing capacity building of municipalities...
and Popular and local Committees in the gatherings face modalities of implementation based on short term projects, towards a stabilization approach.

The volatile security situation in the camps’ Adjacent Areas in South and North Lebanon was addressed through the active engagement of popular committees in the camps and local committees in the Adjacent Areas. In addition, working with locally based engineers, contractors and companies mitigated delays during implementation.

Lessons Learned:
Lessons learned collected from the field as well as from an external Monitoring and Evaluation assignment that could be summarized by the following:

- Addressing both host communities in the gatherings and new refugees is essential for reducing conflicts and enhancing living conditions in targeted communities.

- Basic Urban Services in the gatherings should be looked at as part of their wider context, designing integrated solutions and projects. Engaging local actors since the early stages of planning and needs appraisal contributes to enhancing the management and sustainability of services that are connected between the gatherings and their surroundings, such as the water and sewage systems and solid waste management.

- Building the capacities of local committees and local NGOs and CBOs in the Gatherings contributes to better operating and managing services and presents a cost-effective approach to enhancing BUS in Gatherings. These committees are considered the local WASH actors in the gatherings.

- It is crucial to recall the responsibility of local authorities and public service agencies in provision of basic services to the vulnerable Palestinian communities that live within the municipal domains. This is done through engaging municipalities and agencies in the planning and decision making as well as implementation of activities in the Gatherings and surrounding areas that host Palestinian refugees.

Best Practices:
The Monitoring and Evaluation report, attached to this report, also mentioned a set of best practices that were documented to be undertaken by the Joint Programme:

- The JP continuously aimed at building knowledge through data gathering and analysis, which contributed to a better understanding of the needs and challenges in the gatherings and led to more coordinated interventions at the national level.

- By adopting an approach based on proximity and participation at all levels, the JP succeeded in a) accurately defining and answering the needs of new refugees and host communities, b) taking into consideration the political, security-related and social specificities of each microcosm, c) leading smoothly the required interventions, and d) building trust with and among stakeholders. The JP also collaborated with other UNDP and UN-Habitat Projects, UNRWA, and NGOs active in the gatherings, which maximized impact and avoided duplication.

- By gathering all concerned actors around the implementation of tangible activities, the JP directly involved local and national counterparts, especially municipalities, in very sensitive areas. This is considered as a first step to the recognition of gatherings as priority intervention zones that fall within the municipal jurisdiction.

- By taking into consideration the changes that occurred in the gatherings due to the arrival of PRS and modifying the project scope during implementation, the JP showed flexibility and adapted to real needs in addition to limiting financial and human resources loss.
• The JP built on existing systems and local resources which contributed to enhancing cost effectiveness of implemented projects. WASH projects focus on rehabilitating and repairing existing systems and facilities before constructing new ones. In this context, working with local contractors and small companies has proven efficient to economize on time and costs, mitigate conflicts that could impede implementation, and generate local jobs.

Based on these best practices, the JP was featured in the UNHCR – UNDP Joint Secretariat Compendium on Good and Innovative Practices and was selected to represent Lebanon in the Resilience Development Forum organized by the Regional United Nations Development Group for innovative projects in the context of response to the crisis.

Qualitative assessment

Overall, the Joint Programme has successfully contributed to strengthening planning and coordination efforts at the national level among active organizations in Palestinian gatherings. This was achieved through the generation and sharing of data, developing a response plan in the gatherings for 2015, and activating the Gatherings Working Group. Reliable data has contributed to correcting misconceptions at both national and local levels about services provision in these areas, such as the assumption that UNRWA is responsible for BUS provision. Serving the same purpose at a more local level, channels for communication and coordination have been established, in some cases for the first time, between local authorities and Palestinian communities, leading to improvement in access to services and relationships. In addition, activities and structures set in place in the framework of the JP supported UNDP, through the project “Improving Living Conditions in Palestinian Gatherings Host Communities”, respond to the emerging needs in the gatherings following the Syrian crisis and the influx of new refugees into these areas.

The active engagement of key partners has contributed to the achievement of the JP results and to maximizing the effectiveness of interventions. The main contribution of each partner could be summarized by the following ongoing results:

The Lebanese – Palestinian Dialogue Committee (LPDC): The partnership with LPDC has been highly significant for providing a national umbrella to the Joint Programme, which encouraged the participation of other actors as well as donors’ support.

UNRWA: Strong coordination has been established with UNRWA at both country and local levels, reflecting a complimentary approach among the three UN agencies for improving the lives of Palestinian refugees in Lebanon. At the implementation level, coordination was ensured between UNRWA strategic interventions undertaken in the camps and those undertaken by the JP in the camps’ Adjacent Areas. This coordination culminated in a number of complimentary activities whereby UNRWA implemented WASH projects in the camps and the JP extended such projects to the Adjacent Areas around the camps, ensuring proper connections and management schemes.

Municipalities: The Joint Programme aims at engaging the municipalities in addressing urban issues occurring within its municipal domain, including those in Palestinian Gatherings and camps’ Adjacent Areas. It also aims at creating channels of communication and coordination between the municipalities and representatives of the local communities in these Gatherings. By the end of project, the JP has succeeded in actively engaging municipalities in planning for improved access to Basic Urban Services to both Palestinian and Lebanese communities living within their domains. Municipalities were also engaged in in the implementation and maintenance of a number of projects.

Popular / Local Committees: Popular and local committees are the administrative entities that manage main issues in the Gatherings, including access to Basic Urban Services. Possessing local knowledge about the main needs and practices in this sector, the Programme aimed at actively engaging these committees in
decision-making in the phases of planning as well as implementation to improve the efficiency and sustainability of services. Working in particular contexts such as Palestinian Gatherings demands a level of local ownership and commitment. For the same reason, the JP involved other local groups, whether women, youth or professional, in the gatherings.

**Non-Governmental Organizations (NGOs):** The Joint Programme coordinated its activities in an active manner with international and local NGOs working in the Gatherings, mainly through the Gatherings Working Group. The JP built partnerships with local NGOs working in the Gatherings in order to avoid duplication of efforts, support existing structures and improve sustainability of interventions. In South Lebanon, the JP has established partnership with the Popular Aid for relief and Development (PARD) and Nabaa. In the North, the JP has also worked closely with Lebanese and Palestinian NGOs active in Beddawi.

Throughout the planning and implementation of the Joint Programme, particular emphasis has been paid to mainstreaming gender issues within the various key components. For example, women were encouraged to participate in meetings the JP carried out in gatherings. Where formed, the JP made sure to meet with women committees in the gatherings and AAs; similarly for youth. While improving access to BUS would benefit whole communities in one area / neighborhood, impact is significant on women and children who suffer the most from WASH borne diseases and protection issues. Furthermore, main activities of the JP were designed and implemented taking into account conflict sensitive principles. This has been crucial to mitigate tensions and rising conflicts between new refugees coming displaced from Syria and the host original communities in the gatherings, as well as between the gatherings and their surroundings.
### ii) Indicator Based Performance Assessment

<table>
<thead>
<tr>
<th>Outcome / Output</th>
<th>Achieved Indicator Targets</th>
<th>Reasons for Variance with Planned Target</th>
<th>Source of Verification</th>
</tr>
</thead>
</table>
| **Outcome:** Living conditions of communities living in informal gatherings, including Adjacent Areas of Palestinian Camps, improved through enhanced access to Basic Urban Services | • National consultations on access to BUS in Camps’ Adjacent Areas organized; outcomes published.  
• Updated database on living conditions in Palestinian gatherings established and shared with national and local actors.  
• National planning and coordination platform established and operational for organizations active in the gatherings.  
• Multi-sector national strategy developed for response in Palestinian gatherings.  
• Collaborative mechanisms established between local actors resulting in 7 joint interventions benefitting 19,000 Palestinians and Lebanese.  
• 28 BUS projects implemented in 18 gatherings and AAs benefitting 35,500 PRL and PRS.  
• Municipalities engaged in discussing solutions and implementing interventions to enhance access to BUS for Palestinian refugees in 20 areas of implementation. | LPDC recommended postponing the national-framework dialogue on improving living conditions for Palestinian refugees in Lebanon given the political tension in Lebanon in 2014 and the emergency of hosting refugees from Syria following the Syrian crisis. It was agreed to focus instead on developing accurate data on living conditions of Palestinian refugees in Lebanon. This has impacted the development of a national policy framework for addressing the living conditions and access to basic services in Palestinian gathering. The JP has instead developed a strategy for response in the gatherings in the context of Lebanon Crisis Response Plan (LCRP) with priority interventions for 2015 with organizations active in the gatherings. | - Published report “Access to Basic Urban Services in the Adjacent Areas of Palestinian Camps in Lebanon: Consultations with National and Local Stakeholders”  
- GIS database in the National Observatory for Palestinian Gatherings in Lebanon  
- MoMs of the Gatherings Working Group  
- Published report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon”  
- Response plan of priority interventions in the gatherings 2015  
- BUS projects |

| Baseline: | Inadequate living conditions of communities living in informal gatherings and Adjacent Areas. | | |
| Indicators: | -National framework for addressing the living conditions and access to basic services in Palestinian informal gathering and adjacent areas developed and implemented  
- Collaborative mechanisms between Palestinian and Lebanese for improved service delivery established  
- Access and management of Basic Urban Services in selected Adjacent Areas improved.  
- Selected municipalities better able to respond to issues in Adjacent Areas. | | |

| Planned Targets: | | | |
| • Database on the 42 gatherings developed and maintained.  
• Institutional framework for facilitating service delivery in the gatherings developed.  
• Access to Basic Urban Services in the gatherings and their surrounding improved through small-scale infrastructure projects.  
• Local actors are supported to better operate and coordinate access to BUS  
• The role of municipalities is promoted. | | |
<table>
<thead>
<tr>
<th>Output 1: A national framework addressing the living conditions and access to Basic Urban Services in the Palestinian informal gatherings developed and implemented.</th>
<th>Baseline: Lack of enabling policies to support national and local level engagement in informal gatherings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indicators:</strong></td>
<td></td>
</tr>
<tr>
<td># of policy papers developed and discussed with relevant central government agencies.</td>
<td>National indicators to monitor living conditions of Palestinian refugees living in informal gatherings (including Adjacent Areas) established and data produced.</td>
</tr>
<tr>
<td># of consultative sessions held with Lebanese and Palestinian stakeholders to build consensus on proposed policy options.</td>
<td>Approval of the national framework by relevant national agencies obtained; action plans developed for the implementation of the national framework.</td>
</tr>
<tr>
<td>Planned Targets:</td>
<td></td>
</tr>
<tr>
<td>• Establish and maintain knowledge base on access to basic services in the informal gatherings through supporting LPDC to establish a national observatory.</td>
<td>• Organized a series of 5 consultative meetings with national and local actors hosted at LPDC to launch the project.</td>
</tr>
<tr>
<td>• Lead policy-led dialogue to develop institutional framework facilitating access to BUS in the gatherings.</td>
<td>• Consolidated data on Palestinian gatherings through a national – wide Rapid Needs Assessment and 3Ws circulated to NGOs active in gatherings.</td>
</tr>
<tr>
<td>• Produce and publish sectoral/thematic report profiling the 42 gatherings and providing indicators on living conditions.</td>
<td>• Established the National Observatory for Palestinian Refugees in Lebanon, populated with collected data, and handed it over to LPDC.</td>
</tr>
<tr>
<td>• Organize 2 national meetings for data dissemination and knowledge sharing purposes.</td>
<td>• Launched report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” in a national event hosted by LPDC; including a panel discussion on “Current Response and Operational Roles in Gatherings”.</td>
</tr>
<tr>
<td>• Link the data to governmental institutions through a website.</td>
<td>• Activated the Gatherings Working Group as a coordination and planning platform.</td>
</tr>
<tr>
<td>Decision was taken based on recommendation from LPDC to postpone the development of a national framework resulting from national policy dialogue (see previous comment).</td>
<td>• Consolidated and shared monthly MoMs of the Gatherings WGs and monthly updated 4Ws matrix of NGOs interventions in the gatherings.</td>
</tr>
<tr>
<td>- Published report “Access to Basic Urban Services in the Adjacent Areas of Palestinian Camps’ in Lebanon: Consultations with National and Local Stakeholders”</td>
<td>• Organized a national workshop for to identify priorities for intervention in 2015.</td>
</tr>
<tr>
<td>- GIS database in the National Observatory for Palestinian Gatherings in Lebanon</td>
<td>• Developed a multi-sector national plan for response in the gatherings together with organizations active in the gatherings.</td>
</tr>
<tr>
<td>- Published report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon”</td>
<td>• Shared the response plan with sector leads and UN agencies to guide interventions in the context of the LCRP.</td>
</tr>
<tr>
<td>- Agenda of launching event including panel discussion</td>
<td>• Shared data collected by the JP on UNDP website.</td>
</tr>
<tr>
<td>- Monthly MoMs of the reactivated Gatherings Working Group</td>
<td>- Published report “Access to Basic Urban Services in the Adjacent Areas of Palestinian Camps’ in Lebanon: Consultations with National and Local Stakeholders”</td>
</tr>
<tr>
<td>- Monthly consolidated 4Ws matrix</td>
<td>- Report on response plan of priority interventions in the gatherings 2015</td>
</tr>
</tbody>
</table>
**Output 2:** Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.

**Baseline:** Absence of collaborative mechanisms for improved service delivery.

**Indicators:**
- Analysis of existing collaborative mechanisms between Palestinian and Lebanese produced.
- # of collaborative mechanisms established.
- Action plans to initiate and/or sustain collaborative mechanisms developed.
- # of joint sessions held gathering concerned local stakeholders and national authorities (including LPDC)
- Best practices documented and disseminated at the national level.

**Planned Targets:**
- Facilitate the establishment of coordination mechanisms in the targeted areas, on the basis of mapping of existing mechanisms.
- Design and implement joint initiatives with concerned Lebanese and Palestinian stakeholders to improve service delivery.
- Build the capacity of local stakeholders to initiate, strengthen and sustain the collaborative mechanisms.
- Promote networking and experience sharing between Lebanese and Palestinian stakeholders engaged in these mechanisms.
- Organize two consultations with key local and national actors (e.g. municipalities; PC; LPDC; etc.) to share experiences; codify emerging lessons learnt and best practices and disseminate nationally.

- Carried out Participatory Community Mapping in Ain Helwe AAs and its surroundings in Saida
- Established or strengthened collaborative mechanisms between local actors in 7 areas
- Implemented 7 joint BUS interventions benefitting 19,000 Palestinians and Lebanese.
- Organized 2 workshops for local actors in the gatherings (PCs, women groups, local NGOs) and municipalities; lessons learned and recommendations published in the report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon”.
- Published outcomes of the consultation meetings with national and local actors
- Built capacities of local actors through direct engagement in needs appraisal, planning and implementation and training sessions.
- Delivered training on planning, mediation, conflict resolution for locally established groups (reference group, women group, youth group) in Ain Helwe AAs.

- Engineering studies, BOQs, tender documents and handing over documents of joint BUS projects
- 3 Grant agreements to municipalities
- Recommendations from local actors on short term and long term interventions in “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon”

- Number of implemented of joint projects was higher than planned, due to the pressing needs that have escalated due to the influx of refugees from Syria.
| **Output 3:** Access and management of Basic Urban Services in the gatherings, including Adjacent Areas, improved. | **Baseline:** Inadequate Basic Urban Services in Adjacent Areas.  
**Indicators:**  
- # of infrastructure projects completed in selected Adjacent Areas;  
- Community based plans for operating and maintaining Basic Urban Services developed and in use by the local communities;  
- Decreasing use of ad-hoc and haphazard methods to access Basic Urban Services by the communities. | **Planned Targets:**  
- Undertake at least 8 small scale infrastructure projects in selected gatherings and Adjacent Areas  
- Strengthen the skill base of the residents for operating and maintaining Basic Urban Services.  
- Promote viable approaches to manage, and sustain access to Basic Urban Services by the residents of gatherings and Adjacent Areas. | **Number of implemented BUS projects was higher than planned, due to the pressing needs that have escalated due to the influx of refugees from Syria.**  
**Implemented 28 small scale infrastructure projects in 18 gatherings and Adjacent Areas benefiting 35,500 refugees.**  
**Engaged local actors in the gatherings in projects cycle from needs appraisal to planning and implementation.**  
**Formed Local committees in areas of implementation to receive, operate and maintain implemented services.**  
**Completed assessment of WASH practices and needs in 12 gatherings.**  
**Implemented WASH awareness activities targeting 1,150 women and children and youth in Beddawi in North Lebanon through a grant to the municipality.** | **- Participatory needs appraisal**  
- Engineering studies, BOQ and tender documents of joint BUS projects  
- Projects’ handing over documents signed by local committees  
- Grant agreement with the Municipality of Beddawi |
**Output 4:** Selected municipalities are better equipped to engage in the improvement of living conditions in the gatherings and Adjacent Areas.

**Baseline:** Limited municipal capacity, resources and know-how to respond to the issues faced by the Adjacent Areas.

**Indicators:**
- Platforms bringing together various municipalities created for experience sharing and outreach.
- # of coordination meetings facilitated by selected municipalities.
- # of integrated plans developed with selected municipalities.

**Planned Targets:**
- Organize at least 2 experience sharing meetings
- Support selected municipalities in the development of integrated plans responding to the issues faced by the gatherings and Adjacent Areas.
- Strengthen synergies and collaboration among key local and international actors operating in the gatherings and Adjacent Areas.

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<tr>
<th>Document</th>
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<tbody>
<tr>
<td>Engaged municipalities in 20 areas in planning BUS projects and facilitating their implementation.</td>
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<tr>
<td>Supported 3 municipalities to directly implement BUS projects benefiting Palestinian and Lebanese dwellers.</td>
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<tr>
<td>Provided training to municipalities in Saida and Beqaa hosting Palestinian gatherings on Local Strategic Planning.</td>
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<tr>
<td>Organized 2 orientation and experience sharing meetings for municipalities in Sahel Zahrani and Iklim Kharoub Chamaly unions that host Palestinian gatherings; 5 municipalities developed local plans for better operating BUS equipment and resources.</td>
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<tr>
<td>Municipalities took part in stakeholders consultation meeting organized at the Sarail.</td>
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</table>

- Grant agreements with municipalities
- Training toolkit on Local Strategic Planning
- Orientation workshops
- 5 municipal plans of resources
- Facilitation guide of meeting with municipalities

*Documents under sources of verification, if not presented through Annexes, are available upon request.*
III. Other Assessments or Evaluations

An external monitoring and evaluation mission of the JP was conducted between October and December 2014. It focused on assessing the following areas: Achievement of Project; Project Design and Management; Stakeholder Participation and Ownership; and Sustainability. The evaluation also includes identification of Lessons Learned and Recommendations. The evaluation report is attached to this report as Annex 1.

IV. Programmatic Revisions

Due to the Syrian Crisis, living conditions in Palestinian Gatherings have worsened with the arrival of tens of thousands of Palestinian Refugees from Syria (PRS) mainly during 2013. This emerging situation led to adapting the project activities to respond to new rising needs during the implementation phase. Major amendments were made to the timeline, budget allocation and planned interventions under the supervision of the Steering Committee of the Project. The scope of work and the work plan have been consequently revised in 2014, reallocating the remaining budget mainly from output 1 to outputs 2 and 3, i.e. to implement more BUS/WASH projects, taking into consideration the emergency situation in the Gatherings.

On another note and as mentioned earlier, a decision was made by the JP and LPDC, based on recommendations from the latter, to postpone policy discussions and the development of an institutional framework to enhance service delivery in the gatherings, in response to the political situation in Lebanon especially in the light of the Syrian Crisis. A national strategy of response was developed with international and local organizations active in the gatherings in the different sectors of interventions.

V. Resources

Funding to this Joint Programme was secured through USD 1,000,000 contribution from the Swiss Agency for Development and Cooperation (SDC), which was extended with an additional contribution of USD 512,000 till August 2015.

To respond to the emerging urgent needs following the influx of new refugees from Syria into the gatherings, a second project, “Improving Living Conditions in Palestinian Gatherings Host Communities” was designed by UNDP in 2013. It aimed at continuing the efforts on the institutional level and at supporting host Gatherings through the implementation of BUS projects, with focus on WASH interventions, and of shelter rehabilitation. Between 2013 and 2015, this project benefitted from a total contribution of some USD 8.4 from various donors. The JP and the Project “Improving Living Conditions in Palestinian Gatherings Host Communities” have been managed and implemented in parallel by the same team and guided by the same Steering Committee. UNDP aims at continuing its efforts to improve living conditions of Palestinian refugees in Palestinian gatherings in the future. For this reason, it has developed a project proposal for 2016 – 2018, in which it expanded the project outputs to cover WASH, shelter, urban upgrading and livelihood components in Palestinian gatherings. The Results and Resources Framework (RRF) outlining the outputs of the project is attached in Annex 10.
TOWARDS SUSTAINABLE SOLUTIONS FOR IMPROVED LIVING CONDITIONS OF PALESTINIAN REFUGEES IN LEBANON

Final Evaluation Report

Prepared by Hala Moughanie
Acknowledgements

The evaluator is grateful to the many people who contributed to the evaluation process by taking time out of their busy schedules to share their views and feedback about the Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon project. The evaluator would also like to acknowledge the extensive support she received from the Project Team and staff who shared their valuable knowledge about the Project and provided logistical assistance during the field visits.

Without the support and strong participation of all those involved in the evaluation process, this evaluation would not have been possible.
## List of Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>AA</td>
<td>Adjacent Area</td>
</tr>
<tr>
<td>BUS</td>
<td>Basic Urban Services</td>
</tr>
<tr>
<td>CDR</td>
<td>Council for Development and Reconstruction</td>
</tr>
<tr>
<td>CPR</td>
<td>Crisis Prevention and Recovery</td>
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<tr>
<td>GWG</td>
<td>Gatherings Working Group</td>
</tr>
<tr>
<td>JP</td>
<td>Joint Programme or “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” project</td>
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<tr>
<td>LPDC</td>
<td>Lebanese Palestinian Dialogue Committee</td>
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<td>MOM</td>
<td>Minutes of Meeting</td>
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<td>MPTF</td>
<td>Multi-Partner Trust Fund</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
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<td>NO</td>
<td>National Observatory</td>
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<tr>
<td>PARD</td>
<td>Popular Aid for Relief and Development</td>
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<td>PC</td>
<td>Popular Committee</td>
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<tr>
<td>PT</td>
<td>Project Team</td>
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<tr>
<td>PRL</td>
<td>Palestinian Refugees from Lebanon</td>
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<tr>
<td>PRS</td>
<td>Palestinian Refugees from Syria</td>
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<tr>
<td>RNA</td>
<td>Rapid Needs Assessment</td>
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<tr>
<td>SDC</td>
<td>Swiss Agency for Development and Cooperation</td>
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<tr>
<td>TOR</td>
<td>Terms of Reference</td>
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<tr>
<td>UNDAF</td>
<td>United Nations Development Assistance Network</td>
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<td>UNDP</td>
<td>United Nations Development Programme</td>
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<tr>
<td>UN-HABITAT</td>
<td>United Nations Human Settlements Programme</td>
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<tr>
<td>UNRWA</td>
<td>United Nations Relief and Works Agency for Palestine Refugees</td>
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<tr>
<td>WASH</td>
<td>Water, Sanitation and Hygiene</td>
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Executive Summary

This report presents an evaluation of the “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” project, jointly implemented by UNDP and UN-Habitat to respond to the needs in Basic Urban Services (BUS) in Palestinian gatherings, where the overall living conditions of Palestinian refugees are considered among the worst in the Middle East. The project, which was expected to start in January 2012, was launched in July 2012 to end in October 2014. The total estimated budget of the three year project was of 3.5 Million USD; of which Swiss Agency for Development and Cooperation (SDC) contributed 1 Million USD. During the period of the evaluation, SDC renewed its funding and added USD 512,000 to the project that was extended till end of August 2015. This report will focus on evaluating the implementation of activities funded by the Swiss Agency for Development and Cooperation (SDC) during the entire period of the project for the sum of 1 Million USD.

The overall objective of the project is to enhance the “living conditions of the communities living in Palestinian gatherings (including Adjacent Areas of Palestinian refugee camps) through enhanced access to basic urban services”. The project has four outputs:

**Output 1:** A national framework addressing the living conditions and access to basic urban services in the Palestinian informal gatherings (including Adjacent Areas) developed and implemented.

**Output 2:** Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.

**Output 3:** Access and management of basic urban services in the gatherings and Adjacent Areas improved.

**Output 4:** Selected municipalities are better equipped to engage in the improvement of living conditions in the gatherings and Adjacent Areas.

The above outputs can be divided into two components: 1. Support to the Lebanese – Palestinian Dialogue Committee (LPDC), the JP partner, in designing a national policy to enhance provision of BUS in the Gatherings (output 1); and 2. Respond to the appalling living conditions through local development interventions related to BUS upgrading, by involving and empowering local stakeholders (outputs 2, 3 and 4).
Recently, due to the Syrian Crisis, the living conditions and social interactions in the Palestinian Gatherings have worsened with the arrival of tens of thousands of Palestinian Refugees from Syria (PRS). This new situation led to adapting the project activities to respond to the new rising needs during the implementation phase. Major amendments were made to the timeline, budget allocation and planned interventions under the supervision of the Steering Committee of the Project. The scope of work and the work plan have been consequently revised in 2013, reallocating the remaining USD 353,012.88 mainly to BUS/WASH projects to take into consideration the emergency situation in the Gatherings.

An evaluation mission was conducted between 9 October 2014 and 25 November 2014. It focused on assessing the following areas: Achievement of Project; Project Design and Management; Stakeholder Participation and Ownership; and Sustainability. The evaluation also includes identification of Lessons Learned and Recommendations.

The main findings of the evaluation are as follow:

- The Joint Programme can be considered a pilot project designed based on solid theoretical background as it built on the findings and recommendations of the “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” study, earlier conducted and published by UNDP and UN-Habitat.
- The project fills a gap in the various emergency response plans put in place to answer the Syrian Crisis, as the “Palestinian Gatherings” are informal settlements hosting Palestinian Refugees from Syria (PRS) that have been ignored by national and local institutions and international funds.
- The JP showed flexibility in planning and management as it amended the work plan in the midst of implementation, taking into consideration a) the emergency situation in the Gatherings that arouse following the arrival of PRS, b) LPDC’s changes in chairmanship which made LPDC’s support to the project vary and c) the results of the UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities” that was implemented in parallel.
- Throughout the implementation, the Project Team (PT) adopted an approach based on proximity and participation, involving beneficiaries and locally selected implementing partners. This approach a) facilitated the realization of activities which gave credibility to the project among local communities, b) contributed to develop linkages between local stakeholders especially between Popular Committees (PCs) and Municipalities, c) reduced tensions between new comers and host communities, c) fostered interest and ownership of stakeholders, especially municipalities and d) contributed to optimizing human and financial resources.
The evaluation also identified several lessons learnt:

- The Project continuously aimed at building knowledge through data gathering and analysis, which contributed to a better understanding of the needs and challenges in the Gatherings.
- By changing the scope of work during project implementation, the JP linked local development issues to humanitarian response and answered immediate needs while investing time, funds and efforts in infrastructure projects, consequently upgrading the living conditions of local communities in a durable manner.
- By gathering all concerned actors around the implementation of tangible activities, the project directly involved local and national counterparts, especially municipalities, in very sensitive areas. This is considered as a first step to the recognition of Gatherings as priority intervention zones that fall within the municipal jurisdiction.
- Recruiting a Project Manager who was involved in the “Investigating Grey Areas” study and already familiar with the Gatherings’ context and stakeholders, had a positive impact on the efficiency and effectiveness of the project.
- By taking into consideration the changes that occurred in the Gatherings due to the arrival of PRS and modifying the project scope during implementation, the JP showed flexibility and adapted to real needs in addition to limiting financial and human resources loss. It also collaborated with other UNDP and UN-Habitat Projects.
- By adopting an approach based on proximity and participation at all levels, the project team succeeded in a) accurately defining and answering the needs of new refugees and host communities, b) taking into consideration the political, security-related and social specificities of each microcosm, c) leading smoothly the required interventions, and d) building trust with and among stakeholders.
- The project addressed the concerns of both host communities in the gatherings and new refugees by implementing infrastructure projects which benefited both groups, a practice that proved critical for reducing conflicts and enhancing living conditions in targeted communities.

The evaluation also includes the following series of recommendations:

- In order to enhance the chances of success of further projects, the PT should consider the possibility to involve, along with LPDC, other administratively solid institutions in further projects.
- The proximity based approach as well as the “Learning by doing” methodology should be continued and/or replicated in further projects.
Concerning UNDP/UN-Habitat partnership, further projects would gain in efficiency if the inputs of each partner were precisely clarified from the start, based on each agency mission and knowledge.

An information management system for coordinating response in the gatherings, such as that formed under the Gatherings Working Group should be devised.

Working in decentralized cooperation mode in further projects would consolidate the urban planning initiative launched by the JP and convey expertise to Lebanese Municipalities.

BUS infrastructure projects addressed the needs of both host communities and new refugees, which widened the spectrum of direct beneficiaries; this good practice needs to be reiterated.

Focusing on public services interventions durably upgraded the living conditions of both host communities and new refugees. This approach can also be considered as good practice and is to be continued/reiterated.

A “monthly Rapid Mapping” would contribute to continuously giving an overview of the needs of host communities and PRS in the gatherings therefore defining future interventions in an accurate way.

In order to enhance the living conditions in the Gatherings, further projects should examine the means to increase the income level of the local population through low cost/high return activities.

Clarifying the scope of the project in relation to UNRWA’s mandate, which restricts its BUS provision to the official camps, is recommended to correct any misconceptions.

Informing local actors of the “big picture” they contribute to building in terms of strategy and information through regular half-day meetings would create an interaction between various regional stakeholders and between local and national level players.
Introduction

The “Falling Behind: a Brief on the Living Conditions of Palestinian Refugees in Lebanon” report (Fafo 2005) states that, compared to other host countries in the Middle East, the living conditions of Palestinian Refugees in Lebanon are the worst. Of the estimated 280,000 Palestinian Refugees¹ living in Lebanon, almost half live in the 42 Palestinian Gatherings; 20% are settled in areas adjacent to the camps. Similarly, half the number of Palestinian Refugees from Syria (PRS) living in Lebanon is also living in the gatherings, which represent one category of Palestinian gatherings.

The definition of a Gathering was first introduced by Fafo to indicate locations outside the camps that accommodate groups of Palestinian Refugees. According to the report, a Gathering “has a population of Palestinian refugees, including Palestinian refugees who are registered with UNRWA and/or the Lebanese government or are not registered”; “has a population with a sense of being a distinct group living in a geographically identifiable area”; “has no official UNRWA camp status or any other legal authority identified with responsibility for camp management” and “is expected to have clearly defined humanitarian and protection needs, or have a minimum of 25 households”. According to Fafo in 2005 (ibid), 51.2% of the housings in the Gatherings did not have drinking water piped into their residence, 15.5% were not connected to septic tanks and for 64.3%, solid waste was not collected.

Being informal areas, the Gatherings remain excluded from national strategies or local development plans; they are therefore ignored by national state institutions as well as municipalities. As for UNRWA, while it provides education, health and social services to all Palestinian refugees in Lebanon irrespective of their location; services related to Basic Urban Services (BUS) mainly Sanitation and Hygiene are bounded to the 12 officially recognized Palestinian camps. Alternatively, dwellers in the 42 Gatherings resort to a number of informal self-help initiatives to access and maintain BUS. This results in inadequate and insufficient services, and has serious adverse effects on the environment and public health in the Gatherings and their surrounding areas.

¹UNRWA / AUB survey (2010).
In the aftermath of the Nahr el Bared Camp crisis in 2007, the notion of Adjacent Area (AA) emerged to indicate the informal expansion of the camp. In 2010, UNDP and UN-Habitat jointly designed and led the “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” study. It aimed to shed light on the situation of the Palestinian refugees living in these areas, understand the mechanisms and the governance of BUS delivery and guide future strategies and policies that would improve access to BUS in the Adjacent Areas as part of their wider context.

Adjacent Areas were defined by UNDP and UN-Habitat as a specific category of Palestinian Gatherings that are located in direct proximity along the boundaries of official Palestinian Refugee Camps.

As a response to the critical situation in the AAs, and drawing on their previous collaboration during the “Investigating Grey Areas” study, UNDP and UN-Habitat jointly developed the “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” Programme (herein after referred to as the Joint Programme or JP). The project aims at addressing the situation in the 42 Gatherings identified in Lebanon on a strategic and institutional level as well as implementing a series of infrastructure projects to answer BUS and WASH-related challenges. The project has been endorsed by the Lebanese Palestinian Dialogue Committee (LPDC) as a project partner and by the Council of Development and Reconstruction (CDR) as the official counterpart.

Recently, as a result of the Syrian Crisis, the situation in the gatherings has dramatically worsened with the influx of some 26,000 Palestinian Refugees from Syria in addition to some 4,000 Syrian refugees (UNDP & UN-Habitat, 2014). This has raised the population in the 42 Palestinian Gatherings from an estimated 110,000 to 140,000, doubling the population in some gatherings. These refugees live in inadequate shelters that are connected in an ad-hoc manner to the available networks, exerting additional pressure on the already poor and insufficient basic urban services. As a result, health and environmental risks have increased and, due to the competition on resources, tensions have risen in the gatherings between new refugees and host population.
refugee communities on the one hand and between the communities in the gatherings and the surrounding areas on the other.

Consequently, while AAs were initially chosen as intervention zone because they present an opportunity to work with and engage a wide spectrum of actors (PCs in camps and gatherings, UNRWA and municipalities), the urgent needs that arose from the arrival of PRS in the Gatherings obliged the PT to enlarge the zone of intervention and to target the Gatherings as a whole.
The “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” project is a Joint Programme implemented by UNDP and UN-Habitat in partnership with LPDC and in collaboration with UNRWA. The Programme was launched in July 2012 to end in October 2014. The three year project budget estimation was of 3.5 Million USD, of which 1 Million USD were exclusively funded by the Swiss Agency for Development and Cooperation (SDC). During the period of the evaluation, SDC renewed its funding and added USD 512,000 to the project that was extended till end of August 2015. This report will focus on evaluating the activities implemented thanks to SDC’s first funding.

The project seeks to improve “Living conditions of the communities living in Palestinian Gatherings (including Adjacent Areas of Palestinian Refugee Camps) through enhanced access to basic urban services”. As such, the JP is aligned with the UNDAF chapter related to socio-economic development and regional disparities, which states as an outcome “By 2014, the socio-economic status of vulnerable groups and their access to sustainable livelihood opportunities and quality basic social services are improved within a coherent policy framework of reduction of regional disparities”. It is also consistent with the UN-Habitat global agenda that focuses on improving access to adequate basic urban services for all as a key means to achieving the Millennium Development Goals (MDGs) and the UNDP’s Country Programme Document (CPD) and Country Programme Action Plan 2010-2014, where the improvement of living conditions and building trust in Palestinian and Lebanese surrounding communities were prioritized for UNDP’s work. Using conflict-sensitive principles, the project aims at building on the already existing structures and bottom-up approach established to bring the different local actors together including Municipalities and Popular Committees (PCs) and NGOs active in the Gatherings.

One of the activities of the JP included the completion of a Rapid Needs Assessment (RNA) that covered all forty-two Palestinian Gatherings in Lebanon, which clearly revealed that the massive arrival of PRS has led to a worsening of living conditions and an increase of environmental and health risks in the Gatherings and surrounding villages and camps. To respond to those emerging urgent needs, a second project, “Improving Living Conditions in Palestinian Gatherings Host Communities” was designed by UNDP; it aimed at continuing the efforts on the institutional level and at supporting host Gatherings through the implementation of BUS projects, with focus on WASH interventions, and of shelter rehabilitation.
In parallel, the initial JP work plan was substantively revised and resulted in delaying some previously planned activities for year 2 until early 2014. Major amendments were made to the timeline, budget allocation and planned interventions under the supervision of the Steering Committee of the Project. The scope of work and the work plan have been revised consequently in 2013, reallocating the remaining USD 353,012.88 mainly to BUS/WASH infrastructure projects to take into consideration the emergency situation in the Gatherings. This decision was endorsed by the Steering Committee, which oversees the two projects, and by SDC.

The project has four outputs:

**Output 1:** A national framework addressing the living conditions and access to basic urban services in the Palestinian informal gatherings (including Adjacent Areas) developed and implemented.

**Output 2:** Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.

**Output 3:** Access and management of basic urban services in the gatherings and Adjacent Areas improved.

**Output 4:** Selected municipalities are better equipped to engage in the improvement of living conditions in the gatherings and Adjacent Areas.

The above outputs can be divided into two components:

1. Support to the Lebanese – Palestinian Dialogue Committee (LPDC), in designing a national policy for enhancing access to basic urban services in the Gatherings (output 1).
2. Respond to the appalling living conditions through local development interventions related to BUS upgrading, while engaging and empowering local stakeholders (outputs 2, 3 and 4).
The evaluation assesses the implementation of the activities funded by SDC for a total amount of USD 1 Million from July 2012 to October 2014. The specific objectives of the evaluation are to:

- Determine the overall status of the project;
- Review and evaluate the approaches and processes set in place by the project, focusing on the role of the National Observatory for Palestinian Gatherings in Lebanon;
- Identify lessons learned at the national and local levels;
- Provide recommendations that aim at providing strategic guidance to the team in terms of the design of complementary projects and/or future interventions.

In pursuit of these objectives, the evaluator adopted the five classic project evaluation pillars as guidelines to question the Project: Relevance, Efficiency, Effectiveness, Impact and Sustainability.

Based on the preliminary meeting that took place between the Evaluator and the Project Manager on 10 October 2014, a decision was taken to pay specific attention to the approaches and structures set on national and local levels by the Project.

Also, because of the similarities between the JP and the “Improving Living Conditions in Palestinian Gatherings Host Communities” Project, the work undertaken under the latter has been taken into consideration in drafting this report.

Accordingly, the findings were grouped in the following key areas:

1) **Achievement of Project**– The extent to which overall project objectives and outputs/results were achieved;
2) **Project Design and Management** – The management processes used throughout project implementation;
3) **Stakeholder Participation and Ownership**– Networks and partnerships in support of project implementation and the degree of national and/or local ownership developed;
4) **Sustainability**–Key actions that were put in place to ensure sustainability of project outcomes.
5) **Lessons Learned**– The main managerial and institutional lessons that were learned and which can be applied on other projects.
Methodology

The overall methodology adopted in this evaluation was guided by the latest draft of the UNDP Outcome-Level Evaluation Handbook and the UNDP Project Monitoring and Evaluation Handbook.

Depending on the evaluation criteria, the following methods of data collection were applied²:

- Review and analysis of documents: “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” Project Document, various documents including TORs, BOQs and Grant Agreements, narrative and financial progress reports, Mapping and Rapid Need Assessment documents, including the “Profiling Deprivation report”; as well as the “Improving Living Conditions in Palestinian Gatherings Host Communities” Project Document, yearly reports and evaluation report³.

- Interviews: Between 15 October and 5 November 2014, semi-structured individual interviews were conducted with key representatives of national or local stakeholders. These include but are not limited to: UNDP and UN-Habitat representatives, LPDC representatives, various Implementing Partners such as local NGOs, and coordinating stakeholders such as UNRWA⁴.

- Field visits in the Gatherings: Meetings with local stakeholders, mainly municipalities and PC members were scheduled in Saida, Tyre and Beddawi; randomly chosen direct beneficiaries were also interviewed during the visits and direct observations from the field were taken into consideration in the evaluation.

²For detailed questions by area of evaluation, data collection methods and data sources refer to the Evaluation Matrix developed in the inception report, in Annex 1.
³For complete list of documents consulted, refer to Annex 2.
⁴For complete list of interviewees, refer to Annex 3.
Limitations

About the project activities

As the transfer of funds from SDC was delayed for internal administrative reasons, part of the activities planned for output 3 (BUS interventions) were launched but still not completed at the time of the evaluation. However, these activities were adequately designed and deemed ready to launch. Related expenditures were included in the financial reports.

About the project implementation

The initial project work plan was drastically revised during implementation. Therefore, part of the activities that were realized, although designed in a way to serve the purpose of the project outcome, are different from those mentioned in the Project Document. The work plan revised in 2013 reallocated USD 353,012.88 of the total budget. In order to evaluate the JP, the evaluator focused on understanding the processes and approaches set in place by the project and the role of each partner.
Main Findings

Project Outcome and Project Objectives

Project Outcome

Living conditions of the communities living in Palestinian gatherings
(including Adjacent Areas of Palestinian Refugee Camps)
improved, through enhanced access to Basic Urban Services.

The Joint Programme can be considered a pilot project based on solid theoretical background as it built on the findings and recommendations of the “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” study. It initially planned to a) implement BUS infrastructure projects at the local level, involving and empowering local stakeholders and b) intervene on the national level by supporting LPDC in developing a knowledge-based strategy that aims at improving the living conditions of Palestinians Refugees in the Gatherings mainly through enabling and enhancing the provision of BUS.

The first part of the project, constituting the hardware component, was successfully implemented and tangibly supported progress towards the stated outcome.

The second part of the project consisted of the design of a national policy for the Gatherings. The dialogue on a national strategy had already been initiated during a series of consultative meetings with various stakeholders (public service providers, municipalities, NGOs and PCs) that had been lead prior to the project and hosted by LPDC. However, this component was interrupted.

5 The key findings of these meetings are presented in the “Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee camps in Lebanon, Consultations with National and Local Stakeholders – Synthesis report”- July 2012
upon the request of LPDC in 2013 due to the political and security situation in the country. Part of the budget allocated to related activities has consequently been reallocated to BUS infrastructure projects similar to the ones already planned and executed. However, the JP succeeded in filling the information gap about the Gatherings, which is necessary to identify the needs on the ground, by a) designing a GIS database for the Gatherings that was meant to serve as a basis for a National Observatory under LPDC, b) undertaking a Rapid Need Assessment (RNA) in the 42 Gatherings and analyzing it in the a report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” and c) reactivating the Gathering Working Group that as a platform for planning and coordination.

The JP was interrupted in 2013 in order to implement the “Improving Living Conditions in Palestinian Gatherings Host Communities” project. This project was designed by UNDP to answer the emergency situation in the Gatherings following the arrival of PRS. It kept the same collaborative mechanisms on the local level, working jointly with PCs and municipalities, and tried to complement the JP activities. It therefore a) addressed the financing of more BUS/WASH projects b) rehabilitated shelters in the Gatherings and c) initiated WASH soft activities, such as a hygiene campaign and hygiene kits distribution.

By building on the findings, experiences and results of the latter project, the Project Team (PT) drastically amended the JP’s work plan for the third year of implementation. By a) consolidating the first results of the JP, b) selecting specific interventions and c) making the best out of human and financial resources to have a maximum impact on the ground; the PT aimed at achieving, within the remaining resources, the stated outcome.

The political, human and security conditions in the various areas of interventions are very complex as the Gatherings seem to have their own modus operandi. However, through the involvement of local stakeholders at all the stages of implementation, from needs assessment to follow-up on activities, the PT succeeded in smoothly performing the required interventions. Together, members of local NGOs, Palestinian Popular and Local Committees along with municipalities and UNRWA’s local officers when possible, actively contributed to the identification of needs in the Gatherings. More precisely, the PT developed solid relations with the PCs that enjoy certain legitimacy in the Gatherings and the local committees under them. The PCs are semi-official committees that play an important role in the provision of basic services and conflict resolution in the gatherings. They therefore act as catalysts between all the entities involved in the Project and can play the role of mediators when needed. This approach allowed the project team to develop direct contact with local stakeholders and beneficiaries.

In addition, the project involved the municipalities that include Palestinian Gatherings within their territories in the different stages of the project from discussions to planning, decision-making and implementation. Infrastructure projects implemented in the Gatherings were approved by these municipalities, which were consulted to secure proper connection to the
related public networks where applicable. Moreover, three municipalities were provided with grants to take the lead in implementing projects that targeted both Lebanese and Palestinian communities living within their territories, including those in Palestinian Gatherings.

By bringing all stakeholders together, the project succeeded in a) allowing stakeholders to work in a collective and participatory manner, b) ensuring transparency vis-à-vis all stakeholders and beneficiaries at each stage of project implementation, c) enabling them to share responsibilities, and d) adapting the BUS interventions to the real needs of beneficiaries.

The impact of the BUS infrastructure projects is already visible on the ground. The following pictures show the conditions of the sewage system in Darb el Sim before and after its rehabilitation.

In Darb el Sim, the JP succeeded in bringing together the municipality and the PCs in Ain el Helwe Camp and Seerob gathering to discuss the needs and jointly decide of priority projects, along with other local stakeholders. The municipality positively responded to the situation, and directly implemented the related infrastructure projects through a grant from UNDP.
In Mieh Mieh, the series of interventions had a positive impact on sanitary and environmental levels and in terms of services for both Lebanese and Palestinian dwellers. For example, it addressed the flooding used to block the passage of individuals and vehicles, creating considerable traffic jams. It also had a positive impact on security as public lighting was installed.

Series of interventions in Mieh Mieh:

1. Rehabilitation of sewage pipe and manhole between Mieh Mieh village and Mieh Mieh AA;
2. Implementation of sewage network and rain water channels along the road leading to Mieh Mieh Camp and AA (Kamal Medhat St.), and construction of retaining walls and paving;
3. Construction of retaining wall and paving a road in Hamshari area;
4. Installation of solid waste containers in Taamir and around Mieh Mieh AA;
5. Installation of public street lighting in Taamir.
Evaluating Output 1

In evaluating Output 1, the evaluator had access to financial and narrative reports and led interviews with the main stakeholders: LPDC, UNDP- Crisis Prevention and Recovery (CPR) programme and UN-Habitat Representatives.

Output 1 activities were initially divided into two components: 1) Establishing a knowledge base by designing and setting up a National Observatory for Palestinian Gatherings and 2) supporting LPDC’s policy making process at the national level.

During project implementation, LPDC faced major structural changes that impacted the realization of the stated objectives:

a. **On the management level:** Since the launching of the JP, LPDC had three different Presidents. Each President has his own vision and priorities therefore his own understanding of the project. Consequently, LPDC’s support varied.

b. **On the technical level:** LPDC needs more support in terms of human resources and capacities mainly to consolidate knowledge.

c. **On the legal / institutional level:** LPDC plays a consultative role to the government and currently lacks a decision-making mandate.

On another hand, even though a concept note defining the mission and role of the National Observatory had been jointly designed by LPDC and the PT, it seems that LPDC’s understanding of the “National Observatory” has changed with time. For LPDC, the Observatory is meant to constitute a database that would gather exhaustive information about Palestinian Refugees in Lebanon in order to facilitate decision-making on a political level. As for the JP, based on UN-Habitat’s expertise, a National Observatory aims to monitor changes in specific populations, namely Refugees in the Palestinian Gatherings in Lebanon, in order to identify and design strategic interventions in fields related to development.

**Output 1:** A national framework addressing the living conditions and access to basic urban services in the Palestinian informal gatherings (including Adjacent Areas) developed and implemented

**Initially planned activities under output 1:**

- Establish and maintain knowledge base on access to basic services in the informal gatherings (including Adjacent Areas) through the establishment of a national observatory.

- Provide policy options for the national framework addressing the living conditions and access to basic urban services of Palestinians living in informal gatherings (including the Adjacent Areas).

- Facilitate dialogue and consensus building, under the leadership of the LPDC, to agree on the key elements of the national framework, with key stakeholders at the national and local levels.

- Coordinate the endorsement of the proposed national framework by the Government of Lebanon.

- Provide technical assistance for the implementation of the relevant national framework.
Generally speaking, LPDC did confirm that the JP triggered a reflection on its role and helped in defining its mission. The JP contribution was also valuable on a strategic level as LPDC adopted the idea of a National Observatory and included it in its 2015-2020 strategy.

USD 123,144 was initially allocated to all activities under this output. USD 79,841 were actually spent on related activities, the remaining amount was reallocated to other activities, mainly the BUS interventions in Outputs 2 and 3.

Component 1: the National Observatory
The project developed a GIS database that would serve as a basis for the National Observatory; all information gathered by the project was transferred to LPDC. The JP also trained one member of LPDC to use Access for data collection and to access the GIS database; and provided hardware and software equipment for LPDC to operate and populate the Observatory. However, the National Observatory is not deemed operational as a) data has not been consolidated by complementary information which was expected to be gathered from various NGOs in the Gatherings Working Group, which appeared to be less cooperative than expected and b) LPDC does not possess the required human resources to maintain and regularly update the database.

Component 2: the Policy making process
During project implementation, LPDC made the decision to suspend the National Strategy component due to the difficult political situation in the country, especially following the Syrian crisis. Also, the National Strategy should have included policy discussions at the national level led by an inter-ministerial committee that meets under LPDC. During the JP implementation, the committee never met which made it impossible for the strategic component to be effectively supported.

Additional activities:

The “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” Report
In the absence of a national intervention strategy in the Gatherings and following the successive arrivals of PRS, the project led a Rapid Need Assessment (RNA) in the 42 Gatherings in collaboration with various stakeholders, including municipalities and PCs. The objectives of the RNA were to a) collect qualitative information about the living conditions and more specifically access to BUS and WASH conditions in the Gatherings and b) understand the relations between the Gatherings and their neighbourhoods as well as the relations between stakeholders involved in the Gatherings. It was directly carried out by the Project Team (PT) in partnership with the Popular Aid for Relief and Development (PARD) local NGO that already works in the
Palestinian Gatherings; it was presented and discussed with all concerned stakeholders, including municipalities, PCs and local NGOs.

The RNA provided the Project Team with BUS and shelter intervention guidelines that allowed the PT to a) accurately identify the BUS interventions that were to be implemented in the framework of outputs 2 and 3 and b) complete the JP activities by seeking funds for other projects such as the Improving Living Conditions in Palestinian Gatherings Host Communities, that includes a shelter component.

The PT also hired a consultant to produce an Analysis of the RNA that was published under the “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” Report. The report provides a solid analytical background for the JP and sheds light on the living conditions of refugees in the Gatherings. It is a thorough document that a) gives a “snapshot” of the situation in each gathering in terms of development b) facilitates coordination between the actors that intervene in the Gatherings c) gives mid-term and long-term recommendations that could serve as guidelines for future national policies.

The Gatherings Working Group (GWG)  
As there is no national institution to coordinate information sharing and project planning in the Gatherings, the GWG was created in 2012 to share information about 1) Infrastructure and Basic Urban Services and 2) Housing. It had the following objectives:

- Determine and analyse the scope of finished, ongoing and planned upgrading interventions;
- Coordinate projects and activities;
- Identify remaining needs and gaps;
- Seek opportunities for funding / implementation of planned interventions and partnerships.

The GWG first met in August 2012 at UNRWA; after four meetings and by May 2014, this platform was put on hold. The PT coordinated with UNRWA and LPDC to revive it; it was reactivated on 16 May 2013 to meet bi-monthly and has been chaired since by UNDP.

On 23 September 2014, the PT organized a workshop of sectoral roundtables that gathered 60 participants representing UN Agencies and international and local NGOs

Objectives of the GWG workshop – 23 September 2014

- Agree on integrated priority interventions in Palestinian Gatherings in 2015 for each sector, based on the immediate and development needs highlighted in the UNDP report;
- Suggest a roadmap for a national plan advocating for healthier environments in Gatherings;
- Assist UNDP, UNRWA and sector coordinators in their review of interventions planned for Palestinian Gatherings in the framework of the Lebanon Crisis Response Plan (LCRP) and Lebanon’s 3RP.
active in Palestinian Gatherings. They discussed priorities and provided recommendations for the BUS / WASH and Shelter sectors (as stated in the GWG initial mission), as well as for the Advocacy and Coordination, Education, Health and Livelihood and Protection sectors.

Although the first roundtable objectives are relevant, based on the interviews led by the evaluator, it can be alleged that they maybe are too ambitious. However, a vast majority of stakeholders do believe that the GWG is a necessary platform for a) sharing information about “Who does what” in the Gatherings, thus ensuring coordination and avoiding duplication of efforts and projects and b) sharing best practices.
Evaluating Output 2

In assessing the achievement of this output, the evaluator examined data sources that provided evidence of implementation, namely progress reports, BOQs and budgets. For the Participatory mapping of Ain el Helwe, she examined raw data sheets and analytical reports. Also, field visits were organized at various Gatherings in Saida. During these visits, the evaluator led interviews with Popular Committees, Municipalities, contractors and other local actors. Spontaneous discussions with randomly chosen direct beneficiaries also took place.

Initially designed as a “soft component” aiming at supporting more efficient interaction between Lebanese and Palestinians at the local level, the methodology of Output 2 has been reviewed during implementation. Taking into consideration the emergency situation that resulted from the massive arrival of PRS in the Gatherings and based on the RNA, the PT met the objectives of Output 2 following the “learning by doing” method. The collaboration between Lebanese and Palestinian actors in the Gatherings was therefore supported by the collaborative design of additional BUS and WASH projects. These projects were funded by the JP which explains why USD 172,273.37 was spent on Output 2 while it was originally allocated USD 96,839.00.

In order to deepen their understanding of the living conditions and the formal and informal structures in the gatherings, the PT carried out a “Participatory Community Mapping in Ain el Helwe”. The activity was jointly led by Knowledge Community Company (KDC) and local NGO PARD.

This mapping also helped determine the priorities in each gathering. The project team was present at every stage of the process and worked closely with municipalities and PC representatives and coordinated also closely with NGOs and UNRWA’s offices in the camps.

In the activities related to Output 2, the PT adopted a proximity

Output 2: Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.

Initially planned activities under output 2:

- Map existing mechanisms of interaction and analyse issues and concerns of relevant Palestinian and Lebanese stakeholders engaged in these initiatives, including in the area of service delivery.
- Facilitate the establishment and/or strengthening of these mechanisms in the targeted areas, on the basis of the mapping.
- Design and implement joint initiatives with concerned Lebanese and Palestinian stakeholders to improve service delivery.
- Build the capacity of local stakeholders to initiate, strengthen and sustain the collaborative mechanisms.
- Promote networking and experience sharing between Lebanese and Palestinian stakeholders engaged in these mechanisms.
- Strengthen linkages between these local collaborative efforts and the LPDC to facilitate problem solving and knowledge sharing.
based approach, bringing together PCs and Municipalities – that usually only meet for political or social reasons – to discuss development plans and decide, together, on priority actions to be undertaken to the benefit of both Palestinian and Lebanese communities. Two municipalities adjacent to Ain el Helwe Camp, Darb el Sim and Mieh Mieh, took the lead and directly implemented projects through a grant from UNDP.

This proximity also allowed the PT to understand and evaluate people’s living conditions and explain the project to stakeholders and beneficiaries. By adopting this approach, based on dialogue and participation, the PT succeeded in a) making the project transparent to all stakeholders and beneficiaries and building trust with all concerned parties; b) creating linkages between Lebanese and Palestinians and initiating dialogue based on common interests and c) clarifying the status of the Gatherings and reminding the municipalities of their role and responsibilities in these territories.

As a result, Lebanese and Palestinian representatives defined, together, the actions to be undertaken in each gathering depending on the needs on the ground. Their interventions targeted both Lebanese and Palestinians. This resulted in:

- Designing 3 BUS/WASH projects (9 interventions) with municipalities. The JP provided the municipalities of Darb el Sim and Mieh Mieh in Saida area with grants\(^6\) to implement BUS-related infrastructure projects. Another project in Saida was designed in collaboration with the municipality and implemented by an independent contractor. Procurement processes were adapted in consequence.

- Funding a series of hygiene activities in Beddawi Adjacent Areas (AAs), through a grant to the municipality, through the Joint Lebanese Palestinian Committee earlier established by UNDP in Beddawi.

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\(^6\)For a complete list of BUS/WASH interventions implemented in the framework of Output 2, please refer to Annex 4.
Evaluating Output 3

In assessing the achievement of this output, the evaluator examined data sources that provided evidence of implementation, namely progress reports, BOQs and budgets. Also, field visits were organized at various Gatherings in Tyre, Saida and Beddawi that aimed to understand the size of infrastructure projects. During these visits, the evaluator led interviews with Popular Committees, Municipalities and other local actors and contractors. Spontaneous discussions with randomly chosen direct beneficiaries also took place.

The PT has significantly achieved the activities of Output 3. To date, the PT has implemented 16 BUS/WASH infrastructure projects in 13 Gatherings and developed a study with Electricité du Liban in the South. The study led to the implementation of an electricity project in Maachouk Gathering so far.

The RNA as well as continuous consultation with municipalities, PCs and UNRWA local offices allowed to define the communities’ priorities very accurately, which led to the design of various types of projects, based on actual urgent needs, from micro-interventions to neighbourhood-level interventions. The JP hired civil engineers in each region of implementation who acted as the technical focal point for the project, developing the engineering and technical studies and supervising the works.

BUS projects necessitated USD 496,500; budgets for each intervention varied from USD 4,988 (rehabilitation of the sewage main pipes in Bustan el Kods) to USD 133,075, of which USD 53,230 were funded by SDC, (installation of sewage and water networks in 4 Ain el Helwe Adjacent Areas), which shows that the project answered specific needs depending on the conditions of the BUS in each gathering.

In the case of camps’ Adjacent Areas, the PT coordinated closely with UNRWA local offices in the camps. Engineers from UNRWA were solicited for their technical advice and met regularly with the JP’s Engineer. This allowed making strategic decisions concerning the infrastructure to be upgraded and connection to the public networks available within the frontiers of the Camps or beyond.

Output 3:
Access and management of basic urban services in the gatherings and Adjacent Areas improved.

Initially planned activities under output 3:
- Rehabilitate and upgrade basic urban services through selected infrastructure interventions.
- Strengthen the skill base of the residents for operating and maintaining basic urban services.
- Promote viable approaches to manage, and sustain access to basic urban services by the residents of
The PT contracted locally based companies, individual local contractors or NGOs active in the gatherings to implement the projects. This led to a) lowering the cost of projects, b) avoiding tensions between contractors and dwellers and c) employing local labor and contributing to the improvement of dwellers’ economic conditions. Works were monitored through an on-site civil engineer and through frequent field visits by the Project Team. To ensure quality control, progress of work and expenditures were monitored by the Crisis Prevention and Recovery Programme as well as by the Procurement Unit at UNDP.
Evaluating Output 4

According to the JP annual narrative reports, this output has been treated as “a cross-cutting component of the previous outputs of the Joint Programme”. USD 41,984.91 was therefore spent, mainly on Human Resources and workshops/training.

Whether the BUS projects were directly implemented by the PT through individual contractors or companies, municipalities were systematically part of the decision-making process, along with the PCs. Two projects were directly implemented by municipalities that were awarded grants by the project.

In parallel, the PT worked closely with PCs and local communities, involving them in the identification of priority projects, along with the municipalities. During a one day workshop that was held at AUB on January, 8th 2013, the PT gathered members of municipalities and PCs and women groups with the aim of issuing practical recommendations for future interventions in the Gatherings. They provided recommendations in the following fields: Governance, Education, Food Security, Employment, Youth, Resources, BUS, Shelter, Security and Health.

By involving municipalities and other concerned local actors in the decision-making process and in the implementation of the BUS infrastructure projects, the PT succeeded in:

- Reminding the Municipalities of their role in “forgotten” territories, and of the necessity to provide public services to residents instead of limiting them to electors;
- Initiating a reflection on local planning, privileging a territorial approach of infrastructure insufficiencies and understanding their impact on the gatherings and their surroundings;
- Fostering linkages based on public interest between PCs and Municipalities who usually meet for “courtesy” and/or political reasons.

Output 4: Better equipped selected municipalities to engage in the improvement of living conditions of gatherings and Adjacent Areas.

Activities under output 4:

- Promote the role of municipalities to integrate Palestinian communities (gatherings and Adjacent Areas) within municipal and other local development plans.
- Support selected municipalities in the development of integrated plans responding to the issues faced by the gatherings and Adjacent Areas.
- Strengthen synergies and collaboration among key local and international actors operating in the gatherings and Adjacent Areas.
Project Design and Management

Project Design

The JP was jointly designed by UNDP, UN-Habitat, and LPDC, based on a) the findings of the “Investigating Grey Areas - Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” Report and b) LPDC’s mission as a national entity aiming at designing and implementing a policy to improve the living conditions of Palestinian refugees.

In the initial JP document, three out of the four outputs were “soft components”, stressing on developing collaborative mechanisms on the local level between Palestinian and Lebanese and supporting policy-making on a national level. This document clearly mentions political and institutional risks related to such an approach which effectively led to:

- LPDC’s previous President, M. Khaldoun el Charif, requesting to interrupt the National Strategy Component due to the political and security situation in the country.
- The PT opting, in the midst of project implementation, to adopt a “learning by doing” approach with PCs and Municipalities.

These major changes in the project scope have been reflected in the 2013 revised work plan that mainly reallocated part of the budget for hardware activities therefore spending USD 450,000 on these instead of the initial USD 300,000 allocated for BUS infrastructure projects.

Project Management

The project, expected to start in January 2012, was launched in July 2012 due to a delay in the availability of funds. For internal administrative reasons, SDC delayed the transfer of the last payment which postponed the completion of activities for two additional months.

Based on the findings and on the interviews with various stakeholders and beneficiaries, the project can be described as well managed by the PT, which succeeded in creating local networks and identifying strategic interventions in coordination with local actors: UNRWA local offices,

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7 LPDC is a national institution which objective is to play a strategic role in the planning and management of Palestinian Affairs. LPDC 2015-2020 mid-term strategy focuses on “Strategic Planning” and aims at designing a “National Observatory” and a “National Census for Palestinians in Lebanon”. Furthermore, two of the main functions of the future High Commission for the Palestinian Refugee Affairs as stated in the draft law prepared by LPDC are: “Addressing the socio-economic, legal, and security issues related to Palestinian camps in Lebanon, in collaboration with UNRWA” and “Creating and managing the National Observatory for Palestinian Affairs” (Articles 4 and 7).
Municipalities, NGOs and PCs. The management style of the Project Manager, one who delegates tasks and empowers team members, was highly appreciated by the project staff and stakeholders as well as her deep knowledge of the issues at stake and challenges faced in the Gatherings. The Project Manager also had the ability to a) take into consideration the contextual challenges on the national and local levels and adapt the project consequently, b) identify the activities funded by the project to respond to real needs and circumstances, relying on the very valuable inputs of the Field Officers and c) create linkages between the JP and similar or complementary projects in order to consolidate the results and enhance the impact on the ground.

Besides the management style, the profiles of the PT members contributed to making the project successful as the Project Manager was already involved in the “Grey Areas” study and had a sound knowledge of the complex social, political and economic context of the Gatherings.

**Project Management Structure**

The Project is implemented by UNDP and UN-Habitat through a common team involving staff from both agencies, each partner bringing its own expertise. Both partners acknowledge that this particular management structure was initially set up to a) optimize the use of knowledge and human resources and a better cooperation with similar projects and b) ensure convergence on project understanding and approach.

Indeed, UN-Habitat has a solid knowledge of the environments and challenges in informal settlements and UNDP has an expertise in local and sustainable development. On the other hand, both agencies enjoy good relationships with local communities and municipalities, and usually work through and with the same stakeholders.

**Use of Resources**

In terms of resource allocation and management, the cost of the activities is of USD 578,500, out of a total project budget of USD 925,234. USD 346,734 was spent on staff salaries and other human resources, and on office equipment and running costs, meaning that 62.5% of the total budget has been allocated for the project activities. This percentage can be rated as satisfactory; it can be explained by the following a) the first two years of the project were soft components driven to create networks of relations on ground and b) setting up collaborative mechanisms

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8The figures do not include 1% ISS and 7% F&A
between Municipalities and PCs required time and effort hence increasing the investment in Human Resources costs.

Funding, Human Resources and Processes
The JP resource allocation and management in terms of Human Resources need to be analyzed in the light of a higher programmatic level. Indeed, UNDP designed and launched the “Improving Living Conditions in Palestinian Gatherings Host Communities”, clearly establishing linkages between the two projects either on the output level or on the approach level. Building on the findings and lessons learnt by the JP paved the way for successful implementation and optimization of time and resources. Both projects are piloted by the same Steering Committee that ensures coordination and complementarity. The linkage between the JP and the “Improving Living Conditions in Palestinian Gatherings Host Communities” project is as follows:

Table 1: Comparison between the JP and the “Improving Living Conditions in Palestinian Gatherings Host Communities” projects’ outcome and outputs

<table>
<thead>
<tr>
<th>“Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon”</th>
<th>“Improving Living Conditions in Palestinian Gatherings Host Communities”</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OUTCOME LEVEL</strong></td>
<td></td>
</tr>
<tr>
<td>Living conditions of the communities living in Palestinian Gatherings (including Adjacent Areas of Palestinian Refugee Camps) improved, through enhanced access to basic urban services.</td>
<td>Living conditions in the Palestinian Gatherings in Lebanon that host Palestinian and Syrian refugees from Syria, improved through better access to basic urban services and shelter conditions.</td>
</tr>
<tr>
<td><strong>OUTPUT LEVEL</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Output 1:</strong> A national framework addressing the living conditions and access to basic urban services in the Palestinian informal Gatherings (including Adjacent Areas) developed and implemented.</td>
<td><strong>Output 3:</strong> National database on living conditions in Palestinian Gatherings developed and maintained through support to the Lebanese – Palestinian Dialogue Committee (LPDC).</td>
</tr>
<tr>
<td><strong>Output 2:</strong> Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.</td>
<td>Has been kept as an approach to ensure collaboration of municipalities and local entities.</td>
</tr>
<tr>
<td><strong>Output 3:</strong> Access and management of basic urban services in the Gatherings and Adjacent Areas improved.</td>
<td><strong>Output 1:</strong> Access to basic urban services improved in host Gatherings through the implementation of infrastructure projects and service interventions,</td>
</tr>
</tbody>
</table>
Output 4: Selected municipalities are better equipped to engage in the improvement of living conditions in the Adjacent Areas. Has been kept as an approach to ensure collaboration of municipalities.

The PT successfully built on Outputs 2 and 4 of the JP by keeping, for complementary projects, the same mechanisms and processes based on proximity and collaboration that were initiated then. Also, the RNA designed and carried out in the framework of the JP has gathered very valuable data that facilitated the identification of BUS/WASH projects in both projects. The efforts and resources invested in the framework of the JP prepared the ground for new activities and were capitalized on the “Improving Living Conditions in Palestinian Gatherings Host Communities” project.

Funding Activities

The use of resources for the BUS activities alone is to be evaluated on its own. Indeed, defining the beneficiaries’ needs in a very accurate manner ensured the optimization of financial and human resources. Working on a micro level, in collaboration with PCs and active NGOs and groups (women, youth, etc.) in the gatherings allowed to indirectly developing complementary actions with other actors. The most outstanding example of coordination on the ground is in Sekke, one of Saida’s Adjacent Area Gatherings. Through PARD, the JP financed the installation of water and installation facilities as part of the rehabilitation and the equipment of a collective centre owned by the Bader Association with the objective of moving part of the 75 families living in tents nearby. PARD being already in charge of the implementation of other related projects that benefit these families, the NGO already coordinated on the ground between relevant projects and donors, which paved the way to designing a comprehensive intervention, increasing the impact of the project by answering the needs of all the families.

Example of complementary action in Sekke

<table>
<thead>
<tr>
<th>Activity</th>
<th>Specific activity</th>
<th>Financial partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room rehabilitation</td>
<td>20 rooms</td>
<td>SIDA Canada</td>
</tr>
<tr>
<td></td>
<td>20 rooms</td>
<td>UNRWA</td>
</tr>
<tr>
<td></td>
<td>23 rooms</td>
<td>UNDP- UN-Habitat</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>Hamas</td>
</tr>
<tr>
<td>WASH activities</td>
<td>Purchase of water and chlorination pumps, solar panels, drain cleaning machines and products</td>
<td>UNDP- UN- Habitat</td>
</tr>
<tr>
<td>Other</td>
<td>Water, sanitation</td>
<td>OXFAM</td>
</tr>
<tr>
<td></td>
<td>Kitchen</td>
<td>OXFAM</td>
</tr>
<tr>
<td></td>
<td>Health Clinic</td>
<td>UNDP- UN-Habitat, Addressing Urban Hot Spots In Lebanon project</td>
</tr>
</tbody>
</table>
Finally, as shown in table 2 below, for an optimal use of financial resources, three of the most significant projects have been financially supported from SDC’s funds as well as from other sources.

**Table 2: Jointly funded projects**

<table>
<thead>
<tr>
<th>Gathering</th>
<th>Activities</th>
<th>Budget in USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tawari, Baraksat, Bustan el Kods, Sekke – Saida</td>
<td>Renewal of sewage and water networks</td>
<td>53 230  79 845  133 075</td>
</tr>
<tr>
<td>Sekke – Saida</td>
<td>Relocation of families to shelters + upgrading water and sewage networks</td>
<td>40 000  60 000  100 000</td>
</tr>
<tr>
<td>Mieh Mieh – Saida</td>
<td>Installation of sewage and storm water networks + upgrading roads + provision of solid waste containers</td>
<td>33 570  24 380  57 950</td>
</tr>
</tbody>
</table>
Stakeholders Participation and Ownership

The PT operates at two levels:

a) National Level
   - The Project is supervised on a macro level by a Steering Committee that includes, in addition to UNDP and UN-Habitat, representatives from the Council of Development and Reconstruction (CDR), the Lebanese – Palestinian Dialogue Committee (LPDC), UNRWA and the donors.
   - The Project directly collaborates on a strategic level with various National Institutions such as LPDC and other agencies as UNRWA.
   - The PT also shares information through the Gatherings Working Group that includes main NGOs and donors involved in WASH and shelter activities the Gatherings.

On the national level, the main Project Partner is LPDC. LPDC was initially very committed to the JP and contributed to its design. However, various structural and external challenges made it difficult for LPDC to comply with its commitments. In order to fill the gap in terms of identification of needs and coordination of information in the gatherings, the JP created the GWG that works on the national level.

b) Local Level
   - The PT collaborates with local stakeholders such as PCs, NGOs, local groups (women, youth, etc.) and municipalities, as detailed in the Findings Section.
   - The PT coordinates and shares information with local agencies about specific projects. Most of the BUS projects in camps’ Adjacent Areas have been implemented in coordination with the field officers of UNRWA.

On the local level, as previously stated, NGOs, PCs and municipalities were involved in the project, along with other local representatives such as women, youth groups or neighbourhood committees, when possible. Municipalities actively participated in the planning, design and selection of infrastructure projects to address their needs as they are directly concerned by the presence of refugees on their respective territories and are supposed to be in charge of ensuring adequate BUS to all inhabitants. The PT particularly focused on coordination between municipalities and PCs.

The JP approach can be described in the following Implementation Flow Chart.
Overall, both the municipalities and the PCs endorsed the implementation of projects as they could easily identify them, discuss their impact on the ground and their technical aspects. However, the PT participatory approach led to mixed results when it came to the ownership of the projects by the municipalities. The reasons for that are that each municipality a) has a different understanding of its role depending on the municipal council in charge and its interest in the projects; 2) has a unique relation with Palestinian refugees in general and with PRS in particular depending on the sectarian, political and social context of the village/city; and 3) gives priority to projects that would benefit Lebanese inhabitants and more specifically the inhabitants who are originally from the village/city.
Sustainability

**Component 1:** Support to the Lebanese – Palestinian Dialogue Committee (LPDC), in designing a national policy for the Gatherings (Output 1).

LPDC did confirm that the JP triggered a reflection on its role. LPDC definitely adopted the idea of a National Observatory and included it in its five years strategy (2015-2020) for which they will be seeking support and funds. The strategy has been presented to the donor community in Lebanon on October 23, 2014.

**Component 2:** Respond to the appalling living conditions through local development interventions related to BUS upgrading, involving and empowering local stakeholders (Outputs 2, 3 and 4).

By empowering local actors, the JP aimed at fostering common interest interventions in the gatherings. Mainly Municipalities and PCs were supported by a) experiencing the “learning by doing” method, based on a consensual process and on the understanding of planning b) establishing interest-based relations between stakeholders and c) clarifying the responsibilities of each in the Gatherings.

In order to sustain the use and maintenance of the BUS projects, the “Improving Living Conditions in Palestinian Gatherings Host Communities” project provided maintenance tools and equipment to the PCs and PARD for the water and sewage networks in the 42 Palestinian Gatherings.

This might not be sufficient on the long term. The Gatherings being informal settlements, it is not an easy matter to clearly define responsibilities and distribute them among local stakeholders. However, during the interviews, many of them showed their commitment to contributing to the maintenance of basic urban services. PCs or municipalities, depending on the villages/cities, considered that it was their role to be in charge of any work related to the preservation of infrastructure networks.

**Project Level:** The JP has been extended with a complementary funding from SDC (USD 512,000). The objectives were also reinforced by the UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities”, which builds on its achievements and that continuously seeks support to enhance the situation in the Gatherings. To this date, the PT succeeded in complementing the JP activities by adding USD 3,854,507 to the SDC fund as detailed in table 3:
Table 3: JP and Improving Living Conditions in Palestinian Gatherings Host Communities complementary funds (in USD)

<table>
<thead>
<tr>
<th>Name of project</th>
<th>Joint Programme</th>
<th>Improving Living Conditions in Palestinian Gatherings Host Communities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donor</td>
<td>SDC</td>
<td>PRM -US</td>
</tr>
<tr>
<td>Contribution</td>
<td>1,512,000</td>
<td>2,649,007</td>
</tr>
<tr>
<td></td>
<td>400,000</td>
<td>305,500</td>
</tr>
<tr>
<td></td>
<td>500,000</td>
<td></td>
</tr>
<tr>
<td>Total contribution</td>
<td></td>
<td>5,366,507</td>
</tr>
</tbody>
</table>
Lessons Learnt

Project Approach

✓ The Project benefited from a solid theoretical background, as it goes in line with the “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” study. The following study “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” also contributed to building knowledge, shedding additional light on the microcosm of the Gatherings and defining accurately the challenges faced by local communities.

✓ By changing the scope of work during project implementation, the JP linked local development issues to humanitarian response and answered immediate needs while investing time, funds and efforts in infrastructure projects, consequently upgrading the living conditions of local communities in a durable manner. It solved a number of sanitary, environmental and health problems by permanently improving BUS/WASH in many areas.

✓ By gathering all concerned actors around the implementation of tangible activities, the project indirectly involved local and national counterparts, especially municipalities, in very sensitive areas. This is considered as a first step to the recognition of the Gatherings as priority intervention zones. This also led to creating synergies between local stakeholders, namely municipalities and PCs, and triggered a reflection on their roles and responsibilities. In general, municipalities’ ownership in terms of infrastructure maintenance was high compared to municipalities involved in the “Improving Living Conditions in Palestinian Gatherings Host Communities” project, which shows that investing in coordination mechanisms has an influence on mentalities and gives tangible results in the mid-term.

Project Management

✓ Recruiting a project manager who was involved in the “Investigating Grey Areas” study and already familiar with the Gatherings’ context and stakeholders, had a positive impact on the efficiency and effectiveness of the project.
By taking into consideration the changes that occurred in the Gatherings due to the arrival of PRS and modifying the project scope during implementation, the JP showed flexibility and adapted to real needs in addition to limiting financial and human resources loss.

Project Implementation and Partnerships

By adopting an approach based on proximity and participation, the PT involved local stakeholders at all implementation stages, from needs assessment to follow-up on activities. By doing so, the team succeeded in a) accurately defining and answering the needs of new refugees and host communities, b) taking into consideration the political, security-related and social specificities of each microcosm, c) leading smoothly the required interventions, and d) building trust with and among stakeholders.

The PT demonstrated flexibility and adapted the project to local needs, widening the scope of the interventions’ scale and type. By doing so, the PT easily a) coordinated with other UNDP and UN-Habitat projects, as the on-going UNDP project “Improving Living Conditions in Palestinian Gatherings Host Communities” and the joint UNDP / UN-Habitat / UNIFIL project “Addressing Urban Hot Spots in Lebanon; b) secured financial support to the project through alternate funding, and c) efficiently coordinated with other partners and NGOs.

The PT made the strategic decision to contract local NGOs, locally based companies or individual contractors to implement the activities which allowed a) lowering the cost of the projects, b) avoiding tensions between contractors, dwellers and refugees, and c) employing local labor and contributing to the improvement of the economic conditions of locals.

The project addressed the concerns of both host communities in the gatherings and new refugees by implementing infrastructure projects which benefited both groups. By doing so, the project contributed to upgrading the living environments for the community as a whole and contributed to avoiding tensions between host communities and new refugees.
Recommendations

Partnerships

✓ LPDC is considered to be the main political umbrella for Palestinian affairs and has clear ambitions regarding its role in terms of knowledge building, policy-making and strategy design. However, LPDC requires additional human and financial support as well as a reinforcement of its role on a legislative level. In order to increase the chances of success of future projects, the PT could consider the possibility to involve, along with LPDC, other administratively solid institutions mandated to support refugees such as the Refugee Affairs Directorate at the Ministry of Interior and Municipalities (مديريـة شوـون اللاجئين). The database that already exists at the Directorate could be further improved into a tool for development.

✓ By directly implementing tangible projects, the PT created and further strengthened synergies on the local level, setting a basis for efficient coordination mechanisms, mainly between municipalities and PCs, based on their common interests in the proposed activities. This is a methodological good practice that should be continued and/or replicated in further projects. It would also be beneficial to formalize this approach by a documented reflection on each stakeholder’s role and responsibilities.

✓ As stated above, the division of tasks between UNDP and UN-Habitat has been blurred by the various changes that occurred during implementation (interruption of output1 and choice of the “learning by doing” method that brought modifications to outputs 2 and 4). It would be worth exploring, for future projects, the possibility of adding clarity to the division of tasks based on each agency’s mission and knowledge.

✓ A number of interviewees believed that an information management system for coordinating response in the gatherings, such as that formed under the Gatherings Working Group should be devised. It should ideally seek to create synergies between actors in the Gatherings either on the strategic level or on the activity implementation level. For it to be efficient though, it should be reinforced with documented information and competent Human Resources.

✓ As the project focuses on the role of municipalities, working in decentralized cooperation mode in further projects would consolidate the urban planning initiative launched by the JP and convey expertise to Lebanese Municipalities. In order for this approach to be efficient
though, it is necessary to research the field of low cost public services design, especially in the field of WASH and electricity.

**Project design and implementation**

- BUS infrastructure projects addressed the needs of both host communities and new refugees, which widened the spectrum of direct beneficiaries. This good practice needs to be reiterated, especially that some families or individuals from the host communities might be more vulnerable than the new refugees and might be more in need of support. A reflection on beneficiaries’ vulnerability along with social inclusion could lead to addressing the frustration between host communities and new refugees. A discussion about this issue could be led jointly by the PT, the municipalities and the implementing NGOs.

- Focusing on public services interventions durably upgraded the living conditions of both host communities and new refugees. This approach can also be considered as good practice and is to be continued/reiterated.

- As detailed above, municipalities were involved in the project by the PT, but their commitment was uneven, which shows that they are in need for more tangible incentives. Designing projects that would address the concerns of both the refugees and other local groups would be of more interest for the municipalities for political or social reasons and should lead to stronger ownership and guarantee future maintenance of infrastructures.

- As further support to municipalities and PCs in addressing local needs related to refugee host communities and new refugees, the results of the Rapid Needs Assessment should be further discussed and analysed with these partners. This should lead to the design and/or amendments of local development strategies or projects.

- The PRS can be defined as a “fluid population” that moves inside Lebanon depending on their needs and the opportunities they are offered. It is therefore crucial to maintain an adequate level of knowledge which can be achieved by regular update of available information gathered during the RNA. A “monthly Rapid Mapping” would contribute to continuously giving an overview of the PRS needs therefore defining future interventions in an accurate way.

- The RNA clearly identified labour as a priority. In order to enhance the living conditions in the Gatherings, further projects should examine the means to increase the income level of the local population through low cost/high return activities, for example, organic urban agriculture or recycling activities.
Communication

✓ Clarifying the scope of the project in relation to UNRWA’s mandate, which restricts its BUS provision to the official camps, is recommended to correct any misconceptions.

✓ Local actors could be more involved in realizing the “big picture” they contribute to building in terms of strategy and information. Similarly for project’s major activities such as the RNA or the GWG as well as LPDC’s role. Equally informing NGOs, municipalities and UNRWA’s local offices of these through regular half-day meetings would create an interaction between various regional stakeholders and between local and national level players. This would positively contribute to strategy definition and constantly put it to a test in a positive manner.
### Annex I: Inception Report Evaluation Matrix

<table>
<thead>
<tr>
<th>Criteria/Sub-criteria</th>
<th>Main questions to be addressed</th>
<th>Data collection methods and data sources</th>
</tr>
</thead>
</table>
| **A. Relevance**      | How relevant is the project to the priority of the country and to the direct beneficiaries namely Palestinian refugees? To what extend does the project answers social/economic/development needs? | *Review and analysis of:*
| A.1 Relevance of objectives | How are the activities aligned with the strategies of the country? | - Related National Strategy if any - UNDAF
|                                     |                                      | - Relevant MOM if any
|                                     |                                      | - Official request from Partners if any (MOU, Letter of interest…)
<p>|                                     |                                      | <em>Interviews with key representatives from LPDC</em> |</p>
<table>
<thead>
<tr>
<th>Criteria/Sub-criteria</th>
<th>Main questions to be addressed</th>
<th>Data collection methods and data sources</th>
</tr>
</thead>
</table>
|                       | How are the activities consistent with human development needs in the Gatherings? | *Review and analysis of:  
  - “Investigating Grey Areas” Report  
  - Need Assessment (JP)  
*Field visits observations  
*Interviews with direct beneficiaries |
| A.2 Relevance of processes/approaches | How are the processes/approaches set by the project consistent with national/local ongoing initiatives? | *Review and analysis of project documents  
*Field observation  
*Interviews with key Representatives from  
  - LPDC  
  - Municipalities  
  - Pcs  
  - Other implementing partners |

B. Effectiveness  
Did the project accomplish its intended objectives and planned results? What are the strengths and weaknesses?
<table>
<thead>
<tr>
<th>Criteria/Sub-criteria</th>
<th>Main questions to be addressed</th>
<th>Data collection methods and data sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.1 Progress towards outcomes</td>
<td><strong>To what extent have the Living conditions of the communities living in Palestinian gatherings improved, through enhanced access to basic urban services?</strong></td>
<td>*Field visits observations</td>
</tr>
<tr>
<td></td>
<td><strong>How have corresponding outputs delivered by the project affected the outcome?</strong></td>
<td>*Interviews with direct beneficiaries</td>
</tr>
<tr>
<td></td>
<td><em>Output 1: A national framework addressing the living conditions and access to basic urban services in the Palestinian informal gatherings (including Adjacent Areas) developed and implemented.</em></td>
<td><em>Review and analysis of:</em></td>
</tr>
<tr>
<td></td>
<td><em>Output 2: Collaborative mechanisms between Palestinian and Lebanese for improved service delivery strengthened and/or established in selected areas.</em></td>
<td>- Midterm and annual reports to specifically review the targets set in the Project Document</td>
</tr>
<tr>
<td></td>
<td><em>Output 3: Access and management of basic urban services in the Adjacent Areas improved.</em></td>
<td>- National Observatory</td>
</tr>
<tr>
<td></td>
<td><em>Output 4: Selected municipalities are better equipped to engage in the improvement of living conditions in the Adjacent Areas.</em></td>
<td>- Infrastructure projects implementation progress report</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Field visits observations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Interviews with direct beneficiaries and main partners as LPDC</td>
</tr>
<tr>
<td>Criteria/Sub-criteria</td>
<td>Main questions to be addressed</td>
<td>Data collection methods and data sources</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------</td>
<td>------------------------------------------</td>
</tr>
</tbody>
</table>
| **B.2 Involvement of stakeholders** | What has been the contribution of partners and other organizations to the outcome? | *Review and analysis of:*  
  - Work Plan  
  *Interviews with Project Manager and Key Representatives from:*  
    - LPDC  
    - Municipalities  
    - Other implementing partners |
| **B.3 Impact on beneficiaries** | To what extent has the project improved access to BUS to Palestinian Refugees? | *Field visits observations*  
  *Interviews with:*  
    - Direct beneficiaries  
    - Municipalities  
    - Implementing Partners |
<table>
<thead>
<tr>
<th>Criteria/Sub-criteria</th>
<th>Main questions to be addressed</th>
<th>Data collection methods and data sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>C. Efficiency</td>
<td>How well did the project team use its human and financial resources in achieving intended results? What could be done to ensure a more efficient use of resources and information?</td>
<td>*Review and analysis of:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Annual Work Plan</td>
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<tr>
<td></td>
<td></td>
<td>- Team Work Plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Initial Budget Expenditures</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Meetings with team members</td>
</tr>
<tr>
<td>C.1 Managerial efficiency</td>
<td>Were the activities implemented within the expected timeframe and allocated resources and was there other ways to more efficiently implement the activities?</td>
<td>*Documents review and analysis:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Annual Work Plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Information Sharing Platform Concept note</td>
</tr>
<tr>
<td>C.2 Partnerships and synergies</td>
<td>To what extent were partnerships and coordination with existing projects/ programmes/ knowledge providers useful to successfully deliver activities?</td>
<td>- Midterm and Final Reports</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Relevant MOM if any</td>
</tr>
<tr>
<td></td>
<td></td>
<td>How was the approach on the local level? Involvement of partners? Coordination/ follow up/decision making/</td>
</tr>
<tr>
<td>Criteria/Sub-criteria</td>
<td>Main questions to be addressed</td>
<td>Data collection methods and data sources</td>
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</tr>
<tr>
<td></td>
<td>supervision… on the ground?</td>
<td>*Interviews with:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- ISP members</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Implementing partners</td>
</tr>
<tr>
<td>C.3 Change management</td>
<td>How did the team adapt to the Lebanese context and adjust implementation accordingly?</td>
<td>*Documents review and analysis:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Project document</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Midterm and Final Reports</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Interview with Project Manager</td>
</tr>
<tr>
<td>D. Sustainability</td>
<td>Are the benefits of the project sustainable? Are there measures put in place to ensure sustainability?</td>
<td>*Documents review and analysis:</td>
</tr>
<tr>
<td>D.1 Institutional</td>
<td>What policies/ agreements with stakeholders/ administrative frameworks are in place that will support continuation of benefits?</td>
<td>- Official documents from partners (Letter of intent or letter of interest/ MOU/</td>
</tr>
<tr>
<td>Criteria/Sub-criteria</td>
<td>Main questions to be addressed</td>
<td>Data collection methods and data sources</td>
</tr>
<tr>
<td>-----------------------</td>
<td>--------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Partners’ Project Documents or Concept Notes if any)</td>
</tr>
<tr>
<td>D.2 Sustainability strategy</td>
<td>To what extent were direct stakeholders involved in decision-making and/or implementation and how were they supported to do so?</td>
<td>*Interviews with key Representatives from</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- LPDC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Municipalities</td>
</tr>
<tr>
<td>D.3 Ownership</td>
<td>To what extent have partners committed to providing continuing support and how are they expected to take forward the results of the project?</td>
<td></td>
</tr>
</tbody>
</table>
Annex 2: Documents consulted

- Project data sheets, BOQs, TORs and Grant Agreements related to BUS projects
- RNA assessment
- Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon
- Project documents for
  - The JP
  - The Improving Living Conditions in Palestinian Gatherings Host Communities Project
- Yearly reports for
  - The JP
  - The Improving Living Conditions in Palestinian Gatherings Host Communities Project
- Minutes of Meetings (Internal Document)
- Work Plans (Internal Document)
- “Investigating Grey Areas - Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” Report
- TORs for “Capacity Assessment Consultancy for the Refugee Affairs Directorate at the Ministry of Interior and Municipalities (Draft copy)”
- Financial Reports and Budgets
- Information Sharing Platform in Palestinian Gatherings Concept Note (Internal Document)
- The National Observatory for Palestinian Gatherings in Lebanon Concept Note (Internal Document)
- Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee camps in Lebanon, Consultations with National and Local Stakeholders – Synthesis report
- “From Dialogue to… Vision, Towards a Unified National Policy for Palestinian Refugees in Lebanon and a Future Vision for LPDC”
- Participatory Mapping In The Adjacent Areas Of Ain El Helwe Camp: Living Conditions And Conflict Dynamics Report
- List of BUS projects after Assessment (Internal Document)
- Falling Behind, A Brief on the Living Conditions of Palestinian Refugees in Lebanon, Fafo 2005
Annex 3: List of Interviewees

- ABILMONA Fadi, Programme Analyst, *Crisis Prevention and Recovery Unit – UNDP*
- AYYI Abdel Nasser, Project Manager, *Lebanese Palestinian Dialogue Committee*
- CHAABAN Jad, Consultant and Associate Professor of Economics, Department of Agriculture, Faculty of Agricultural and Food Sciences - American University of Beirut, Lebanon
- EL CHAMI Wassim, Programme Associate, *Crisis and Recovery Programme Unit – UNDP*
- EL DORR Abu Ahmad, Vice President of Kharayeb Municipality
- EL MANSI Rachid, Programme Manager, *Popular Aid for Relief and Development (PARD)*
- GEHA Maroun, President of Darb el Sim Municipality
- HIJAZI Rida, Member of Kharayeb Municipality and contractor for infrastructure projects implemented in Kharayeb
- ISMAIL Abu, President of Popular Committee in Qasmieh
- KHATTAR Abou Rami, President of Popular Committee in Beddawi
- KORMAN Daoud, Field Engineering Officer –UNRWA
- NICOLAS Robert, National Programme Officer - Swiss Agency for Development and Cooperation SDC
- OSSEIRAN Tarek, Officer in Charge– *UN-HABITAT*
- SALEH Abu, Member of *Bader Association*
- SULTAN Mohamad, Popular Committee of Ain el Helwe Secretary
- TWIYYE Fawzi, Beddawi Camp Services Officer - *UNRWA*
- Project Team members
Annex 4: List of BUS / WASH Projects in Output 2

In Mieh Mieh (Saida)

1. Rehabilitation of sewage pipe and manhole between Mieh Mieh village and Mieh Mieh AA;
2. Implementation of sewage network and rain water channels along the road leading to Mieh Mieh Camp and AA (Kamal Medhat St.), and construction of retaining walls and paving;
3. Construction of retaining wall and paving road in Hamshari area;
4. Installation of solid waste containers in Taamir and around Mieh Mieh AA;
5. Installation of public lighting on the streets in Taamir.

In Darb el Sim (Saida)

7. Construction of sewage disposal network between Darb el Sim village, Seerob gathering, and the entrance to Ain el Helwe Camp;
8. Rehabilitation of sewage pipe and manhole between Darb el Sim village and Jabal el Halib Adjacent Area around Ain el Helwe Camp.

In Wadi el Amle (Saida)

9. Rehabilitation of sewage pipe of Amle River, separating sewage and connecting it to the public sewage system in Saida.
Annex 5: List of BUS / WASH Projects in Output 3

In Saida
1. Rehabilitation of the sewage network in Baraksat
2. Rehabilitation of the sewage main pipes in Bustan el Kods
3. Rehabilitation of the main sewage network in Sekke
4. Installation of a new sewage network in Tawari
5. Rehabilitation of the main road and water network and install new main line in Tawari
6. Rehabilitation and upgrading of the electricity networks in Bustan Abu Jamil
7. Rehabilitation and upgrading of the electricity networks in Bustan el Kids
8. Rehabilitation and upgrading of the electricity networks in Fadlo
9. Installation of water and sewage connections for a cluster of shelters housing PR in Sekke

In Tyr
10. Rehabilitation of the water network in Chabriha

In Beqaa
11. Upgrading sewage network in Gouread in Baalbeck
12. Upgrading of water network; rehabilitation of sewage network; paving of main road in Taalabaya

In Beddawi
13. Upgrading of sewage and storm water network; rehabilitation of solid waste collection point; building an electricity transformer room in Beddawi

In Beirut
14. Rehabilitation of the water network in Said Ghawash
15. Rehabilitation of the water network and upgrading of mainline in Gaza Buildings
16. Upgrading of sewage network in Salwa Hout
Annex II
Annex III
Improving Living Conditions in Palestinian Gatherings in Lebanon

Launching of
“Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities”

12 August, 2014 | Grand Serail of Beirut

AGENDA

11:00 - Opening Session
- UNDP – UN Resident and Humanitarian Coordinator / UNDP Resident Representative in Lebanon Ross Mountain
- UNRWA – Director of UNRWA Affairs in Lebanon Ann Dismorr
- Swiss Embassy in Lebanon – Ambassador Ruth Flint
- Palestinian Embassy in Lebanon – Ambassador Ashraf Dabbour
- LPDC – President Hassan Mneimneh

11:30 - Presentation of “Profiling Deprivation” and Q&As
Jad Chaaban – Assistant Professor of Economics at the American University of Beirut

12:00 – Panel Discussion: “Current Response and Operational Roles in Gatherings”
- Makram Malaeb – Program Manager for the Syria crisis Response at the Ministry of Social Affairs (MOSA)
- Mohammed Abdelal - Chief of Field Infrastructure and Camp Improvement Programme in Lebanon at UNRWA
- Sari Hanafi – Professor of Sociology and Chair of Department of Sociology, Anthropology and Media Studies at AUB

Chaired by: Nasser Yassine – Director of Research at the Issam Fares Institute at AUB
Assistant Professor at AUB Faculty of Health Sciences

13:30 – Cocktail
Concept Note

The National Observatory for Palestinian Gatherings in Lebanon

A. INTRODUCTION AND BACKGROUND

This discussion paper aims at developing a framework of the National Observatory for Palestinian Gatherings in Lebanon, established under the umbrella of the Joint UNDP / UN-Habitat Programme “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” in partnership with the Lebanese Palestinian Dialogue Committee (LPDC). The Joint Programme (JP) aims at working both at the national and local levels to enhance living conditions in Palestinian gatherings through improved access to basic urban services in the sectors of water, sewage, solid waste management, electricity and roads. At the national level, the JP aspires to develop, under the leadership of LPDC, a national framework that addresses and enhances living conditions and access to basic urban services in the Palestinian informal gatherings. In this context, the platform established by LPDC to enhance national dialogue on improving living conditions of Palestinian refugees and reinforcing Lebanese-Palestinian relationships represents a fertile ground for debating and developing such a framework. In order to facilitate this goal however, there is a massive need for clear and accurate information and data on living conditions and access to services in the gatherings, which constitutes a gap today. The establishment of a National Observatory for Palestinian Gatherings shall enable generating knowledge, developing indicators and monitoring living conditions in the gatherings to guide policy discussions.

In this context, LPDC has agreed to host on the long run the National Observatory for Palestinian Gatherings in Lebanon as a knowledge generation and planning tool. Knowledge and data generated by the National Observatory will be used by LPDC, through and beyond the life span of the JP, to advocate for policies and ultimately a national institutional framework that would enable the improvement of living conditions of Palestinian refugees in Lebanon. LPDC, with the support of the JP, has been coordinating the activities of the National Observatory with the Gatherings Working Group (WG). Chaired by LPDC, the Gatherings WG is a national platform that includes main NGOs and organizations that work in Palestinian gatherings as well as UNRWA. Knowledge and data generated by the National Observatory will be used by the Gatherings WG to devise a well coordinated and responsive strategy for interventions in the gatherings based on mapping of needs and priorities. To facilitate this, the JP has carried out a rapid needs assessment in the 42 Palestinian gatherings in Lebanon to map the most pressing needs and the priorities for intervention. It should be mentioned that those needs and priorities are affected by the influx of more than 30,000 Palestinian refugees and 5,000 Syrian refugees from Syria into the gatherings.

Palestinian Gatherings are defined as constituting relatively homogenous refugee communities, such as smaller villages or households living in the same multi-storey residential building or along the same street etc. (fafo, 2003). They are also known as unofficial camps. There are 42 gatherings in Lebanon that include round 74,000 dwellers.

A special category of gatherings is the camps’ Adjacent Areas (AAs); these are gatherings that are located as an extension around the boundaries of official Palestinian refugee camps. There are 12 Adjacent Areas in Lebanon with a total population of around 35,000.
Justification

Palestinian refugees living in the Gatherings in Lebanon are considered to face the worst living conditions when compared to other host countries in the Middle East (Fafo 2005). Palestinian Gatherings do not have an official camp status and are considered as informal settlements, mainly characterized by poverty and marginalization. This has been reflected in their exclusion from development strategies and plans both at the national and local levels. While Palestinian gatherings fall under the municipal domains in Lebanon, there is limited communication and cooperation with the municipalities for improving living conditions in these areas. In addition, there is misperception that these areas are serviced by UNRWA, especially in the case of gatherings that are located around the boundaries of the camps or the Adjacent Areas. While UNRWA provides social, educational and health services to all Palestinian refugees in Lebanon, they do not provide basic urban services (water, sewage, solid waste collection, electricity and road networks) in the gatherings, which are provided as per UNRWA mandate only in the camps. Similarly, the municipalities do not provide such services in general in Palestinian gatherings due to reasons of informality, security considerations and lack of resources. The same applies to shelter and improvements in the physical environment in these gatherings. The result is a deteriorated living environment that increases the vulnerability and poverty of the local communities, leads to health and environmental problems, and raises tensions inside the gatherings and with the surrounding communities and municipalities. In addition to the disengagement of local authorities, initiatives designed at the national level to improve living conditions of Palestinian refugees outside the camps in Lebanon are usually hindered by the fear of ‘tawtin’ or the permanent resettlement of the refugees in the country.

This situation has more recently become worse with the increased influx of refugees displaced from Syria since 2011 to the gatherings. According to rapid needs assessment carried out by the Joint Programme in the gatherings in April – June 2013, more than 30,000 Palestinian refugees from Syria and 5,000 Syrian refugees from Syria are living in Palestinian gatherings. This has raised the number of dwellers in the gatherings from 75,000 to 110,000, doubling the population size in many of the gatherings, mainly those located in the South. As a result, tremendous pressure is being exerted on the already deteriorated living environment and resources in the gatherings, specifically in terms of access to shelter and adequate basic urban services, leading to health and environmental problems and hazards. While Palestinian Gatherings represent today one of the most vulnerable host communities of Palestinian and Syrian refugees displaced from Syria in Lebanon, improving the living environment in the 42 Palestinian gatherings is not yet covered as part of national or local responsive strategies for host communities.

In such a context, the establishment of the Lebanese – Palestinian Dialogue Committee (LPDC) represents an opportunity and significant step undertaken by the Government of Lebanon to enhance relationships with the Palestinian refugee community and improve their living conditions in the hosting country. LPDC, through its role as a consultative inter-ministerial committee that gather official representatives from ministries and decision-makers at the national level, represents the optimal platform to advocate for enabling policies and for raising awareness on living conditions of Palestinian refugees in the country. This could contribute to dissolving some of the fears from tawtin in Lebanon at
a higher political level, especially when supported by accurate data and figures. Whether at the national or at the more local levels, the generation and dissemination of reliable information and knowledge that reflects the reality in the gatherings represents a basis for promoting the improvement of living conditions in Palestinian gatherings and encouraging opportunities for cooperation with public institutions.

**Significance of Establishing a National Urban Observatory**

It is true that in a context of politicization, misperceptions and disengagement, there is a need for accurate information and data on different aspects of life in the gatherings to be put in the hands of concerned stakeholders and actors, who could contribute to enhancing living conditions in these areas. However, a national urban observatory is not merely a data generation tool. An Urban Observatory in general is defined by UN-Habitat as a network of stakeholders responsible for producing, analyzing and disseminating data in a meaningful set of indicators, which reflect collectively in prioritizing issues on sustainable urban development. National Urban Observatories (NUOs) coordinate and consolidate data collection at the national level, using the results for evidence-based policy-making.

As such, the national urban observatory would generate value-based data and information through coordinating various sectors and partners active in the gatherings. It is also used as a planning tool to support decision-making processes and guide the formation of urban strategies and improvement interventions in the gatherings. In addition, it facilitates the participation of local communities and public and private stakeholders in the development process of their areas by producing urban data at the appropriate scale. These different aspects of using national urban observatories were explained in the UN-Habitat guidelines for Urban Observatories as such:

a) Generating value-based urban data and distributing information:
National urban observatories provide a framework for coordination among and within national and local organizations for the production of urban data aggregated at the appropriate scale, so that information can be put to productive use. They assist the generation and distribution of information in other ways as well by:

- Developing an information repository that can gather, collect, package and distribute relevant information;
- Empowering national (as well as local) authorities and actors with information in an analytical but easily accessible format supported by geographical information systems (GIS) tools;
- Creating conditions to decentralize the use of the information;
- Developing a strategy to communicate the information to decision-makers, providing them with a set of comparable data that enables informed planning over the long term.

b) Supporting decision making:
An observatory is not a policy think tank or an isolated academic research centre, but is instead a coordinated knowledge- and decision-making body that serves to generate high-quality data on specific
indicators that inform urban planning, resource allocation and development. Governments, as urban managers and policymakers, must be fully engaged in data production and analysis in order to ensure that the information is put to work to improve the living conditions of dwellers. Data that is transformed into good-quality information has the capacity to stimulate dialogue and promote its integration into policy.

c) Facilitating participation:
National urban observatories promote a participatory approach to developing indicators, collecting and disseminating data and using the information for urban development that meets dwellers’ needs and aspirations. Facilitating participation serves several aims, mainly:

- Building the capacity of public institutions and local authorities and civil society groups; and engage them in the decision-making process using accurate, up-to-date and timely information;
- Informing policy makers, communities and other development agents on key measures for the top priority issues in selected areas at the national level;
- Increasing the flow of information from one level of decision-making to another.

B. FRAMEWORK OF THE NATIONAL OBSERVATORY FOR PALESTINIAN GATHERINGS IN LEBANON

To gain endorsement of the National Observatory for Palestinian Gatherings in Lebanon, the Joint Programme has launched consultations at the national level with a number of stakeholders concerned in the gatherings. These stakeholders included the Lebanese – Palestinian Dialogue Committee (LPDC), Common Space Initiative (CSI)¹ and NGOs working in the gatherings mainly through the Gatherings Working Group. Consulted organizations agreed on the importance of such a tool for guiding policies, interventions and future plans and for coordinating efforts among actors in the gatherings.

In this context, LPDC has agreed to host the National Observatory for Palestinian Gatherings in Lebanon on the long run even beyond the lifespan of the project. LPDC expects it to “improve and strengthen the central government interaction with the Palestinian communities and critically enhance the state planning of future strategies and programmes”.

Mission

Monitoring, analyzing and documenting living conditions in Palestinian Gatherings in Lebanon and the dissemination of information and data to support national policies and local plans.

¹ The Common Space Initiative for Shared Knowledge and Consensus Building is a Lebanese independent and inclusive initiative that facilitates structured dialogues among policy makers, intellectuals, experts, civil society actors, stakeholders, and individuals to create an environment that is conducive to national evolution.
Objectives and Purpose

The National Observatory for Palestinian Gatherings in Lebanon will have the following objectives:

- Building a comprehensive geographic database (using GIS) that is reliable and up-to-date to reflect the reality of living conditions in Palestinian Gatherings in Lebanon;
- Identifying the main needs and gaps as well as development priorities that meet dwellers needs and improve living conditions in the gatherings;
- Promoting participation of national and local stakeholders (including public institutions, public service agencies, local authorities, local committees, etc.) and enhancing coordination for guiding development in the gatherings and strengthening the stakeholders’ role;
- Producing ancillary reports, working papers, newsletters and publications that can be used as information dissemination tools for public awareness building; this information can be critical to inform policies and provide normative and operational guidance on addressing urban issues in Palestinian Gatherings.
- Monitoring and evaluation of development projects and interventions in the Gatherings;
- Exchanging experience and documentation of lessons learnt.

Information and data disseminated by the National and its activities could be used for the following purposes:

- As stated by LPDC, improving and strengthening the central government interaction with the Palestinian communities and critically enhancing the state planning of future interventions.
- Encouraging dialogue among decision-makers at the national level based on accurate data rather than assumptions and misconceptions; and guiding the formation of policies and national strategies that address Palestinian Gatherings in Lebanon;
- Informing and guiding project’s formation and funding in Palestinian Gatherings to respond to local the needs and priorities in these areas;
- Strengthening coordination among actors (public institutions, (I)NGOs, CBOs, donors) in the Gatherings, such as the Gatherings Working Group, to properly address the needs and avoid redundancy of efforts and waste of resources.

Outcomes

The National Observatory for Palestinian Gatherings in Lebanon will produce geographically based data, using the Geographic Information System (GIS), which will allow for collected and generated data to be geographically linked and virtually presented. The National Observatory will generate knowledge in
shape of reports, maps, charts and graphs as well as on-line accessible data (website and links), to include the following:

- Basic information and overview for each Palestinian Gathering in Lebanon (including location, population, history, ownership, facilities, access to basic urban services, etc.);
- Indicators to assess and monitor different sectors of living conditions in Palestinian Gatherings in Lebanon;
- Main needs and development priorities in the Gatherings;
- Finished, on-going and planned interventions and projects in the gatherings and the remaining needs;
- Assessments and surveys on thematic sectors such as access to urban basic services, shelter, property, etc.

C. OPERATIONAL STRUCTURE

The works and activities of the National Observatory for Palestinian Gatherings in Lebanon have already started under the activities of the Joint Programme and in close coordination with LPDC. So far, the JP has developed a GIS database, whereby all gatherings are located on the national map with relevant background information on each and useful links. In addition, data has been collected from members of the Gatherings Working Group on their projects in the Gatherings and geographically presented. The GIS structure was also prepared to be populated with data on the main needs and priorities in the gatherings, once final from the Rapid Needs Assessment carried out by the JP in Palestinian Gatherings in Lebanon. For demonstration of the GIS data available at the observatory, refer to Annex 1.

Data collection and sharing

The National Observatory for Palestinian Gatherings in Lebanon will produce its own data and information resources at the national, regional or local level. Data will be, and is being collected, through a variety of methods and approaches to feed the National Observatory of Palestinian Gatherings in Lebanon; these include:

- The information sharing platform established by the JP, together with LPDC, with members of the Gatherings Working Group. The platform aims at collecting and providing data on the interventions (projects and activities) carried out or planned be the Gathering WG members in the gatherings as well as of the main needs they have identified. Data is shared through filling a 3Ws (Who’s Doing What Where) matrix that includes information per activity per NGO. A smaller committee of focal points appointed by the WG members was formed to follow-up on the Information Sharing Platform tasks; for more information on the platform and fields of the 3Ws matrix, refer to Annex 2.
- The outcomes and inputs of the other activities of the Joint Programme, whether at a national scale such as the Rapid Needs Assessment of Palestinian Gatherings in Lebanon, or at the local
scale. The JP interventions at the local scale mainly focus on enhancing collaboration and coordination between local communities in the gatherings and the concerned municipalities and building their capacities to improve access to basic urban services and address common challenges.

- Studies, reports, assessments and researched carried out and published by members of the Gatherings Working Group or by other institutions or agencies.

Collected data is translated into geographic-based data using Arc GIS by a GIS expert; Data has been downloaded on an on-line programme (Arc GIS Explorer). However, this on-line programme is accessible to a specified and limited number of individuals. A dedicated website with additional attributes and benefits will be created in the future. Such website could be accessible to the public, and could provide filtered and segregated data and geographic presentations of it. Options whether to create this on-line database as part of an existing website, portal or platform (such as LPDC’s) or independently are to be investigated along with the types of on-line data base carrier (website, webpage, portal, etc.). Data could be visualized on the website as documents and reports, maps, charts, graphs, etc., and could include links to other websites or pages with relevant information and publications. In addition to the website, the National Observatory for Palestinian Gatherings in Lebanon would produce and share reports, maps, newsletters, etc.

**Institutional Set-Up**

The Lebanese – Palestinian Dialogue Committee (LPDC) is the governmental institution that will be hosting the National Observatory for Palestinian Gatherings in Lebanon. LPDC exhibits several assets that allow it to successfully operate the National Observatory, which complies with the UN-habitat criteria for successfully hosting urban observatories:

- **Long term and short term interest of the institute to host the Observatory:** LPDC has most recently adopted the recommendations of the Universal Periodic Review (UPR)², approved by Lebanon, as the basis of its Action Plan. Besides strengthening the capacities of LPDC, approved recommendations included improving the human rights and humanitarian situation for Palestinian refugees in Lebanon and financing projects to improve living conditions in camps and ‘similar initiatives to ensure a life in dignity for Palestinian refugees until the time of their return to their Palestinian homeland’ (UPR, 2011).

- **Strategic location of the institute in terms of information, resources and policy planning mechanism:** The LPDC committee is comprised of representatives from several Lebanese ministries. The ministries represented are the Ministries of Justice, Foreign Affairs, National Defense, Social Affairs, Labor, Public Health, Interior and Energy and Water. The involvement of LPDC as the hosting institute of the observatory will enable the planning of development strategies and the formation of national policies, through advocating enhanced living conditions and facilitating dialogue among national representatives.

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² The UPR is a new mechanism created through the UN General Assembly on 15 March 2006 according to resolution 60/251 establishing the Human Rights Council itself; the process involves a review of the human rights records of all 193 UN Member States once every four years (PCM-LPDC, 2011).
and other concerned actors. It should be mentioned that LPDC has a technical team supported by UNDP and international donors.

- **High ability of partnership and coordination among other stakeholders:** LPDC has formed partnerships with representatives of Palestinian communities in Lebanon, host countries, international NGOs, donor parties, the international community and UNRWA. In addition, LPDC has been re-launching the NGO networking initiative for both Palestinian and Lebanese organizations, for the purpose of finding common grounds for complementary efforts regarding issues pertaining to both communities such as the labor rights, property legislations, freedom of association and many others in order to enhance the relationship between the Lebanese government and Palestinian refugees.

LDPC will consult the Gatherings Working Group for matters related to the tasks and activities of the National Observatory for Palestinian Gatherings in Lebanon. Members of the Gathering WG will act as a steering committee for the Observatory. A dedicated steering committee could be later developed by LPDC to include other actors and stakeholders as well at the national level. The steering committee will mainly:

- Identify key structures or organizations involved in the collection and generation of data and the monitoring of living conditions in the gatherings;
- Assess government policies and programmes towards Palestinian Gatherings, their formal inter-relationships and their data needs; and suggest priorities for policy discussions;
- Agree on the tasks and outcomes generated by the observatory;
- Bring policy makers, practicing professionals and representatives of the communities together to exchange views about key issues in the Gatherings and the role of the Observatory;
- Identify preliminary indicators and data needed and the types of expertise required to gather and analyze the data;
- Sensitize stakeholders to the overall local conditions, trends and issues in the Gatherings.

**End-Users**
The following users will benefit from the National Observatory for Palestinian Gatherings as follows:

**NGOs and UN agencies:**

- Coordinate on-going and planned interventions with other implementing organizations;
- Guide the planning of future interventions and creation of partnerships;
- Benefit from the experience of other organizations in carrying out similar activities (legal issues, procedures, paper work, identification of concerned actors, etc.)
- Use information in fund raising strategies and plan for joint fund raising.

**Donor Agencies:**

- Follow-up on the progress of their funded projects and activities in the Gatherings;
- Link their funded projects to other on-going and planned projects;
• Help identifying future projects/proposals that responds to remaining needs in the Gatherings, to be funded in the future.

**Government Organizations:**
• Obtain information on major needs as well as projects and activities in the Gatherings;
• Guide policy dialogues and the development of strategies, plans an policies;
• Support the identification of priority areas for future interventions and fund allocation;

Urban observatories are **sustainable** when:
✓ There is a clear political commitment from the national government and the local authorities to their success;
✓ They are conceived through participatory processes involving local stakeholders, including the private sector, NGOs, community organizations and others;
✓ Financial provisions are made by a variety of stakeholders in a clear and systematic manner;
✓ Efforts are made toward building consensus among different constituencies;
✓ Sufficient capacity and leadership exist. Successful observatories typically have an institutional or individual "champion".
Annex V
Gatherings Roundtable Discussions
Summary of Main Findings and Outcomes

Within the framework of the UNDP and UN-HABITAT programme “Improving the Living Conditions in Palestinian Gatherings in Lebanon”, UNDP organized sectoral roundtable discussions for organizations active in Palestinian Gatherings in the Commodore Hotel in Beirut, on September 23, 2014.

Building on the findings of the UNDP / UN-Habitat report “Profiling Deprivation: An Analysis of the Rapid Needs Assessment in Palestinian Gatherings Host Communities in Lebanon” launched last August, the roundtable discussions brought together 60 participants representing 3 UN agencies, 10 INGOs, and 5 local NGOs active in Palestinian Gatherings. Following a welcome note by the UNDP Country Director in Lebanon Mr. Luca Renda, simultaneous sectoral roundtables too place to discuss priority needs in 2015 in Palestinian Gatherings and provide recommendations for the following sectors:

1. Advocacy and Coordination
2. WASH and basic urban services (BUS)
3. Shelter
4. Education
5. Health
6. Livelihood and Protection

This report consolidates the main outcomes of the roundtable discussions per sector including a summary of the major issues; key needs and priorities; and proposed recommendations. It also presents updated 4Ws sheet per each sectors, summarizing interventions of active organization in each sector in the gatherings.

Objectives

Following the activation of the Gathering Working Group chaired by UNDP in May 2014, these roundtable discussions constituted a first of its kind collective exercise and a first step towards a coordinated informed response in Palestinian Gatherings, both at the national and sectoral levels. The purpose of the roundtable discussions can be reflected by the following objectives:

- Agree on integrated priority interventions in Palestinian Gatherings in 2015 for each sector, based on the immediate and development needs highlighted in the UNDP report;
- Suggest a roadmap for a national plan advocating for healthier environments in Gatherings;
- Assist UNDP, UNRWA and sector coordinators in their review of interventions planned for Palestinian Gatherings in the framework of the Lebanon Crisis Response Plan (LCRP) and Lebanon’s 3RP.
Concluding Remarks

The roundtable discussions accentuated the following issues in Gatherings:

- Although the arrival of refugees from Syria has been exerting unprecedented pressure on the physical and living environment in Palestinian Gatherings, the dire conditions in the Gatherings cannot be considered as a recent product of the Syrian crisis. Similarly, the key issues identified will not cease when the crisis is over. It is essential therefore to look at the current situation in the Gatherings as an opportunity to establish the ground for a resilience-based development, rather a merely temporary crisis relief problem.

- Living conditions in Palestinian Gatherings are considered relatively worse than the situation in Palestinian camps, not only due to the absence of BUS providers in Gatherings, but also because of other socio-economic issues resulting from their informal status, such as the lack of secure tenure.

- Sectors falling outside the mandate of UNRWA (such as BUS, shelter, livelihood, etc.) are also poorly funded by existing organizations supposed to compensate similar service gaps.

Next Steps

- UNDP commits to continue its bi-monthly Gathering Working Group to coordinate issues relating to BUS and shelter. Monthly meeting will be held when necessary. Follow up on other sectors will employ already-existing UNRWA structures.

- Sector coordinators of organizations active in Gatherings are encouraged to integrate in the sector coordination meeting lead by UNHCR, in view of similar needs of refugees from Syria and host communities.
Main outcomes of
Advocacy and Coordination Roundtable

List of Participants

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I. Main Issues and Challenges

Property Right:

- **Security of tenure** is a main concern for Palestinian refugees; however it becomes more pressing in Palestinian Gatherings, where dwellers live on public or privately owned land and a number of law suits exists.

- Property issues in the gatherings are affecting donors’ contribution; similarly they are compromising organizations’ ability to carry out upgrading activities in these areas. The land status poses restrictions on the construction of necessary facilities to serve the gatherings such as water tanks, electricity rooms, sewage treatment facilities, etc.

- For refugees who have purchased their lands or houses prior to the 2001 law, selling the property constitutes a problem. According to NRC, during their work on property rights they have came across such cases where refugees needed to sell their houses but could not do it using formal channels.

- The same applies to passing the property to inheritors; the law is still unclear in this regards.

- Palestinian refugees are hesitant to go through the legal channels to pass property or investigate about the matter due to fear from losing their properties.

- Lack of funds to carry out advocacy campaign to the right of property or Palestinian refugees.
Right to Work

- This issue is not particular to refugees living in the gatherings only; however those living in the gatherings are more vulnerable especially that they depend on their income to access basic urban services, which fall outside on UNRWA’s mandate in gatherings.

- Even in permitted jobs, difficulty in obtaining work permits is noted; Palestinian refugees feel they do not benefit sufficiently from the National Social Security Funds, where they pay high contributions compared to the coverage they receive.

Access to Basic Urban Services (BUS)

- In Palestinian gatherings, the absence of service providers constitutes a main issue. While UNRWA’s provision of BUS is restricted to the 12 official camps, municipalities in general do not also provide BUS in the gatherings. Basic urban services are provided and accessed individually or through the popular committees, which suffer from limited resources.

- Lack of communications channels and coordination between local communities in the gatherings and their representatives on the one hand and local authorities on the other. Some cases where noted where municipalities were more receptive to engaging in the gatherings; however these cases were driven by UN agencies or NGOs’ activities.

II. Needs and Priorities

- Fundraise to continue advocacy for the right of property and right to work to all Palestinian refugees, while engaging national authorities as well.

- Provide legal support to Palestinian refugees who desire to pass their properties and learn from such case studies to frame a wider national campaign.

- Address the impact of property issues in the gatherings on dwellers access to basic urban services and the possibility of building necessary service facilities; this could be done through a national dialogue that involves public institutions and public service providers.

- Investigate possibilities of municipal engagement in the gatherings to provide basic urban services; while looking into cost recovery potentials from the local communities.

- Carry out activities that would promote reciprocal relationships, which are not only project driven, between Palestinian communities in the gatherings and concerned municipalities.

- Plan interventions that increase the income of Palestinian refugees in the gatherings (for example cash for work); which would have an impact on their ability to enhance their living environment.

- Continue coordination among organizations to put the main needs in the gatherings on donors’ agenda and engage national authorities and institutions.
III. Recommendations

- Although the issues in the gatherings have existed prior to the crisis and will continue to exist when the crisis is over, there is a need to capitalize on the existing systems for response to push forward efforts to improve living conditions in the gatherings. This applies to interventions aimed at upgrading the living environment as well as to advocacy issues such as security of tenure. In the latter example, issues that aim at providing legal aid and preventing evictions for example for Palestinian refugees could be integrated within a wider approach that address all refugees including Syrian refugees.

- Segregate data collected and updated by UNRWA on Palestinian refugees in Lebanon by location, i.e. camps or gatherings. This would help NGOs working plan their interventions in the gatherings.

- Strengthen coordination among organizations working in the gatherings, either through the Gatherings Working Group (for BUS and shelter) chaired by UNDP, or the sectors (such as WASH, education, health, etc) led by UNRWA and UNHCR.

Property Right:

- Document and learn from case studies that aimed at providing property / housing to Palestinian refugees, such as the NRC experience to rebuild the Muhajjarin neighborhood in NBC in cooperation with the Islamic Awkaf. The engagement of Awkaf to facilitate refugees’ owning property should be investigated.

Right to Work

- Promote the engagement of syndicates and carry out an assessment to identify syndicates that could support these advocacy efforts.

Access to Basic Urban Services (BUS)

- Organize a national dialogue to identify and map existing initiatives that allow refugees’ access to BUS in the gatherings and build on them for expansion and replication.
Main outcomes of
Basic Urban Services (WASH)

List of Participants

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<td></td>
</tr>
</tbody>
</table>

I. Main Issues and Challenges

- Lack of **sustainable solutions** to access basic urban services in the gatherings.
- Absence of **service providers** in the gatherings and lack of coordination between local communities and local authorities.
- Dire conditions in terms of access to basic urban services even prior to the arrival of PRS; hence the situation will **persist even when the crisis ends**.
- Regarding the **quality of water**, there is no reliable and sufficient data on water pollution in the gatherings irrespective if its occurrence; lack of periodic tests.
- Lack of **filtration and chlorination** of water in all gatherings; in the gatherings where chlorination occurs (mainly in Tyre) no monitoring of proper methods is kept.
- Water **over-consumption** in the gatherings and leakages in the water systems mainly at household level.
- Improper connection of sewage systems to **sewage disposal systems** in the gatherings (mainly in Tyre area).
- Dependence on the use of generators to operate water systems by; which incur high costs on the responsible popular and local committees in the gatherings.
• Highly salinated water in the gatherings of Beirut that is causing health risks.

II. Needs and Priorities

• Carry out interventions to access BUS and WASH that are sustainable and environmental friendly, such as using alternative energy and organic systems.

• Promote municipal engagement and enhanced relationships and coordination between local communities and municipalities; and investigate options for cost recovery.

• Carry out awareness raising activities on viable methods of accessing and using BUS, including water conservation and usage, etc.

Water

• Plan interventions and solutions to promote and allow water conservation and prevention of over-consumption in the gatherings.

• Carry out periodic testing of the water quality in all gatherings and devise and monitor proper systems of filtering or chlorination.

• Support in fuel provision and generator maintenance costs to popular and local committees operating water systems in the gatherings.

• Find solution to the highly salinated water in Beirut gatherings; for example through the provision of an alternative source of water.

Sewage

• Address the connection of sewage systems to final disposal facilities (plants) especially in the four gatherings of Wasta, Jim Jim, Kfarbadda and Itanieh in Tyre).

• Carry out maintenance of boreholes in the gatherings that do not depend solely on sewage networks.

III. Recommendations:

• Continue and strengthen coordination among organizations active in BUS / WASH in the gatherings through periodic meetings if the Gatherings Working Group.

• Investigate local solutions for highly salinated water, some are available in India.
## 4Ws – BUS / WASH Interventions in Palestinian Gatherings

<table>
<thead>
<tr>
<th>NGO</th>
<th>Description of services</th>
<th>Gatherings</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNDP / UN-Habitat</strong></td>
<td>Implementation of Hygiene Awareness Campaign in partnership with NABAA targeting women and children (PRS &amp; PRL)</td>
<td>12 Gatherings (Saida, Tyre, and North)</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Distribution of 3,800 hygiene HH kits to PRS</td>
<td>20 gatherings in Lebanon</td>
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<tr>
<td><strong>UNDP</strong></td>
<td>Distribution of 1515 Hygiene Kit and baby kits</td>
<td>Gatherings of Saida and Tyre</td>
<td>In process</td>
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<tr>
<td></td>
<td>Rehabilitation of Sewage Network (225 meters)</td>
<td>Tyre - Maachouk</td>
<td>Completed</td>
</tr>
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<td></td>
<td>Rehabilitation of Water Network (100 meters); installation of new pump; repair of connections</td>
<td>Tyre - Maachouk</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Rehabilitation of Electricity Network</td>
<td>Tyre - Maachouk</td>
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<tr>
<td></td>
<td>Rehabilitation of the sewage the connects North Burghlieh to South Burghlieh (500 meters)</td>
<td>Tyre - Burghlieh</td>
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<td></td>
<td>Rehabilitation and upgrading of sewage network</td>
<td>Tyre - Qasmeih</td>
<td>In Process</td>
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<td>Upgrading water network (400 meters)</td>
<td>Tyre - Qasmeih</td>
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<td>Rehabilitation of road network and a storm water channel</td>
<td>Chabriha</td>
<td>In Process</td>
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<td></td>
<td>Rehabilitate water network in addition to building a chlorination room, and rehabilitating the control and generator room, maintenance to reservoirs</td>
<td>Tyre - Chabriha</td>
<td>In Process</td>
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<td></td>
<td>Rehabilitate sewage network near UNRWA clinics (45 meters)</td>
<td>Tyre - Chabriha</td>
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<td>Rehabilitating Water Well</td>
<td>Tyre - Kfarbadda</td>
<td>In Process</td>
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<td>Rehabilitate water tank and chlorination room</td>
<td>Tyre - Wasta</td>
<td>In Process</td>
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<td>Rehabilitate water tank and well room</td>
<td>Tyre - Itanieh</td>
<td>In Process</td>
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<td></td>
<td>Rehabilitate sewage network (50 meters)</td>
<td>Tyre - Itanieh</td>
<td>In Process</td>
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<td>Rehabilitate sewage network in Salwa EL Hout Building</td>
<td>Beirut - Salwa El Hout</td>
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<tr>
<td>Activity</td>
<td>Location/Description</td>
<td>Status</td>
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<td>Rehabilitate water connections in Ghaza Buildings (pipes and pump)</td>
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<tr>
<td>Repairing of the water pump</td>
<td>Beirut - Daouk Gathering</td>
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<td>Repairing of the sewage network (50 meters)</td>
<td>Tyre - Qasmeih</td>
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<td>Well Rehabilitation</td>
<td>Saida - Jabal El Haleeb</td>
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<tr>
<td>Providing alternative source for water pumping (solar system)</td>
<td>Tyre - One Gathering (Pilot Project)</td>
<td>In Process</td>
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<tr>
<td>Renewal of Sewage network</td>
<td>North - NBC AA</td>
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<td>Renewal of Sewage network</td>
<td>North - Beddawi</td>
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<td>Rehabilitation of Electricity Network</td>
<td>Tyre - Chabriha</td>
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<tr>
<td>Rehabilitation of Electricity Network</td>
<td>Saida - Baraksat</td>
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<tr>
<td>Rehabilitation of Electricity Network</td>
<td>Saida - Sekke</td>
<td>In Process</td>
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<tr>
<td>Distribution of baby kits to new PRS mothers (milk, diapers, cash vouchers 25$ etc)</td>
<td>Tyre: Chabriha, Qasmieh, Jal El-Bahar, Jim Jim, Kfarbada, Wasta, Bourghulieh, Itaniyeh, Maashouk &amp; Gatherings in Beqaa</td>
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<td>Distribution of Hygiene Kits</td>
<td>Bekaa and Baalbeck gatherings</td>
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<tr>
<td>Raising awareness on water contamination, prevention of contamination, chlorination, water testing, workshops for water caretakers and local community</td>
<td>Tyre: Maashouk, Jal El-Bahar, Shabriha, Burgholiyeh, Qasmieh, Wasta, Itaniyeh, Jim Jim, Kfar badda</td>
<td>ongoing</td>
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<tr>
<td>Distribution of Winterization Kits (gas/fuel oil heaters, gas bottles (one per HH), / fuel oil refill vouchers , blankets )</td>
<td>Gathering of Tripoli, Tyre and Saida</td>
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<tr>
<td>Installation of a new water supply network +reinforced concrete pavement in the streets</td>
<td>Saida Fadlo Wakim</td>
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<tr>
<td>Maintenance of water network, wells reservoirs and chlorine pumps; Cleaning of water reservoirs, maintaining, repairing and following up the chlorination pumps and installation of new ones; Repairing the submersible water pumps of the wells; Pumping out wastewater from septic tanks</td>
<td>Beirut gatherings Saida: Sikkeh Tyre: Shabriha, Wasta, Bourghuliyeh, Aitaniyeh, Kfar Badda, Jim Jeem, Maashouk, Jal Al Baher, Qasmiyeh</td>
<td>ongoing (partnership with UNDP &amp; UN-Habitat, OXFAM, etc)</td>
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<tr>
<td>Group</td>
<td>Activities</td>
<td>Locations/Details</td>
<td>Status</td>
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<td>-------</td>
<td>---------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>BUS</td>
<td>Installation of new sewage networks, Installation of water and chlorination pumps, Rehabilitation of existing sewage networks, Rehabilitation of existing water system, Rehabilitation of road existing networks</td>
<td>Beirut gatherings Tyre: Shabriha, Wasta, Burghuliyeh, Aitaniyeh, Kfar Badda, Jim Jeem, Maashouk, Jal Al Baher, Qasmiyeh Saida: Ain Helwe AAs (Sekke)</td>
<td>ongoing</td>
</tr>
<tr>
<td>GUPW</td>
<td>Hygiene Promotion (Hygiene awareness sessions)</td>
<td>Tyre (Maashouk, Qassmieh, Shabriha), Saida (Al Baraksaat, Sirop, Saida Al Balad, Al Hamshari area, Al Bustan Al Yahoodi, Wadi Ezzeini), Beqaa (Barelias, Thaalabaya)</td>
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<tr>
<td>OXFAM</td>
<td>Provide support to PARD to implement its core programmes, in addition to relief interventions around food and hygiene distributions, WASH services and infrastructure, health awareness (nutrition and hygiene)</td>
<td>Beirut gatherings Saida: Sikkeh Tyre: Shabriha, Wasta, Burghuliyeh, Aitaniyeh, Kfar Badda, Jim Jeem, Maashouk, Jal Al Baher, Qasmiyeh</td>
<td></td>
</tr>
<tr>
<td>ANERA</td>
<td>Distribution of winterization material support for PRL, PRS, and SRS</td>
<td>Saida: Wadi ElZeini</td>
<td>completed</td>
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<td></td>
<td>Hygiene promotion activities and distribution of hygiene kits for PRL, PRS, and SRS</td>
<td>North: NBC AA</td>
<td>?</td>
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<tr>
<td>Islamic Relief</td>
<td>Construction of ground water tank &amp; water well in Ain ElHelwe camp and surrounding to improve quality and quantity of water access</td>
<td>Saida: Ain ElHelwe AAs</td>
<td>Completed</td>
</tr>
<tr>
<td>Najdeh</td>
<td>Distribution of hygiene and winterization hygiene kits for PRL, PRS, and SRS families</td>
<td>All Gatherings</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Main outcomes of
Shelter Roundtable

List of Participants

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization / NGO</th>
<th>Email</th>
<th>Participation</th>
</tr>
</thead>
<tbody>
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</table>

I. Main Issues and Challenges

- Difficulty in carrying out works in some gatherings due to the legal situation and ownership status such as the Hamshari gathering in Saida (land is a private property)
- Challenges in carrying out shelter activities in some gatherings due to the security situation, such as the Tawari gathering adjacent to Ain Helwe Camp where very limited number of organizations work (so far UNDP / UN-Habitat)
- Marginalization of PRL shelter needs in the context of the crisis: most NGOs are working on shelter rehabilitation targeting SRS and PRS households but excluding the host communities (PRL).
- Limited PRL access to temporary jobs created in the framework of shelter rehabilitation activities: daily jobs created through shelter rehabilitation works are mainly benefitting PRS and not PRL, since PRS request less daily wage.
- Increased eviction rate of PRS households from rehabilitated shelters and the lack of a framework that allows the development of legally binding contacts or agreements.
II. Needs and Priorities

Participants identified the following two topics as the main priority in the gatherings:

- Improving shelter conditions for both PRL and PRS is a priority in the gatherings, stressing the need to target the host communities as well (PRL).
- Mainstreaming legal agreements and other legal documents among relevant stakeholders to control evictions of PRS households after rehabilitation.

III. Recommendations

- Enhance coordination among organizations carrying out shelter works to respond to urgent needs and avoid duplication; this should be based on needs assessment targeting both PRL and PRS in the gatherings.
- Unify technical standards of shelter works among active NGOs (SOPs, BOQs, specification etc.)
- Use Onduline corrugated roofing system to replace the existing ‘zinco’ roofing in the gathering, due to the former’s better insulation qualities.
- In order to strengthen coordination in shelter interventions in the gatherings, shelter will be included in the Gatherings Working Group meetings, chaired by UNDP. UNDP will organize the meetings and contact all active organizations.
### 4Ws – Shelter Activities in Palestinian Gatherings

<table>
<thead>
<tr>
<th>NGO</th>
<th>Description of services</th>
<th>Gatherings</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNDP / UN-Habitat</td>
<td>Shelter rehabilitation and WASH equipments of 330 shelter units (PRS)</td>
<td>North: Beddawi and NBC AA; Beirut: Sabra; Bekaa: Saadnayel, Taalbay, Bar Elias, Goro; Saida: Sirob, Ain ElHelwe AAAs, Wadi ElZeini, Old Saida; TYre: Qasmieh, Maashouk, Shabriha, Loby, Sarafand</td>
<td>Completed (partnership DPNA)</td>
</tr>
<tr>
<td>UNDP</td>
<td>Shelter rehabilitation and WASH equipments of 275 shelter units and 1 collective centre (PRS and some PRL)</td>
<td>Beqaa (Bar Elias, Saadnayel); Saida (Wadi Zeineh, Ain Helwe AAAs); Tyre (Maachouk, Qasmieh, Jal Bahr, Chabriha, Jim Jim, Wasta, Burghlieh); North (Beddawi AAs)</td>
<td>On-going (partnership with DPNA and PARD)</td>
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<tr>
<td></td>
<td>Shelter rehabilitation and WASH equipments (PRL); installation of water conservation devices</td>
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<td>Planned (3RP)</td>
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<tr>
<td>PARD</td>
<td>Shelter Rehabilitation (Construction of latrines and rooms; Improvement of shelters for refugees’ placement)</td>
<td>Beirut gatherings</td>
<td>ongoing</td>
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<td>GUPW</td>
<td>Shelter Rehabilitation</td>
<td>Tyre (Al Ma’ashouq, Al Kassmyeh, Shabriha), Saida (Al Baraksat, Sirop, Saida Al Balad, Al Hamshari area, Al Bustan Al Yahoodi, Wadi Ezzeini), Beqaa (Barelias, Thaalabaya)</td>
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<tr>
<td>Beit Atfal Assoumoud</td>
<td>Rehabilitation of shelters for PRL hardship cases</td>
<td>Tyre: Kfarbada, Shabriha, Qasmieh</td>
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<tr>
<td>Nabaa</td>
<td>Winterization works in shelters and distribution of winterization kits for PRL, PRS, and SRS</td>
<td>Gatherings in Saida and Tyre</td>
<td>Ongoing</td>
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<tr>
<td>NRC</td>
<td>Rehabilitation of shelters for PRL and PRS</td>
<td>Tyre: Burghliyeh, Qasmiyeh, Maashouk, Ebb, Aitaniyeh Kfarbadda and Wasta</td>
<td>Ongoing</td>
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<tr>
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<td>Report on infrastructure Situation</td>
<td>Gatherings in Tyre</td>
<td>Ongoing</td>
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<tr>
<td>PU - AMI</td>
<td>Rehabilitation of shelters for PRL mainly and some Refugees from Syria</td>
<td>Beirut Gatherings: Daouk and Said Ghawash Saida Gatherings: Sekke, Bustan El Quds</td>
<td>Completed</td>
</tr>
</tbody>
</table>
Main outcomes of
Health Roundtable

List of Participants

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization / NGO</th>
<th>Email</th>
<th>Participation</th>
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<tbody>
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</tr>
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</tr>
<tr>
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<td></td>
</tr>
</tbody>
</table>

I. Main Issues and Challenges

- **Lack of coordination** among active organizations in the gatherings, which leads to duplication of activities in some cases and to varying data collected in others.

- **Insufficient health facilities** particularly to serve the gatherings in Tyre followed by Beqaa area; the number of (UNRWA) health care facilities in Saida area, mainly around Ain el Helwe Camp is considered among the highest.

- **Difficulty to access to health care facilities** mainly in Tyre and the Beqaa gatherings; especially that the gatherings in these areas are separated by considerable distances making access to health care facilities more difficulty for the dwellers.

- Increased pressure on the available facilities by **new refugees** (PRS).

- Insufficient **numbers of physicians** and specialized doctors; insufficient working hours / operational days and brief **examination period** (reported by group to reach one minute per patient).

- Issues related to **medication** are mainly due to lack of variety of medicine to cover a wide range of diseases, insufficient quantities and lack of medication for chronic illnesses.

- **Lack of services and support for some vulnerable groups** such as the people with disabilities and the elderly.

- Insufficient **mental health and psychosocial** support.
II. Needs and Priorities

- Enhance coordination systems between UNRWA and NGOs working in the health sector and among these NGOs in order to fill gaps and avoid duplication. Coordination should address all types of interventions listed below.

- Enhance access to health care clinics through the provision of transportation means (through shuttle system) in gatherings that are farther away from UNWRA health care services, mainly in Tyre and the Beqaa.

- Coordinate for targeted health awareness raising campaigns in order to unify messages and target all population in the gatherings. These campaign should cover the following fields:
  - Hygiene (personal, household, environmental)
  - Nutrition
  - Reproductive health
  - Maternal/ Child Health
  - Sexual and gender based violence
  - The use of drugs

- Increase provision of equipments and supplies to cover disabilities.

- Advocate for increased operational days and working hours mainly in UNWRA clinics.

- Increase the number of physicians and specialized doctors to cover various specializations; this could be done in collaboration between UNWRA and NGOs.

- Increase supply and types medication to cover different types of diseases.

- Increase mental health and psychosocial support.

III. Recommendations

- Establish a health coordination group with special attention to activities in the gatherings

- Conduct mapping of referral systems between UNRWA and other NGOs (especially Mental Health) and communicate availability of services to population in the gatherings (PRL and PRS)
### 4Ws – Health services in Palestinian Gatherings

<table>
<thead>
<tr>
<th>NGO</th>
<th>Description of services</th>
<th>Gatherings</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welfare Association</td>
<td>Distributing Maternity Kits to Pregnant PRS (vitamins, pads, calcium tablets, breast pads, cash vouchers 25$, etc,)</td>
<td>Tyre: Shabriha, Qasmieh, Jal El-Bahar, Jim Jim, Kfarbada, Wasta, Bourghulieh, Itaniyieh, Maashouk, &amp; Gatherings in Beka’a</td>
<td>ongoing</td>
</tr>
<tr>
<td></td>
<td>Provision of Maternal Health Awareness Sessions – topics including women’s health, care for newborn, risk factors in pregnancy, etc</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provision of prenatal and post natal home visits</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Community awareness sessions on different health problems (Psychosocial health, Maternal and women health, Environmental health etc.)</td>
<td>Maashouk, Jal Albahar, Shabriha, Burgholiyeh, Qasmieh, Wasta, Itaniyeh, Jim Jim, Kfar badda</td>
<td>ongoing</td>
</tr>
<tr>
<td>GUPW</td>
<td>Health Awareness sessions on different diseases (breast cancer, diabetes etc.,)</td>
<td>South ( Al Ma’ashouq, Al Kassmyeh, Shabriha ), Saida (Al Baraksat, Sirop, Saida Al Balad, Al Hamshari area, Al Bustan Al Yahoodi, Wadi Ezzeini), Beqaa (Barelias, Thaalabaya)</td>
<td>ongoing</td>
</tr>
<tr>
<td>Islamic Relief</td>
<td>Providing primary and secondary health care assistance for PRS and SRS</td>
<td>Gatherings in Beirut, Saida, and Tyre</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Najdeh</td>
<td>Surgery grants for hardship cases</td>
<td>North and Beqaa (?)</td>
<td>Completed</td>
</tr>
<tr>
<td></td>
<td>Mental health and psycho-social support</td>
<td></td>
<td>On-going</td>
</tr>
<tr>
<td>ANERA</td>
<td>Provision of medication</td>
<td>Saida: Wadi Zeineh; Chhim</td>
<td>On-going</td>
</tr>
<tr>
<td>PARD</td>
<td>Operating of dispensary and mobile clinic; awareness raising</td>
<td>Beirut gatherings&lt;br&gt;Saida: Sikkeh&lt;br&gt;Tyre: Shabriha, Wasta, Bourghulieh, Aitaniyeh, Kfar Badda, Jim Jeem, Maashouk, Jal Al Baher, Qasmiyeh</td>
<td>On-going</td>
</tr>
</tbody>
</table>
Main outcomes of
Education Roundtable

List of Participants

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization / NGO</th>
<th>Email</th>
<th>Participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erin Hayba</td>
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</tr>
</tbody>
</table>

I. Main Issues and Challenges

- High rate of out-of-school children and dropout children, although no data segregated ratio per camp and gatherings.
- Lack of schools in the gatherings and increased costs to cover transportation to distant schools.
- Lack of (quality) kindergartens in the gatherings.
- Lack of vocational training and other education opportunities for the youth.
- Insufficient university scholarships for the youth.
- Cultural obstacles hindering academic mobility of female students in both PRL and PRS households.
- Non-recognition of Syrian certificates for PRS university students.

Focused discussion regarding the issue of dropouts took place as a key issue on the education sectors in the gatherings. Participants identified the causes of large number of school dropout and out-of-school children as follows:

All Children:

- High transportation costs to access schools out of the gatherings
- Lack of integration of students with special needs at schools
• Lack of spaces in UNRWA schools and of non-formal education opportunities
• Lack of education mechanisms to absorb children who have missed more than 2 academic years/never been to school
• Child Labor (UNRWA representative mentioned that the 4% of dropouts among PRL are caused by child labor)

PRS Children:
• Discrimination against PRS in schools
• Non recognition of non-formal education certificates
• Unavailability of transportation for second shift students
• Differences between Syrian and Lebanese curriculum (English language barrier)
• There is a debate whether Early Marriage is prevalent among PRS households and hence affecting educational attainment (? – to be investigated)

II. Needs & Priorities
• Provide transportation means (such as shuttle system) to facilitate children access to schools that are distant form the gatherings; for example PARD has contracted bus drivers to commute students to far schools
• Increase the number of classrooms in UNRWA schools, and build new schools that are within the catchment areas of gatherings when possible.
• Increase non-formal education opportunities, specifically for out-of-school and dropout children, and provide relevant awareness-raising to parents and children.
• Introduce programs and mechanisms to reach to dropout and out-of-school children to enable their assimilation in schools.
• Establish child-friendly spaces and kindergartens (using UNRWA facilities when possible).

III. Recommendations
The roundtable discussion resulted in two sets of recommendations, one addressed to NGOs working in the sector and another set addressed to UNWRA as the main provider of education services to Palestinian refugees in Lebanon:

NGOs
• Extend English accelerated programs for PRS in Gatherings.
• Introduce child-friendly policies in education settings to ensure inclusive services (PRL & PRS, children with special needs, etc.).
• Establish partnerships and strengthen coordination between NGOs and UNRWA to increase and improve educational services (kindergartens, counselors, classroom, etc.).
UNRWA

- Increase number of counselors at UNRWA schools to respond to students’ issues (such as bullying, domestic problems, students who fail two years in a row, etc.).

- Establish partnerships with NGOs to increase and improve education services.
### 4Ws – Education services in Palestinian Gatherings

<table>
<thead>
<tr>
<th>NGO</th>
<th>Description of services</th>
<th>Gatherings</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GUPW</strong></td>
<td>Pre-school education; remedial classes are given for children with learning difficulties; and Literacy classes for dropouts</td>
<td>Tyre (Al Maashouq, Qasmieh, Shabriha), Saida (Baraksat, Sirob, Old Saida, Hamshari, Bustan Abou Jamil, Wadi ElZeini), Beqaa (Bar Elias, Taalabaya)</td>
<td>Ongoing (Funded by Welfare Association and UNICEF)</td>
</tr>
<tr>
<td><strong>Nabaa</strong></td>
<td>Remedial classes for dropout children, children at risk of drop-out, and school children (PRL, PRS, and SRS)</td>
<td>Tyre: Shabriha, Jal ElBaher</td>
<td>Ongoing (Funded by Terre des Hommes)</td>
</tr>
<tr>
<td><strong>Najdeh</strong></td>
<td>Provision of remidal and literacy classes, daily psychosocial activities, and summer activities for children; provision of specialized therapy and education sessions for mothers; and establishment of child protection committees in communities</td>
<td>Bekaa (Saadnayel, Bar Elias), Saida (Wadi ElZeini)</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Scholarships and financial support to students</td>
<td>Saadnayel, Bar Elias</td>
<td>Ongoing (Funded by Welfare Association)</td>
</tr>
<tr>
<td><strong>Norwegian People's Aid</strong></td>
<td>Vocational training for youth (PRL &amp; PRS)</td>
<td>Saida (Ain El Helwe Adjacent Areas and Wadi El Zeini)</td>
<td>Ongoing (Implemented by Youth for Development)</td>
</tr>
<tr>
<td><strong>Islamic Relief</strong></td>
<td>Provision of stationary and books and implementation of active learning activities</td>
<td>Saida</td>
<td>Ongoing (Implemented by IRD)</td>
</tr>
<tr>
<td><strong>DPNA</strong></td>
<td>Provision of university scholarships for Palestinian students</td>
<td>Saida (Ain El Helwe Adjacent Areas)</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Main outcomes of
Livelihood and Protection Roundtable

List of Participants

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization / NGO</th>
<th>Email</th>
<th>Participation</th>
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<tbody>
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<td>✓</td>
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<td>✓</td>
</tr>
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<td><a href="mailto:lc.gupw@hotmail.com">lc.gupw@hotmail.com</a></td>
<td>✓</td>
</tr>
</tbody>
</table>

I. Main Issues and Challenges

The group identified these two points as two of the most pressing issues in Palestinian Gatherings:

- High **unemployment rate** especially among youth.
- **Limited job opportunities** for PRL, first due to the law that bans PRL from joining syndicated jobs and second due to limited numbers of permits granted in the jobs they can occupy.

II. Needs and Priorities

**Short Term Priorities**

- **Cash for Work** (to target vulnerable categories): this component is not carried out by organizations in all the gatherings: cash for works programs, especially tailored to fit the context of each gathering, are needed.
- Increased targeted beneficiaries of **Cash assistance** to most vulnerable people, ex. cash transfer programs. This component is also not carried out by organizations in all the gatherings.
- **Food / Non-food items** distribution.
- **Legal counseling** and train relevant NGOs on labor legislation (rights including right to work, procedures, etc.)
• **Psycho-social support** to vulnerable people in order to strengthen their confidence in their ability to work and be active in their communities.

• Enhanced access to **basic urban services**.

• Enhanced relationships and **coordination among local actors**, such as creating working groups at local level including municipalities, NGOs and private sector for dialogue, planning and interventions.

**Medium to Long Term Priorities**

A. Income Generation:

• Advocating the **right to work** for Palestinian refugees

• Enhancing skills for youth through **professional/vocational training** programs; these training programs should be based on labor market studies.

• **Micro-credit and micro-loans** programs.

• **Value chain support** (local businesses support services); connect PRS and PRL to existing enterprises (ex: craftsmanship, food, etc.)

• Encouraging the **engagement of municipalities**; and establishing links with NGOs and the private sector (as needed, ex: fishermen, agriculture, etc)

B. Community Empowerment:

• **Recreational** areas for children

• **Community projects**, especially to empower women and youth or to reduce tensions between PRS / PRL / Lebanese

**III. Recommendations:**

Participants recommended carrying out a **labor market research** to guide the planning of income generation activities.

The group suggested a number of examples that could be used in **cash for work** programs:

• Providing opportunities in daily work jobs

• Upgrading community spaces in the gatherings

• Organizing Community Team Works (CTW) for community awareness

• Creating CTWs against child labor (placing one working child in school and finding an income creating activity for another member of the family, etc.)

• Creating agriculture-related activities where applicable

• Including local community in awareness raising/hygiene promotion campaigns, etc.
### 4Ws – Livelihood and Protection Interventions in Palestinian Gatherings

<table>
<thead>
<tr>
<th>NGO</th>
<th>Description of services</th>
<th>Gatherings</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welfare Association</td>
<td>Food assistance, short term food security and livelihood (distribution of cheques)</td>
<td>Beirut gatherings</td>
<td>completed</td>
</tr>
<tr>
<td></td>
<td>Distribution of Microloans, we specialized 10% of the loans for disabled, and 15% for women</td>
<td>Maashouk, Jal Albahar, Shabriha, Burgholiyeh, Qasmieh, Wasta, Itaniyeh, Jim Jim, Kfar badda</td>
<td>ongoing</td>
</tr>
<tr>
<td>TDH</td>
<td>Distribution of Cash Aid 300 USD for a maximum of 900 USD per HH</td>
<td>Gathering of Tripoli, Tyre and Saida</td>
<td>ongoing</td>
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<tr>
<td></td>
<td>Cash assistance of 250$ one off to 600 PRS families entering the country during the project life-cycle identified in strict coordination with UNRWA</td>
<td>Gathering of Tyre and Saida</td>
<td>ongoing</td>
</tr>
<tr>
<td>PARD</td>
<td>Promote gender equality and empower Palestinian women and youth to participate and have access to, control over and benefit from different resources.</td>
<td>Beirut gatherings, Saida: Ain Helwe AAs, Tyre: Shabriha, Wasta, Burghuliyeh, Aitaniyeh, Kfar Badda, Jim Jeem, Maashouk, Jal Al Baher, Qasmiyeh</td>
<td>ongoing</td>
</tr>
<tr>
<td>GUPW</td>
<td>Protection -Legal aid, through the Listening Center in GUPW for abused women &amp; children, including to family consultations &amp; therapy, developing parental skillfulness &amp; referrals to specialists</td>
<td>Tyre (Al Ma‘ashouq, Al Kassmyeh, Shabriha), Saida (Al Baraksat, Sirop, Saida Al Balad, Al Hamshari area, Al Bustan Al Yahooodi, Wadi Ezzeini), Beqaa (Barelias, Thaalabaya)</td>
<td>?</td>
</tr>
<tr>
<td>OXFAM</td>
<td>Distribution of cash for food vouchers</td>
<td>Tyre: Shabriha, Jal El Bahar, Qasmiyeh, Sikkeh, Wasta, Maashouk, Boroghleieh, Collective Center near Maashouk (MASAKEN), Sarafand, Aqbeieh, Baisarieh, Kfarbadda</td>
<td>completed</td>
</tr>
<tr>
<td>Beit Atfal Assoumoud</td>
<td>Counseling and special interventions for all children in Gatherings, through the &quot;Family Counseling Center for Mental Health&quot; in AlBus and social workers in center across the country</td>
<td>All Gatherings in: the North, Beirut, Tyre, and Saida</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Organization</td>
<td>Activities</td>
<td>Locations</td>
<td>Status</td>
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<td>--------------</td>
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</tr>
<tr>
<td>Islamic Relief</td>
<td>Psychological support for PRS and SRS children and mothers</td>
<td>Gatherings in Saida and Bekaa</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Sponsoring 200 orphans from Syria through cash support and recreational activities, as part of the &quot;Orphans Sponsorship Programme&quot; established in 1998</td>
<td>Gatherings in Saida</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Najdeh</td>
<td>Economic and social empowerment of Palestinian women and girls through courses and training to transfer professional and life skills</td>
<td>4 Gatherings?</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Therapy and legal aid for SGBV survivors, including males; awareness raising trainings on child and women rights</td>
<td>All Gatherings</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Organization of awareness sessions, lobby groups, and cases studies to promote Palestinian rights</td>
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</tr>
<tr>
<td>NPA</td>
<td>Empowerment of PRL youth through life skills trainings</td>
<td>Tyre: Burghlieh, Jim Jim, Qasmieh, Aytanieh; Beirut: Said Ghawash, Daouk and Gaza Buildings, Saida: Sekke</td>
<td>Completed</td>
</tr>
<tr>
<td>NRC</td>
<td>Information, Counseling and Legal assistance (ICLA) for PRL on housing, land and property issues</td>
<td>Tyre: Qasmieh, Burghliye, Shabriha, Wasta, Jal el Bahar, Naher el Samer, Kafarbada, Maashouk, Aytaniye</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Information, Counseling, and Legal Assistance services to refugees from Syria</td>
<td>Yyre: Jal el Baher, Qasmieh, Shabriha, Burghliye , Maashouk</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Annex VI
Minutes of Meeting

Gatherings Working Group (GWG)

Date and Time: Thursday, 30 July 2015

Location: UNDP office, Tyre

Participants: in alphabetical order

<table>
<thead>
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<tr>
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<td>Indra Hajj</td>
<td>Project officer</td>
<td><a href="mailto:indra.el-hage@undp.org">indra.el-hage@undp.org</a></td>
</tr>
</tbody>
</table>

On-Going and Planned Projects:
- Refer to the 4Ws matrix attached for updates from participating organizations.

Other Updates:

a) Waste water in Kharayeb Gatherings:
A discussion took place regarding the issue of waste water in the four gatherings of Kharayeb: (Jim Jim, Kfarbadda, Wasta and Itanieh) where the networks cannot be connected to any disposal system / line.

- NRC is considering installing individual septic tanks for households in Kfarbadda. NRC is coordinating with the Water Establishment for specs of the septic tanks.
- NRC will hold a meeting with the treatment plant in Saida to inquire about options for disposal.
- UNDP is studying rehabilitating the collective septic tank in Jim Jim and is coordinating with PARD and the municipality of Kharayeb for emptying the wastewater in a tank in Kharayeb for disposal.

Action points:
- UNDP, NRC and PARD will hold a meeting mid-August to discuss options and coordinate their interventions; UNDP and NRC are also carrying out studies for WASH interventions in Tyre gatherings.
b) Cross-cutting Issues:
- It was agreed that the Gatherings WG will include NGOs interventions beyond the two sectors of WASH and shelter; especially that these two sectors intersect with others such as legal support and protection. TDH noted that their child protection efforts might need interventions in the sectors of WASH or shelter, which they will relay to other NGOs in the WG.

- Under this point, UNDP has completed “Participatory Community Planning” in the three gatherings of Maachouk, Qasmieh and Chabriha in Tyre and the 8 Ain Helwe AAs and Wadi Zeineh in Saida. The exercise, carried out to guide UNDP future interventions in the gatherings, included all sectors and not only WASH and shelter.

**Action points:**
- UNDP will present the findings of the “Participatory Community Planning” to participants in the next Gatherings WG.

- For the purpose of information sharing among the WG; participating NGOs could integrate multiple-sector questions in its assessment to share with the group. For example, DRC is carrying out a household profile in Qasmieh; other NGOs could include some of those questions in their shelter assessment questionnaires to minimize efforts and guide other interventions.

**Action points:**
- DRC will check the possibility of sharing their Household survey in the next Gatherings WG.

c) Housing and security of tenure:
- NRC will organize a seminar for NGOs (incl. members of the Gatherings WG) on HLP rights and formal / informal mechanism to address these issues by the end of August 2015; the two cases of Chabriha and Jal Bahr will be discussed in one session to agree on next steps for advocacy.

**Action points:**
- NRC will come back to the Group regarding the possibility of sharing HLP report with members of the Gatherings WG.

d) Follow-up:
In follow-up form previous meeting, UNDP and PARD met with DRC to coordinate their interventions in Palestinian Gatherings in Tyre. The matter will be pursued through the Gatherings WG.
### 4Ws Matrix - Palestinian Gatherings
#### Jul-15

<table>
<thead>
<tr>
<th>Org</th>
<th>Sector</th>
<th>Gathering</th>
<th>Activity</th>
<th>Status</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DRC</strong></td>
<td>Shelter</td>
<td>Qasmieh (upper part); Chabriha</td>
<td>Rehabilitation 100 HH each gathering</td>
<td>On-going (October)</td>
<td>USD 150 / month (18 months)</td>
</tr>
<tr>
<td><strong>WASH</strong></td>
<td></td>
<td>Chabriha</td>
<td>Rehabilitation of concrete stairs</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td></td>
<td>Chabriha</td>
<td>Rehabilitation and equipping of health clinic</td>
<td>Planned; funding secured</td>
<td>specialties: general, gynecology, dental</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qasmieh</td>
<td>Holding focus groups for CSPs projects</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td><strong>ICRC</strong></td>
<td>WASH</td>
<td>Wasta &amp; Kfarbadda</td>
<td>Provision of generators for water pumping</td>
<td>Completed</td>
<td>contact: Bahjat Mansour <a href="mailto:bmansour@icrc.org">bmansour@icrc.org</a></td>
</tr>
<tr>
<td><strong>NRC</strong></td>
<td>Shelter works</td>
<td>Maashouk, Qasmieh and Bourghliyeh</td>
<td>Upgrade and installation of Onduline roofs for 107 units</td>
<td>On-going</td>
<td>contact: <a href="mailto:paul.daher@nrc.no">paul.daher@nrc.no</a> - 70894053</td>
</tr>
<tr>
<td><strong>WASH</strong></td>
<td>Tyre gatherings</td>
<td>WASH assessment</td>
<td>On-going (end of August)</td>
<td></td>
<td>contact: <a href="mailto:nabil.kraitem@nrc.no">nabil.kraitem@nrc.no</a></td>
</tr>
<tr>
<td></td>
<td>Kfarbadda</td>
<td>Installing household septic tanks</td>
<td>Planned</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Qasmieh</td>
<td>Water project (tank &amp; part of network)</td>
<td>Planned pending funds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PARD</strong></td>
<td>Other</td>
<td>Gatehrings of Tyre and Beirut</td>
<td>Food vouchers USD20 / person to PRS</td>
<td>On-going (periodic)</td>
<td></td>
</tr>
<tr>
<td><strong>TDH</strong></td>
<td>Other</td>
<td>Tyre gatherings</td>
<td>Child protection; psychosocial support</td>
<td>On-going</td>
<td></td>
</tr>
<tr>
<td><strong>UNDP</strong></td>
<td>Shelter</td>
<td>Sekke, Ain Helwe AA</td>
<td>Re-erection of 13 shelters that caught fire (Gypsy households)</td>
<td>On-going (mid August)</td>
<td>contact: Imad Moukarzel <a href="mailto:imad.moukarzel@undp.org">imad.moukarzel@undp.org</a> 03/789110</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qasmieh (lower part), Jim Jim, Kfarbadda, Ebb</td>
<td>Rehabilitation targeting 59 PRL households</td>
<td>Assessment completed; bidding process prepared</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>8 Ain Helwe AAs (Saida); Daouk &amp; Said Ghawash (Beirut); Goro, Bar Elias &amp; Saadneyel (Beqaa); Beddawi AAs &amp; Mina (North)</td>
<td>Rehabilitation targeting 230 PRL households</td>
<td>Assessment completed; bidding process prepared</td>
<td></td>
</tr>
<tr>
<td><strong>WASH</strong></td>
<td>NBC AA and Beddawi</td>
<td>Upgrading sewage network in 3 areas</td>
<td>On-going</td>
<td></td>
<td>contact Ahmad el Hajj <a href="mailto:ahmad.el-hajj@undp.org">ahmad.el-hajj@undp.org</a> 03/345170</td>
</tr>
<tr>
<td></td>
<td>Baraksat and Kenayat</td>
<td>Upgrading sewage network</td>
<td>On-going</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project</td>
<td>Work Description</td>
<td>Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>------------------</td>
<td>--------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baraksat and Jabal Halib</td>
<td>Organizing water supply system and installing water networks</td>
<td>Bidding process under preparation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kfarbadda</td>
<td>Water project (part of network)</td>
<td>Under study</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Qasmieh</td>
<td>Upgrading part of sewage network, installing fence along water channel, road rehabilitation</td>
<td>On-going</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burghlieh</td>
<td>Rehabilitating sewage line</td>
<td>On-going</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chabriha</td>
<td>Installing fence along water channel</td>
<td>On-going</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Itanieh</td>
<td>Retaining wall</td>
<td>On-going</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricity</td>
<td>Tyre Gatherings; Ain Helwe AAs</td>
<td>Rehabilitation &amp; upgrading of networks</td>
<td>Study in process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hygiene</td>
<td>All Gatherings</td>
<td>Distribution of hygiene household and baby kits to all PRS households &amp; awareness raising activities</td>
<td>Purchase completed, distribution of 4,500 kits in August</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

contact: Sheeraz Moujalli
sheeraz.moujally@undp.org
Annex VII
Annex 7: Participatory Mapping in Ain el Helwe Adjacent Areas

PARTICIPTORY MAPPING
IN THE ADJACENT AREAS OF AIN EL HELWE CAMP: LIVING CONDITIONS
AND CONFLICT DYNAMICS

Draft 4
11 November 2013
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7. Way Forward
1. Background and Objectives

Adjacent Areas (AAs) - as defined in the 2010 UNDP−UN-HABITAT report “Investigating Grey Areas: Access to Basic Urban Services in the Adjacent Areas of Palestinian Refugee Camps in Lebanon” - are informal Palestinian gatherings located around the boundaries of “official” Palestinian refugee camps in Lebanon. These areas are mostly inhabited by Palestinians along with Lebanese, Syrians, and in some cases migrant workers from other nationalities. Adjacent Areas fall at the interface of the official camp boundaries and those of local municipalities. These areas constitute grey areas as being “officially” excluded from both UNRWA basic urban services and the services offered by Lebanese municipalities, even thought the AA’s fall under the municipal domain. According to the Lebanese municipalities, the AA’s are viewed as “unofficial extensions” of the camps. Although UNRWA is not mandated to provide camp improvement or water and sanitation services in the adjacent areas as localities falling outside the official camp boundaries, the Organization does provide educational, health and social services to Palestinians refugees residing in these areas as it seeks to do in all Palestinian refugees living across Lebanon.

Almost all existing Palestinian Refugee Camps in Lebanon have grown demographically and spatially. The growth has been haphazard and in an unplanned manner creating what we defined above as Camps’ adjacent areas. This is indeed the case of Ain El-Helwe Camp (AeH) with its eight AAs. By and large, these eight AAs have many similarities with the Ain El-Helwe Camp proper including the socio-economic profile, state of infrastructure and indeed the everyday life of the close-nit refugee camp. The AAs have, on the other hand, some distinctions and uniqueness. This report is the first serious and comprehensive attempt to assess the current situation and needs of the communities living in the eight AAs of Ain El-Helwe.

Aims

This study aims at undertaking a participatory mapping and needs assessment in the eight Adjacent Areas of Ain El-Helwe Palestinian Refugee Camp in South Lebanon. It was commissioned by the United Nations Development Programme (UNDP) “Addressing Urban Hot Spots in Lebanon” project and the joint UNDP - UNHABITAT “Towards Sustainable Solutions for Improved Living Conditions of Palestinian Refugees in Lebanon” programme. The assessment and mapping exercise will contribute to the projects’ goals to upgrade the living conditions in the AAs and to develop a shared understanding of the needs of conflict dynamics and drivers of insecurity in the targeted neighborhoods as well as existing mechanisms for conflict management.

The ultimate aim is to devise a community improvement plan for the AA’s that would address governance and cooperation mechanisms with concerned municipalities.

Specifically, through a participatory process in the 8 communities, the assessment aims to:

- undertake a situation needs analysis of the living conditions and livelihood assets in the eight AAs.
- assess the existing governance mechanism and the roles of active stakeholders.
- map conflict dynamics and social relations in the AAs and identifying the existing mechanisms for tension reduction.

Throughout the mapping exercise, particular emphasis was paid to mainstreaming gender issues and listening to voices of women as well as other groups such as youth and refugees from Syria (both Palestinians living in Syria and Syrian nationals)

The report is divided into six sections. After the introduction, section two explains the methodology that has been adopted in the assessment. Section three presents a background on the issues that affects Palestinians in the AAs highlighting the macro-level factors and processes. Section
fourpresents an overview of the situation in the eight AAs of Ain El-Helwe. Section five analyses the assets in the communities of the AAs and the challenges that affect people’s attainment of their livelihoods. Sections four and five are based on the extensive fieldwork undertaken in these AAs as part of this assessment. The sixth section synthesizes the main issues that affect the livelihood of people of the AAs and the livability in these areas. Section seven suggests the strategic directions that should be adopted in order to improve the living conditions and livability in the AAs of Ain El-Helwe. The last sections outlines the list of priorities based on consultation with key stakeholders.

2. Methodology
The assessment embraces a full “community-based participatory research” (CBPR) approach. CBPR involves research that is conducted based on an equal partnership between trained experts and professionals and members of the community being investigated (Bracht, 1999; Norris-Tirrell & Clay, 2006). By genuinely empowering the community through participation, the analysis is not done on the community, but with the community. Through involvement in all the stages of the study, community members develop awareness and ownership of the project and build commitment to plans associated with the project (Bracht, 1999).

The participatory mapping is guided by the Sustainable Livelihood Framework (SLF) as a conceptual framework used in the design and analysis of this assessment. The SLF is a tool that has been used in several contexts and in many parts of the world. It is a holistic approach that tackles all aspects affecting the livelihoods in any community including how communities utilize their existing assets to overcome shocks and stresses affecting their livelihoods. The framework also puts emphasis on the policies and institutions that shape people’s attainment of decent of livelihoods.

The study adopts Chambers and Conway’s definition of livelihood:
A livelihood comprises the capabilities, assets (stores, resources, claims and access) and activities required for a means of living: a livelihood is sustainable when it can cope with and recover from stress and shocks, maintain or enhance its capabilities and assets, and provide sustainable livelihood opportunities for the next generation. A sustainable livelihood contributes net benefits to other livelihoods at the local and global levels and in the long and short term.

Applying the SLF, the assessment looks at four main components that enable us to understand the ways the communities living in the AAs of Ain El Helwe cope with the challenges of daily life. These include: (See figure 1)
- Vulnerability Context
- Livelihood Assets
- Policies, Institutions and Processes
- The Livelihood Strategies

Vulnerability Context
The starting point of the study and a guiding reference throughout the analysis is that people, particularly those living in informal areas such as the AAs, live within a context of vulnerability. Understanding the vulnerability within the communities of the AAs is vital. Here we look at the various forms of vulnerability within the communities and among different groups. The assessment put emphasis on youth vulnerabilities as an emerging issue in the communities of the AAs.

Livelihood Assets
Assets are the resources that members of the community can use and utilize to pursue their livelihoods. The study assesses the quality of assets in the communities living in the AAs of Ain El Helwe. Those assets include:

4
• **Human Capital**: Health and well-being, knowledge, skills, employability as well as the access to health and educational services.

• **Physical Capital**: Basic infrastructure (water, sanitation, electricity, transport, communications), and housing.

• **Social Capital**: Social resources (levels of trust, membership of groups, community networks, being part of decision-making).

• **Financial Capital**: financial resources available (regular remittances, savings, supplies of micro-credit).

• **Natural Capital**: Natural resources and the use of it in their livelihood (agriculture etc.)

The assessment will focus on the first three capitals (Human, Physical, and Social) being more relevant to the communities of the AAs.

**Policies, Institutions and Processes (PIPs)**

Livelihoods are shaped by policies, institutions and processes (PIPs). Within this component of the study, we will look at existing policies and processes that affect the livelihoods and livability in the AAs, and the process underlying networks and relationships outside the policy domain. The analysis of policies will be undertaken in the desk review in order to understand how certain policy frameworks (or lack thereof) are affecting the lives of Palestinians living in these AAs. There will be emphasis here on the access to jobs, services, and opportunities etc. Furthermore, the study will look at the organizational environment and the ways it is affecting the livelihoods of residents of the AA. Here, we will also assess the actors and stakeholders that play a role in shaping the livelihoods and livability of AAs’ populations. So within this context, a thorough stakeholder mapping and analysis shall be undertaken.

**Livelihood Strategies**

In order to provide a comprehensive look at the needs and assets of the AA communities within the vulnerability context, a primary axis of the assessment looks at the livelihood strategies of the residents. Livelihood strategies include the ways that people use their assets to achieve their daily living. Such strategies are dependent on people’s resources and opportunities as well as on institutional processes. The data for this section is gathered primarily through interviews with key informants and focus group discussions with AA residents.

**Conflict Dynamics**

The assessment looks as well at the dynamics of conflict in the Ain el Helwe AAs. Overall, the study utilizes a conflict-sensitive development approach that looks at development needs from a conflict lens. The conflict analysis will examine the context (factors and actors), the relationships, and the characteristics of the conflicts affecting the AAs. Such an approach enables us to use this understanding to avoid negative impacts and maximize positive outcomes in development interventions.

In addition to the profile of the AAs that looks at the social and economic context of the AAs, the conflict analysis will answer the following questions:

• **Causes**: structural causes, proximate causes, triggers.

• **Actors**: Who are the main actors; and what are their interests, goals, positions, capacities and relationships; spoilers or connectors.

• **Dynamics**: current conflict trends, conflict management mechanisms
Figure 1: Sustainable Livelihoods Framework

LIVELIHOOD ASSETS PORTFOLIO

Vulnerability Context
- Shocks
- Trends
- Seasons
- Conflicts

Livelihood Strategies
- Social
  - Household
  - Neighborhood
- Government
  - Central & local
  - Laws/policies
  - Culture
- Private Sector
  - Markets

Policies, Institutions & Processes:

Livelihood Outcomes
+ Income

Human

Social

Natural

Physical

Financial
Main questions for the assessment:
The study was guided by the following research questions. The nature of the participatory research has necessitated that study team is flexible in terms of the themes to focus on and whom to interview.

<table>
<thead>
<tr>
<th>Community Stakeholders</th>
<th>1. Who are the main actors and organizations active in the AAs?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vulnerability Context</td>
<td>2. What is the vulnerability context of the AAs and who are the most vulnerable groups? Do we specify in the assessment who are the most vulnerable?</td>
</tr>
<tr>
<td>Livelihood assets</td>
<td>3. How policies and institutional arrangements are affecting the livelihood strategies of the people in the AAs? Informal processes? 4. What are people’s livelihood strategies? 5. What are people’s assets/capitals? (Human, Financial, Social, Physical, Natural)?</td>
</tr>
<tr>
<td>Community Conflicts</td>
<td>6. What is the type of conflicts (within each AA and between AA and neighboring localities)? 7. What are the causes of conflicts and their consequences? 8. Who are the main actors in the conflicts and what are their interests, goals, positions, capacities and relationships? 9. How conflicts are managed?</td>
</tr>
</tbody>
</table>

The Assessment Team
The assessment team comprised three senior researchers from the Knowledge Development Company (KDC) and 12 researchers (including 8 fieldworkers) from the local NGO PARD (Popular Aid for Relief and Development). The partnership was built to capitalize on the expertise of KDC and its team in designing and analyzing such assessments and on PARD’s extensive knowledge and experience in Ain el Helwe Camp and its AAs. The KDC team: 1) designed the assessment in consultation with PARD and UNDP and UN-HABITAT officers, 2) trained and coached the data collection team on methods and tools, 3) facilitated meetings and focus group discussion, 4) analyzed the collected data and 5) drafted the report. The PARD team was responsible of data collection, documentation and coordination at level of fieldwork.

Data Collection Tools
The assessment employs a qualitative approach in data collection. It utilizes five methods in the collection and compilation of data. These include the following:

1. Desk review of available data and information: The desk review of available data and information serves primarily to situate this assessment within the larger context of AAs in Lebanon. As research on the Adjacent Areas is a young phenomenon, the available secondary literature on the particular topic is sparse. The study relies heavily, on the UNDP–UN-HABITAT report “Investigating Grey Areas” as the primary reference for existing information on the AAs, including profiles of the individual AAs, context of the AAs within existing
governance structures, and information on access to basic urban services within the AAs. This is also supported by previous studies and needs assessments on Palestinian gatherings in Lebanon, which include the AAs, as well as theoretical literature on grey areas, urban informality, and the state of Palestinian refugees vis-à-vis their host countries. Finally, as part of the desk review, the profiles of the eight AAs are presented to set the stage for the main findings of the research. The desk review thus served to contextualize the background of the area of intervention, and identify key stakeholders, key issues, and formulate research questions for the field research. The review included published reports from International Organizations as well as published papers.

2. **Multi-stakeholder consultation workshops**: Two consultation workshops were organized and facilitated by the leading research team. These meetings included representatives and major institutions operating in the AAs including the central PC for Ain el Helwe and the PC for each AA, representatives of surrounding Municipalities, major International and local NGOs working in the AAs and activists. The main objective of these meetings was to engage main stakeholders in the study. The first consultation meeting aimed at sharing the objectives of the study and validating its design and methodology. This was an opportunity to collect further information about the Areas and identify specific needs and issues that would need to be given priority and attention. The second workshop was organized at the end of the study and aimed at validating the findings and recommendations. The consultation workshop was attended by representatives of the Municipalities of Saida and Mieh Mieh, Ain el Helwe Popular Committee, the adjacent areas local popular committees, and local NGOs.

3. **Semi-structured interviews**: A series of semi-structured interviews were conducted with key stakeholders in each of the AAs as well as with key informants in Ain el Helwe Camp and surrounding municipalities. Key informants included representatives of local PCs at level of each AA and at AeH, clerics, local politicians, teachers, social workers as well as mayors of surrounding municipalities. These interviews served to establish the issues at stake and inform the subsequent research questions. The list of interviewed key informants is attached.

4. **Focus Group Discussions (FGDs)**: Following the interviews, FGDs were carried out on issues emerging from the semi-structured interviews and the desk review. These were undertaken at two levels: at the level of each of the eight AAs and on the crosscutting issues that affect the overall area. At the level of each AA, issues followed and are informed by the Sustainable Livelihood Framework including access to decent services, human capital, social relations etc...as well as the impact of Syrian crisis and the movement of Syrian refugees ad Palestinian Refugees from Syrian into Ain el Helwe and its AAs. At the level of the 8 AAs, the focus groups, framed as working groups, covered cross-cutting issues such as Youth Opportunities, Youth Risky Behavior, Institutional relations, and Social Relations.

5. **Unstructured Observation**: This included observing relevant phenomena in the areas under study such as those in the living environment, physical environment, everyday interactions and relationships.

**Sampling and selection of respondents**

The study adopts a purposeful sample where key informants and FGD participants were selected based on their capacity to provide information and address the questions of the study. Key informants were selected based on their representation of main stakeholder groups, governance actors, active CBOs, and institutions. Other individuals were selected based on their
knowledge of a specific issues such as youth activists to talk about youth risky behavior and youth opportunities, refugees from Syria to discuss their needs and challenges faced in their settlement in the AAs and women from the AAs to discuss the issues relevant to women and families.
3. The effect of the policy and legal context on Palestinians in Camps and Adjacent Areas in Lebanon

This section will highlight some of the structural factors playing a role in the status and lived realities of the Palestinian refugees residing in the AAs. The living conditions of Palestinians of the AAs cannot but be assessed within the context of the status and rights of Palestinian refugees in Lebanon. Numerous studies have reported on the precariousness of Palestinian refugees in Lebanon who face high degree of political, legal, social, and economic exclusion in comparison to Palestinian refugees in other host countries (see for example PU and NRC, 2009; Chaaban et al, 2010).

The existing policy and legal framework on Palestinian refugees in Lebanon is a defining factor in shaping their living conditions especially in the Camps and the informal gatherings including the AAs. It is currently governed “by a patchwork of laws and a de facto situation that severely restrict their rights” (ICG, 2009, 16). In addition to restrictions on movement and property ownership, the current policy excludes the Palestinians from working in 30 professional jobs including those that are unionized. Such barring from economic rights is unsurprisingly creating adverse effects on the living conditions of Palestinians in Lebanon in general including those in the Camps and in the AAs.

The limited rights that Palestinians in Lebanon have is very much influenced and shaped by the debate on their naturalization or permanent settlement (tawtin). Paradoxically, there is no clear, agreed-upon definition of tawtin, some equating it with permanent settlement in Lebanon generally, and others with extending citizenship and voting rights specifically. Remarkably both Palestinian and Lebanese populations oppose tawtin; Palestinians for the preservation of their right of return to Palestine and Lebanese for various reasons, ranging from fears of upsetting demographic balance of the sectarian system to ostensible political support for Palestinians’ right of return. This issue, however, has prevented any significant legislation improving the Palestinians’ living conditions, rights, or legal status from being passed (Chaaban et al, 2010).

Furthermore, the lack of clear policy framework towards the issue of Palestinian refugees in camps in Lebanon shapes the livability inside the camps and their adjacent areas. It has become evident that there is minimal governmental involvement in management and governance of the Camps and the AAs. The same can be said for local authorities’ limited engagement in the Camps and AAs (except for ad-hoc interventions). Consequently, UNRWA and a range of local and international humanitarian organizations have sought to fill the void. Still, the refugees’ living standard is deemed appalling by both the UN agency and the government (ICG, 2009, 13). The combination of legal, political, social, and spatial exclusion exacerbates the poor living conditions among Palestinian refugees in the camps and their adjacent areas.

In the same vein is the security policy towards most of the camps and in particular Ain el Helwe and its adjacent areas. The Lebanese Army employs strict security measures around Ain el Helwe and its adjacent areas with checkpoints at all entrances to the Camp and its AAs. These measures have been reinforced after clashes in 1991 and then in 2001 between the LAF and armed groups in the AAs and in an attempt to crack down on the rising Osbat al-Ansar at that time. Security measures don’t impede people’s movements per se but create a challenge for those without IDs. Measures also restrict the entrance of building material where usually a special permit from the Army is needed.

Said that, there are some modest attempts to revisit the policy towards the question of Palestinian refugees in Lebanon acknowledging the need to improve their conditions while at the same time emphasizing the opposition to tawtin. This was reflected in the creation in 2005 of the Lebanese Palestinian Dialogue Committee (LPDC) mandated to address the situation of Palestinians in Lebanon (UNDP and UN-HABITAT, 2010, 34-35). The LPDC has undertaken a number of initiatives
to establish Palestinian diplomatic representation in Lebanon, discuss a solution for the case of non-ID Palestinian refugees, propose a plan for reforming the Labour Law and improve living conditions in the official camps. In 2006, the Camp Improvement Initiative was launched.¹

4. Overview of the Ain el Helwe Adjacent Areas: unpacking their greyness

Prior to the 2010 report “Investigating Grey Areas” there were no studies or data that specifically defined or targeted the adjacent areas of the Palestinian refugee camps of Lebanon. In previous studies, the AAs were included with other informal Palestinian gatherings not located within the official camps. The above-mentioned report considered that, unlike other Palestinian gatherings that are not located close to the boundaries of the camps, the adjacent areas constitute unique cases worthy of investigation due to their spatial proximity to the camps and implications on governance and access to services.

The AAs were defined based on the following criteria:

- **Location**: an AA is an area located in direct proximity or adjacency along the boundaries of official Palestinian refugee camps.
- **Demography**: an AA is inhabited by a majority of Palestinian refugees (registered and unregistered) with a sense of being a distinct group living within a geographically identifiable area.
- **Tenure**: An AA exhibits informal access to tenure and has no official UNRWA camp status.
- **Access to Basic Urban Services**: an AA witnesses no provision of basic urban services by the state (public agencies or municipalities), UNRWA or other institutions.

¹For more information on this initiative, as reported in the UNDP–UN-HABITAT study, refer to the Review Summary of the CII issued by UNRWA in 2009.
The AAs were generally formed during the years of the Lebanese civil war between 1975 and 1990 as many Palestinian families fled from violence and destruction – primarily in the camps of Beirut and South. Displaced families started building temporary shelters on the empty lands mainly around Beddawi, MiehMieh and Ain el Helwe camps, forming what became known as the AAs of the camps in Lebanon. Other AAs were formed prior to the civil war as the population of the overcrowded camps expanded and grew and families settled in less densely populated areas surrounding the camps. The Tawari area of Ain el Helwe was actually the original site of the refugee camp in Saida in 1948, before Ain el Helwe camp was established. The AAs continued to grow around the camps, both horizontally and vertically, until the end of the civil war in 1990 and indeed later (Ibid, 43).

Regarding the tenure of the land, while all AAs represent informal settlements, the scale of informality varies in each AA. Most AAs were illegally built on occupied public lands and/or plots privately owned by Lebanese residents. Other cases exist where dwellers purchased the lands or houses from the original owners but did not officially register their properties in the Land Registry – such as is the case in Jabal el Halib and Hay el Sohoun AAs of Ain el Helwe Camp.

Generally, the living conditions for dwellers are similar to those of Palestinian refugees in Ain el Helwe. They depend on UNRWA for educational, health, and social services as well as on

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2As per this definition, the research identified twelve adjacent areas surrounding Palestinian refugee camps in Lebanon: two located around Beddawi camp in North Lebanon within the boundaries of Beddawi municipality; one adjacent to Nahr el Bared camp in North Lebanon within the boundaries of Muhammara and Bhannine municipalities; one around MiehMieh camp in South Lebanon within the MiehMieh municipal boundaries; and eight around Ain el Helwe camp in Saida, South Lebanon, within the boundaries of Saida, Darb el Sim, and MiehMieh municipalities.
other NGOs mainly operating in the camp. However, as indicated above, dwellers in the AAs face additional hardships due to their “gray” status and lack of access to basic urban services – such as sewerage, water, electricity, solid waste management, and roads systems. Thus, in order to access basic urban services, dwellers in the AAs depend on individual and collective self-help initiatives, as detailed in the UNDP-UNHABITAT report, contributing to the unique character of the AAs.

As most houses in the AAs were built as temporary shelters by the dwellers without any assistance from UNRWA or other organizations, housing conditions are generally poor, though this varies in each AA. For example, some shelters are covered with temporary corrugated iron (“zinco”) roofs.

**Overview of Situation in the 8 Adjacent Areas of Ain El Helwe**

This section, based on the information collected in the eight AAs of Ain El Helwe, briefly describes the situation in each AA and moves to analyse the common livelihood assets and challenges.

**Bustan Abu Jamil**

Bustan Abu Jamil is one of the adjacent areas located administratively within Saida’s municipal boundaries and was formed during the civil war following the displacement of Palestinians from other camps in Lebanon. The residents of this area are almost entirely Palestinian. The number of families according to the reports of stakeholders and residents themselves reaches approximately 120, of which around 20 families are refugees from Syria (source: interviews with community members local key informants including a previous member of the PC). The houses in Bustan Abu Jamil are either one-story or double-story and are mostly “owned”\(^3\), while others are rented at a fee that is at average of $200. While residents have reported that the houses are in good shape and have been recently renovated by an International NGO, Premier Urgence, other stakeholders report that houses are in bad shape, and lack ventilation and access to sunlight during the day. The area suffers from a number of shortages in physical capital such as: water provision and access to drinking water, improper sewage management resulting in serious health conditions and shortages in electricity supply and continuous cut-offs.

**Baraksat**

Baraksat is located within the municipal boundaries of two areas, MiehMieh and Saida; it is neighbored by the adjacent areas Tawari and Bustan al Kods. Baraksat is residence for a population of almost 3000 of which the majority are Palestinian, and a very small number of families are Lebanese (not more than 10%). Most of the residents of Baraksat have been settlers in the area since the Nakba in 1948 and the rest settled after 1967. A significant number of residents are without identification papers and who are considered illegal and face obstacles in their mobility. The area houses between 350 and 400 three and four story buildings, most of which are “owned” with a small number of rented house. Baraksat is considered to be one of the most crowded areas where the houses are exceedingly adjacent to one another and in bad condition; this could pose a health and safety risk to the residents.

**Bustan el Kods and Ouzo**

People moved to Bustan el Kods in 1982 during the Lebanese civil war as Palestinian families were displaced from other camps and moved to search for safer residence. Bustan el Kods is located within the municipal boundaries of Saida and is surrounded by the adjacent areas of Sekke,

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\(^3\) Ownership of property in the AAs is not legally accepted by the Lebanese State but is informally governed inside the AA through the PC.
and Baraksat. A smaller area in the west of Bustan el Kods “Ouzo” is considered part of the adjacent area of Bustan due to the shared similarities in basic urban services. The number of residents in Bustan el Kods is estimated at 4,000 most of which are Palestinian and are living in approximately 270 multi-story concrete houses, which are mostly in bad condition.

FadloWakim

FadloWakim is a land owned by a Lebanese citizen and has been inhabited by Palestinian families since in the 1980s after the Israeli invasion and displacement of Palestinians from other camps in Lebanon. FadloWakim is located south of Ain el Helwe camp and is surrounded by the adjacent areas of Jabal el Halib and Hay el Sohoun. The estimated number of residents in this area is 2000 encompassing around 300-350 families, as reported by the director of one of the organizations in the area. The majority of families are Palestinian and there are around 10 Iraqi families in the area. FadloWakim houses around 300-350 three to four multi-story concrete buildings that are very adjacent to one another and in bad condition; the area suffers from frequent water floods in the winter.

Hay el Sohoun

Hay el Sohoun is a natural extension to the adjacent area of Jabal el Halib as both areas share the same history, however it is considered as a separate area today that is part of Sector 2 of Ain el Helwe Camp. Hay el sohoun is surrounded by the adjacent areas of Jabal el Halib and FadloWakim. The estimated number of families living in the area is around 85 with an average of 5 members per family. Unlike other adjacent areas no more than one family lives in the same household. All the residents are of Palestinian nationality and around 10 families who are of Palestinian origin have been recently displaced from Syria and taken residence in the area, only 2 families are of Syrian nationality. Houses in Hay el Sohoun consist of three to four story-buildings and are in bad condition, especially after the 2006 war which resulted in cracks in the walls and roofs. Although UNRWA has refurbished some of the buildings, many remain in very poor condition and pose a risk to the residents living there.

Jabal el Halib

Jabal el Halib is located within the municipal boundaries of Darb el Sim and was formed at the end of the civil war. It is surrounded by the adjacent area of Hay el Sohoun from the north. Although most of the land is “owned” by Palestinians who have purchased it from its Lebanese owners, the land is not officially registered in their names where some plots are illegally occupied leading to a number of legal disputes with their Lebanese owners. The majority of inhabitants are Palestinian families and there around 60 Palestinian families who have been recently displaced from Syria. Approximately 375 families reside in Jabal el Halib (an estimate of 2000 individuals), each family consisting of 5 members on average. Households in Jabal el Halib consist of 3 to 6 story buildings, most of which are in need of some restoration.

Sekke

Sekke initially formed during the 1970’s upon displacement of Palestinian families from other camps in the South of Lebanon. During the civil war it became very densely inhabited and many of its agricultural features were replaced with built settlements. The land of Sekke remains owned by the Ministry of Transport and is divided into four neighborhood due to its large area. It is surrounded from the east by the adjacent area of Tawari and Ouzo (part of Bustan el Kods). Among the 4 neighborhoods of Sekke, the estimated number of families is 425, most of which are Palestinian and some are Lebanese in addition to a number of families who moved from Syria.

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4 At time of data collection in summer of 2013
Residents live in one to two story concrete houses with no more than one family living within a household, however for large families ranging between 4 to 12 members, these 2 bedroom houses become unhealthily crowded. Furthermore, houses are in poor condition and in need of rehabilitation.

Add the numbers of newly arrived Palestinian and Syrian refugees from Syira to reflect the current situation at the time of the mapping.

**Listening to refugees from Syria in Sekke**

Most of the refugees who have recently been displaced from Syria and residing in the adjacent area of Sekke are of Palestinian nationality and have emigrated from several camps in Damascus. There are around 110 refugee families consisting of 7 to 10 members dispersed among different areas within Sekke. These numbers indicate those reported at the time of field work. Most of these families live in tent houses (80 families), while others in “Badr” organization (17 families), and 13 families in a school. For families living in tent houses, the living environment is extremely poor and lacks basic hygiene services. There are approximately 60 tents with two or three families living inside one tent and sharing 6 public bathrooms.

Families receive assistance from the UNRWA (monetary) and other basic needs (such as food, goods, and mattresses) from organizations in the area and in Ain el Helwe camp. Organizations also provide recreational activities for the children. They rely on the existing UNRWA clinics for healthcare, which they think are not enough with the increasing demand from refugees from Syria. They have reported on the challenges of seeking hospital treatment at any of the nearby hospitals, which they cannot afford. Children and adolescents attend UNRWA schools, but they are concerned that they will not receive any degree at the end of the academic year. During the summer they received remedial courses to get acquainted with the Lebanese curriculum.

Among the refugees, there are a number of well-educated adults, however their skills and expertise are not being well channeled to benefit the community. Job opportunities are lacking in these areas prior to their settlement. Some of the refugees from Syria have attempted to work in solid waste management (مکتب النظافة), but they could not tolerate the extreme smells and associated health risks.

In addition to the difficulties these families are facing in maintaining their basic livelihoods, some have reported for being mistreated in some occasions by residents in the area. Reasons are unknown but competition over resources is possibly one of these. In many instances they are stopped and checked
Tawari

Tawari is located within the administrative boundaries of Saida and was developed in the late
1950’s after families moved from different Palestinian camps in Lebanon after the earthquake
that hit at the time. It is bordered by both adjacent areas Sekke, from the west, and Barksat from
the east by two main streets respectively. Basic urban services are deficient in this area since 1991
after conflicts arose with the Lebanese Army. Tawari houses approximately 400 families (more than
2,000 -2,500 dwellers). Each household belongs to a nuclear family, with the exception of refugees
from Syria who often share houses (around 300 families). Most residents are Palestinian, with few
Lebanese families. Most houses in Tawari are not adequate for residence and in need of
restoration. Houses are extremely adjacent to one another and there is increased crowding as more
families are moving into the area. Houses have also been affected and damaged by the recent
conflicts happening in Saida and some are at risk of collapsing.

5. Understanding the existing Livelihood Assets in the Ain El HelweAAs
The eight AAs share a lot of commonalities when it comes to their assets, or lack of them. These
include similarities in the challenges to human capital and access to education, livelihood strategies
and access to jobs, the precarious physical capital and the dynamics of social capital. This section
explores these in details.

Human capital: Education

Educational concerns at all levels of education are among the prominent problems across
the adjacent areas. Although kindergartens exist in the overall area of Ain el Helwe, some families
saw in the absence of kindergartens in their AAs an obstacle that has prevented them from
sending their children to early schooling. This is especially the case as parents would prefer
kindergartens to be near their places of residence because of the their concern on children’s safety
given the precarious security situation in Ain el Helwe5.

5see for example: http://english.al-akhbar.com/node/15226

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After finishing primary education, kids and especially males face a number of challenges in their academic life including the possibility of dropping out. Families and other stakeholders have reported on a substantial number of children dropping out to engage in the labor market. Drop out from school begins around the age of 14 where adolescents engage in cheap labor and in unskilled jobs, and in many areas children drop out at the age of 8. In some cases, the young dropouts join the military wings of the factions as salaried militants. In Sekke, for example, some respondents have reported that almost 80% of children and adolescents drop out of school. The high dropout rate is across all AAs except in Jabal al Halib and that’s due to the history of that AA as a place of residence for the relatively better off residents of Ain el Helwe who moved out of the Camp. Furthermore, the presence of social organizations in Jabal al Halib have played a visible role in promoting education in the community. These include “Al Nidaa al Insani” hospital, Medecins Sans Frontier, and Ghassan Kanafani which have catered to a wide variety of medical, social, and educational needs within Jabal al Halib.

According to the interviews with residents and a number of stakeholders, the reason behind the high dropout rate in most AAs is primarily due to the lack of awareness among parents and the youth-unfriendly educational system. Of concern is the overcrowding in classrooms. According to a previous member of the PC in Bustan Abu Jamil, students are placed in classes of 30 to 40 classmates, making it not conducive to learning. The teachers’ role has been highlighted as crucial in preventing or in many cases contributing to dropouts. A director of one of the active community organizations reported “school dropout is the result of the lack of interest of some teachers in providing holistic education”.

Some community centers, especially in Jabal al Halib, have attempted to resolve the issue of dropouts with UNRWA and have highlighted that the UNRWA schools are in need of a social worker and psychological assistant for the students. According to the director of one social organizations, “our students have a lot of potential and possess many skills, they merely need some form of guidance and follow up so that their potentials are not channeled in negative directions.” In the same vein, a group of youth has highlighted the need for awareness campaigns on the importance of education as the percentage of dropouts and even illiteracy among youth in the area is drastically increasing. This presents a diversion of the practices and beliefs that were historically present among the Palestinians in regard to the importance of education.

Students who continue their schooling face other challenges when reaching the vocational and university levels. At present, there are very limited scholarship opportunities and many families have reported on the burden of covering the cost of higher education. Alternatively, a number of students opt for vocational training in UNRWA’s Sibleen institute. A number of youth find this as a good alternative to the costly university education although some had stressed on the difficulty of funding a decent job. A student who just graduated in accounting from Sibleen describes the difficulty in finding a job outside the Camp and the AAs spending his time surfing the internet.

From a gender perspective, education seeking and completion is generally higher among girls as we have seen earlier how males often drop out at an earlier age and engage in the job market. This will ultimately create a gender gap tipped in favor of women. The implications can be positive should women engage in the labor market.

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6 One particular exception was in Hay el Shohoun where interviewed women reported to have low educational levels and voiced the need for extensive courses to reduce illiteracy.
Livelihood Strategies: Employment

The current slow performance in the overall economy in Lebanon and in the Saida area as well as the increasingly tense political situation are accentuating people’s economic vulnerabilities in the AAs as in Ain El Helwe in general. The economically active feel a sense of hopelessness as they continuously and uselessly rotate between one a daily job (مَهَنَة حَرّة) and another in search of better income where most available job opportunities are daily laborers. The youth in particular feel the hopelessness and pressure to find a well-paid job. Some of the youth have reported that they often get in dispute with their parents to become more economically active and to support their households.

Unemployment is high and on the rise and having a degree is no longer promising. Youth reported that being a college teacher or a college graduate and having to work on a construction site or as a cab driver has disheartened them and set them into a vicious cycle of despair. Unemployment has been exacerbated by the arrival of refugees from Syria. The influx of refugees from Syria (whether of Palestinian or Syrian nationality) has created competition on the already limited opportunities. This has driven them to depend solely on assistance from Palestinian organizations and factions. According to some interviews, the presence of refugees from Syria as competitors to the Palestinian labor force is contributing to growing tensions between the two groups.

The currently available job opportunities for residents in most of the areas are mostly skilled vocational jobs such as working as carpenters or mechanics, as well as unskilled daily jobs such as in the factory for waste management. The average monthly income for families across the different areas was reported to range between 400,000 and 650,000 Lebanese Liras. The limited income has pushed some families to adopt strategies that would allow them to increase their income. In some cases, children are forced into the labor market to assist their parents, especially in areas where there is little involvement of women in the labor market, such as in Tawari. It was reported that a considerable number of children engage in paid work where child labor appears common. In most other areas, women reported that they have taken jobs outside the household to contribute to household income. Workingwomen are mostly employed as cleaning ladies in homes or institutions with a number working as home tutors. Some women, as noticed in the interviews in Hay el Sohoum and Bustan el Kods, were engaged in the labor market and have taken on jobs such as private tutors, teachers, tailors, hairdressers, and secretaries. Both women and children work in Sekke in attempt to increase even marginally, the family’s income. Despite employing such strategies to increase household income, families have reported that it is not enough to cover their daily needs, even in situations where every single member of the family, including the children, are working.

Physical capital

Deficiencies in physical capital resources continue to be the most pressing and persistent problems that the adjacent areas face, and that affect their physical, social, and psychological wellbeing. Residents across the eight AA’s are very much concerned with the current poorly structured environment they are living in. Residents complained of a number of deficiencies in basic urban services such as water provision and sewage and waste management. Water networks are not properly connected to households and families often suffer from lack of water and are forced to purchase a water to bring to their homes. During the summer residents are forced to buy water tanks, which adds to their financial burden. Furthermore, there is constant flood of sewage onto the streets especially in the winter in the majority of the AA’s including Bustan Abu Jamil, FadloWakim, Jabal el Haleeb, Sekke and Tawari. Residents in FadloWakim and many of these areas report that the network requires urgent restoration. Furthermore, interviews with stakeholders
revealed that in some instances there is an overlap between sewage and drinking water pipes causing the risk of contamination and possible health hazard. In Bustan el Kods, some families reported that the improper waste management is leading to serious skin and respiratory health conditions. Tawari seems to suffer the most the consequences of these deficiencies, whereby since 2000, the area does not have an official water network and the water pipe from which they receive water is located in Taamir thus receiving water irregularly. Both stakeholders and residents have reported the urgent need for a private water network for Tawari. The sewage network is also very old and in need of reinstatement, as it was initially tailored for only 100 houses, and it is currently serving more than three hundred.

Interviews with women and youth from Bustan el Kods reveal difficulties in the living environment that are shared by many of the other adjacent areas. Crowding appears as a major issue for those respondents. Families live in houses with up to 7 members living in a 2-bedroom house and often more than one family share a house. Housing conditions are becoming more and more inadequate as residents report that the makeshift roofs of their houses are leaking and unstable, and homes often flood with water and there is a lack of both ventilation and lighting.

Electricity cut-offs are continuous, and in most AA’s the poorly organized electric cables and networks pose a risk to the residents’ safety. In most of the AAs, the electricity network is considered very old and wires are randomly set up and the cost of obtaining electricity through generators is extremely expensive for the residents. Many residents have to pay unaffordable fees to get access to electricity from private providers and they also complained of the proximity of generators to the homes and the noise pollution it produces, which ultimately affects the quality of their daily living.

Complaints of poor physical capital and infrastructure seem to be less severe in Hay el Souhoun compared to other areas, with the exception of the condition of roads. Residents as well as stakeholders report on the poor condition of roads in most areas which become even more chaotic upon flooding of the sewage water. Many instances, the repairs done in some areas in the water network have left the roads in a very bad condition and in need of urgent paving and lighting.

Social capital

Although there is a number of local non-governmental organizations active in the AAs and in Ain el Helwe in general including those that provide healthcare, vocational training, services for children and welfare services, residents - both young and old - across most of the adjacent areas voiced common and pressing concerns regarding the limitation of local social resources in their areas. While NGOs and CBOs in Ain el Helwe and in the AAs in general cater for all the residents in these areas, respondents in this assessment reflected the need for locally-based social capital resources. Of noticeable concern was the need for youth clubs and women centers, which appear to be non-existent in Bustan Abu Jamil, in Baraksat, and in Tawari. Such social services, i.e those related to youth and women, preferably have to be based within easy reach in the localities. This is more relevant to women who would prefer to stay near their homes. In the same context, youth in these areas, more than others, clearly voiced dissatisfaction with the overall current institutions. There is also a lack of centers that could offer youth guidance and counseling as well as social and cultural activities. The same could be said for services that cater for the disabled and those with special needs.

These deficiencies, coupled with high levels of unemployment are causing the young generation in these areas more than others to seriously indulge in risky behaviors that are condemned in their society such as drugs and alcohol. The lack of capacity building activities that
teenagers and specifically young males in the community can be involved in, and the high levels of drop-out from school and unemployment have caused them to spend most of their time on the streets. This environment subjects them to high risky behavior, including among others, the use of drugs. These concerns were reiterated by a number of stakeholders in the AAs. A case in point is the youth in Baraksat who reported that drugs and hallucinogens can be easily bought (illegally) from pharmacies and hospital employees and are even accessible to students at schools.

The availability of social capital resources in Bustan el Kods, Fadlo Wakim, Jabal el Halib, Hay el Sohoun and Sekke are slightly better than the other areas. These areas benefit from hosting such organizations in their areas although their targets are the overall population of Ain el Helwe. In Bustan el Kods, for example, two social organizations exist namely the General Union for Palestinian Women (الاتحاد العام للمرأة الفلسطينية) and Association Najdeh. Both the Union and NAJDEH undertake awareness campaigns and assistance programs. NAJDEH also includes a kindergarten and technical school. Nonetheless, women and youth still complain from the lack of youth clubs, social organizations and medical centers in the area. The only hospital available in Bustan el Kodswas is seen to be expensive by the residents hence patients have to seek medical and urgent services in UNRWA clinics and hospitals inside the camp proper. Even with assistance from UNRWA, as reflected by the residents in these AAs, the cost of medical treatments and specifically medications remain largely unaffordable. Respondents voiced concern about the lack of clear system for UNRWA’s referral to secondary and tertiary care.

Residents in Fadlo Wakim also benefit from the presence of Solidarity Association for Social and Cultural Development (“Tadamon”) and The National Institution of Social Care and Vocational Training (“Beit Atfal Al Soumoud”) that cater to the social needs of children and youth. In many areas, there are initiatives from the community members themselves to improve the overall social and human capital resources in their area, however, there remains a lack of social, educational, recreational, and medical organizations.

Jabal el Halib can be considered one of the “richest” adjacent areas with respect to the number of social organizations that exist and the presence of “Al-Nidaa Al-Insani hospital Al-Nidaa Al-Insani hospital and Médecins Sans Frontières within the area itself. These organizations cater for the needs of physically and mentally challenged and blind individuals, provide a kindergarten, library, remedial programs for children and adolescents, an art center, and elimination of illiteracy program, summer programs, and playgrounds. There is a high level of cooperation between the existing organizations and together they are able to provide social, cultural and psychological services and activities. In addition these centers have also provided job opportunities for many youth and are also providing very much needed services to other adjacent areas, especially for challenged individuals. A range of medical services are also provided by the local hospital in the area as well as by Medecins sans Frontiers. Still, residents do continue to visit UNRWA clinics in the camp because they are free and affordable.

In Hay el Sohoun, social capital assets also seem to be visible. Residents reported benefiting from the small number of organizations in the community. “Nashet cultural and social Association” has conducted some physical health awareness sessions and the “center for technical training” (مركز التدريب المهني) is a more active center that serves as a technical school and also conducts workshops and summer activities. The Première Urgence organization in Hay el Sohoun also attempted to enhance infrastructure and physical capital through its project of repairing the water sewage network². Residents themselves have to take on the initiatives to repair any needed

²Youth reported that the project was unsuccessful in delivering water to the houses and hence the attempts of organizations to assist in the community are often unproductive
resources to assist their livelihood. Youth in Hay el Sohoun still complain of limited nature of cultural/sports clubs or organizations that can tailor for their needs for constructive entertainment instead of having to spend most of their time on the streets.

Sekke benefits from the presence of a small number of social organizations such as PARD, Badr, and other women organizations. As reported by the women and youth, these organizations play an active role in Sekke’s community such as providing educational and awareness sessions for children, workshops and trainings for youth, health awareness, and assistances for medical and health services. In addition, there are two public sports (football) courts and a sports club and venue for social events such as weddings. Women play an especially active role in the community and have had initiatives for forming organizations led by women.

As mentioned earlier in this section, NGOs and CBOs in Ain el Helwe and AAs serve and aim to serve the population in these areas as a whole. Still and while people of the AAs do access services in these NGOs or CBOs, they had preference for some social capital assets to be available in their local areas. This alludes to a gap in the provision of such services, especially the youth and women related.

**Social Relations**

Social capital, as seen above, in terms of associational life and the availability of institutions and organizations is relatively limited in many of the adjacent areas. Nonetheless, when asked to describe the nature of their social relationships, the residents in the majority of these areas such as Bustan Abu Jamil, Baraksat, Hay el Sohoun, and Tawari are highly supportive of one another, trust each other and depend on one another in times of need. The women in these communities are aware of their interests and highlighted the need for women clubs, committees, and NGOs to cater for women’s rights as there are strong bonds between them and social relations among the women are prominent. Women in Hay el Sohoun are clearly socially engaged in volunteer activities in a number of organizations both in the area and Ain El Helweh camp. They have actively participated in first aid trainings and other workshops and lectures and there is a high acceptance and support of the women’s social initiatives and involvement in the area. The residents in Hay el Sohoun also report being able to depend on the neighborhood committee as well as community leaders and notables to resolve minimal conflicts that arise. In Jabal el Halib, unlike other adjacent areas, social relationships are confined to formal events and intra family conflicts were reported to be more common than in other areas. Nonetheless, the residents get together in times of celebrations and in hardships.

Despite these optimistic outlooks, activists and stakeholders in some communities report that there is a growing tension and anxiety among the residents. In Hay el Sohoun for example, this anxiety is the result of the arms training that many youth are involved in. In Jabal el Halib, intermittent political turmoil and the presence of nearby military bases that are associated with opposing parties is affecting the overall stability and security of the area and occasionally stirs up residents’ fear. In Bustan Abou Jamil, a number of residents and stakeholders reported that youth are being exploited to increase political tension and residents in the area have become divided because of political parties and factions. Scarcity of resources and services; in addition to growing economic needs exacerbate inter-communal violence.

**Dynamics of Conflict**
The conflicts in Ain el Helwe and its AAs can be summarized by the words of one respondent as being linked to the: “continued disregard of rights, economic and social exclusion, security restrictions, wide spread of arms, systematic military recruitment of militants, all of which contributed to the creation of new grievances”. Noticeably here is the overall political and economic exclusion inflicted on the Palestinian refugees in Lebanon that has had significant impacts on everyday life leading to unemployment and high density, which are the roots of social problems in all the AAs.

Recently, the settlements of refugees from Syria in the AAs has caused tension with Palestinian families, who see them as a threat to their scarce economic opportunities blaming the Syrians for being cheap labour and thus contributing to higher unemployment rates among Palestinians. These conflicts between the original dwellers and the recent Palestinian inhabitants from Syria seems to be most evident in the area of Baraksat and Sekke. In Baraksat, the residents (original dwellers) reported that although there are strong ties among one another, relationships with the families recently displaced from Syria are very tense. They described the situations as “about to explode any minute” and reported a fear of tensions growing into armed conflict in the future. The Palestinian youth are resentful, and consider that the recent dwellers from Syria are taking over their resources and occupying their opportunities, and have even “taken away from them the pleasure of their gatherings in their usual spaces” (the street). The focus group discussions with the recently displaced families revealed the same anxieties, and many of the Palestinians from Syria reported being discriminated against from many residents and even certain committees in Baraksat. In Sekke, the relationships are tense relationships are not as evident, however the residents do report that they minor conflicts do exist from time to time. In Sekke, there is an agreement among the residents that most conflicts are resolved with the assistance of the PC with the exception of few families who are unresponsive and tend to resort to use of weapons. This tends to be the case in general in all the adjacent areas. Resorting to the PC seems to be the only mechanism that exists among the AAs to reduce conflict, highlighting a need to strengthen local level conflict resolution mechanisms, and assessing these in a participatory manner. Hence there may be a need for capacity building among local actors who play critical roles in mediation and conflict resolution with a greater focus on youth and women.

Furthermore, the AAs security management is also subject to tensions resulting from political divisions and rivalries, which, in some instances, have led to the establishment of competing bodies even within same faction. Many residents report that these political rivalries have been fueled by the increasingly stressful living environments in the areas and the camp as whole. In Baraksat, the lack of financial, educational, and social assets, has led to the exploitation of youth into political parties in exchange for material benefits. The inter-factional conflicts also contribute to occurrences of violence amongst the AAs inhabitants who have become relying on the protection and support from their factions in handling conflicts amongst each other.

It is worth stressing here that the AAs are not politically and security-wise independent from the Ain El Helwe camp; neither from the overall political turmoil in Saida. On the contrary they are an integral part of the social, economic and security fabric of the camp. Recently, Ain El Helwe and the AAs are witnessing an increase in security risk due to the growth of takfiri organizations and armed extremist groups, in addition to the constant outbreaks of violence between armed groups acting as proxies in regional or internal Palestinian conflicts. The Syrian conflict is fuelling the existing rivalries and creating more extremist small-decentralized groups; the spread of arms inside the camp and in the adjacent areas; one of which (Tawari is the strong hold of Osbet el Ansar&Jund el Cham.)

Conflicts of various natures are dealt with using non-formal ways of coordination amongst the factions. The only semi formal mechanisms the security committee of Ain el Helwewhich is also in charge of handling conflicts in the AAs. At times of violence between factions, the security
committee would work with the warring parties to ease the tension and stop violence. Such a mechanism has been relatively successful in preventing some violent incidents from spreading all over the Camp and AAs although it has not been successful in “regulating” the arms inside the camp and the AAs.

Overall mainly intra conflicts? What about inter conflicts/tensions with surroundings of AAs? Army? What about social conflicts Palestinian – Lebanese? (THIS WAS NOT EVIDENT IN THE FOCUS GROUPS)

Palestinians from Lebanon and Palestinians from Syria? These are worth more development. (added)

Also, please highlight the link between poor living environment/conditions and how they fuel conflict dynamics. ok

Provide a clear overview of the existing mechanisms for tension reduction (PCs and such). Hence the need for strengthening local level conflict resolution mechanisms to be assessed in a participatory manner. Such as capacity building for local actors in mediation and conflict resolution (with focus on Youth), inclusive/sensitive planning for municipalities and integration in their local development plans, enhanced support to joint initiatives to address tensions and promote cohesion, including strengthening the role of women in peace building as community affairs (in addition to entering the labor market). OK

Please add these under few paragraphs, introducing the issues at stake in the AAs.

Please note that the relationships drawn between these groups is still not clear
Synthesizing the issues at stake in the AAs of Ain El Helwe

The results of the interviews and focus group discussions in the 8 adjacent areas highlight five main issues that affect the livelihoods and livability in these neighborhoods. These issues are very much intertwined creating a vicious cycle that affects the livability in the AAs (and the Camp as a matter of fact) and the livelihood of Palestinians living in these areas. These are, namely:

1. **Groups** (Usbat al-ar – Jund el sham- Usbat el nour -)

2. **Actors in Ain El Helweh Camp and the Adjacent Areas**

   1. **Factions of the Palestine Liberation Organization (PLO):**
      - Fatah (Movement for the National Liberation of Palestine), is the dominating force with some presence of the Popular Front for the Liberation of Palestine (PFLP Georges Habash), and the Democratic Front for the Liberation of Palestine (DFLP Nayef Hawatmeh)

   2. **Factions of the Alliance of Palestinian Forces (Tahaluf):**
      - Hamas, is the dominating force of the Tahaluf
      - Jamaa Islamiyya
      - Islamic Jihad
      - The Popular Front for the Liberation of Palestine – General Command (PFLP-GC),
      - Fatah al-Intifada,
      - Al-Saiqa (The Lightning).

   3. **Jihadi-radical- Islamist forces:**
      - Usbat al-Ansar (League of Partisans), boasts a strong presence in the Ain al-Helweh camp.
      - Jund al-Sham (Soldiers of Greater Syria), an Osbat al-Ansar splinter group. Its members were located in the Taamir neighbourhood before evacuating to the Taware’.

6. **Synthesizing the issues at stake in the AAs of Ain El Helwe**

   The results of the interviews and focus group discussions in the 8 adjacent areas highlight five main issues that affect the livelihoods and livability in these neighborhoods. These issues are very much intertwined creating a vicious cycle that affects the livability in the AAs (and the Camp as a matter of fact) and the livelihood of Palestinians living in these areas. These are, namely:
1) The legal and policy framework that affects Palestinians in Lebanon and indeed in the AAs

At the macro level, the current legal and policy framework that tackles the presence of Palestinian refugees in Lebanon affects the living conditions in the Camps and in the AAs. The AAs of Ain el Helwe are no exception. The issue of denying the Palestinian refugees in Lebanon their civil rights, primary among them the right to work, to own property, and to form associations should be seen as the base of many social problems. Such structural factor has been brought up in almost every focus group discussion with community representatives of the AAs. Of particular concern is the issue of barring Palestinians from practicing professional jobs and unionized professions such as engineers, medical doctors, lawyers etc., which has been voiced by the youth in particular as a factor that impinges upon their ambitions to earn a degree. It is not a surprise, then, that most Palestinian youth in the AAs are not eager to join universities and have lost their positive aspiration.

2) The weak and confused institutional and governance framework

In general, the governance structure in the AAs is associated with that of the Ain el Helwe Camp. The local governance structure in Ain el Helwe includes two main Popular Committees (PCs) for the Camp – formally established in the 1969 Cairo Accords – the semi-official organizations responsible for camp management and representing camp residents before Lebanese authorities and UNRWA. The AAs, in turn, have their local Popular Committees in the camps defined as “sectors or neighborhood committees” – as is the case for six of the eight AAs of Ain el Helwe. Two of the AAs are geographically more integrated within the camp and are considered part of existing camp sectors – as is the case for Hay el Sohoun and Fadlo Wakim AAs.

Local popular committees at level of AAs are generally formed through consensus among dwellers in the community to include well-respected and active members. These committees are responsible for managing the sectors of electricity and sometimes water under the wider structures of the camp PCs. For this purpose, the local committees have initiated local funds fed through small monthly financial contributions from households in the AAs. In case of larger-scale implementation works, the committees collect additional contributions from households and resort to the camp PCs for complementary financial support channeled from the PLO. The camp PCs also extend the

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9 Civil society-based campaigns targeting right to work and right to property ownership for Palestinian refugees in Lebanon have been initiated in the recent years, however, little has been achieved to change the realities facing Palestinian refugees in these domains.
responsibilities of workers hired by them to some AAs.

Still, the eight adjacent areas as whole face many barriers in the implementation of development and livelihood enhancement projects despite the noticeable efforts attempted by the few available organizations. Most of the attempts have been futile at providing considerable change in the livelihood situation of the people in the AAs. Community actors in the various areas report that limited monitoring and lack of “accountability” seems to be one of these barriers and has affected many of the projects previously initiated in the areas to improve the most pressing needs in basic urban services. The discontinuity of these projects has led to numerous problems in the water sewage network, in addition to public health cases of infections and exacerbation of the infrastructure problems such as excavation of the already poorly paved roads. The inability of local organizations, including NGOs and PCs, to improve the living environment in the AAs and cater for the basic needs of the residents has fueled the frustration of residents who find themselves paying the price of the institutional gaps. In this regard, community activists reported the need for extensive field studies prior to initiating projects in the community and leaving the hopeless residents to pick up the pieces of failed projects.

Along the same lines, the working relationship with the neighboring municipalities has not been very effective without any significant or noticeable intervention by the municipal authorities inside the AAs. Except for Saida municipality, which is involved in cleaning and sanitation in Sekke area that falls in its municipal boundaries, municipalities’ engagement in the adjacent areas is at its best ad-hoc, not institutionalized and not done according to clear directives or a policy. The budget constraints and being under resourced are major factors that affect municipalities’ involvement in the AAs. Furthermore, some municipalities don’t show any interest in these areas viewing them as “illegal” settlements, hence there is a need to co-ordinate joint initiatives between the local actors and local authorities. This leaves the void for local popular committees that lack the means and at their best act as liaison with the factions and notables of the areas to facilitate maintenance of infrastructure or provision of services. A case in point is the cooperation between the PC and the municipality of Darb el Sim to undertake some infrastructural work in Hay el Sohoun.
and JabalHalib, through funding from UNDP and UN-HABITAT, projects. Such projects represent a window of opportunity to use to sustain the relationships with municipalities.

It is remarkable to mention here that Palestinians in the AAs (and beyond) view the mandate of UNRWA to include serving Palestinians Refugees regardless of their place of residence and strongly question the distinction being made between the Camp and its AAs.

Local organizations, consequently, try to fill the gap although discussions show that a considerable number of local organizations remain nominal and at many instances ineffective, while others are too overworked and cannot keep up with the needed demands. Still, the role of local organizations remains most critical. A case in point is their role in trying to prevent children and youth from divulging in the risk behaviors that are becoming more and more prevalent in the community. A small number of organizations in the AA’s have been working on diverting youth from risky behaviors to more healthy ones. By developing sports clubs and courts that promote a more positive and unique experience among the youth, organizations are attempting to replace the risky behaviors of alcohol and drug use. These clubs, however, are still in need for resources. Furthermore, a small number of organizations have also been targeting individuals with special needs and physical disabilities in the adjacent areas and are able to cater for a large number of individuals with special needs who come from the various areas including refugees from Syria.

Local organizations, however, would require capacity development for their workforce, which would be needed for many of the local based organizations. Organizations try to network and coordinate and usually meet for specific goals but there is no continuity or collaboration amongst them, and they are also disconnected for political reasons. Community activists, consequently, have stressed on the need to separate politics from social work.

3) The poor state of infrastructure and physical capital

The eight adjacent areas and indeed the Ain el Helwe camp in general suffer from the poor state of infrastructure making basic urban services in an almost state of despair. The demographic changes over the years, the expansion of the camps and creation of the AAs in an informal manner, and the limited upgrading of infrastructure have all led to such precarious state. The poor state of wastewater and drainage systems, in particular, were almost universally reported as an issue for these communities. Wastewater floods in winter causing harm to the houses and considerable threat for public health. In the case of Baraksat, for example, the issue is exacerbated with the sewer flooding into the vicinity of the public hospital. So is the case in Jabal al Haleeb where serious flooding in winter was reported by the residents. Attempts to repair or revamp the wastewater network by non governmental bodies through donor funding has not been well received by residents as engineering work, according to many respondents, were not done in a professional manner. This has left the situation in hand of residents who at many instances come together to clear the blockage in the pipes or collect money for maintenance work. The local PCs play in most instances a facilitating role in collecting money and coordinating repairs.

The same state of affairs is reported in other services such as water and electricity. Their provision is sporadic and people rely on multiple sources thus incurring extra cost. Already strained families are finding it difficult to pay for private providers of water and especially electricity.

4) Vulnerability of the Youth and their Limited Opportunities

Youth are among the most vulnerable segments of the population residing in the adjacent areas and suffer from lifelong challenges that have had a major impact on their future and their development. The challenges start with the no-existence of identity card of a relatively significant number of residents, which has left them unable to do anything: move around, work, or benefit from any services. Palestinians, then and as previously mentioned, are prohibited from practicing 30 jobs
and their pre-occupation with ensuring their daily living has left them desperate and resentful and feeling as outcasts in their community. With the loss of hope for a career and an opportunity to work, Palestinian youth have lost hope for the future contributing further in the alienation, discrimination and exclusion they suffer from; three factors that will exacerbate conflicts.

Among many other things, education has also lost its meaning and value in the lives of the youth. The youth, as per focus group discussions and interviews, are not aspiring for a university degree. Education, according to the youth, is bringing no added benefit to their lives. The educational system is at many levels untailored for the needs of the youth. Moreover, the curriculum is not vocational-based and there are not enough resources to complete it. After 9th grade, the rate of school dropout increases dramatically as children seek vocational jobs and have very limited opportunity for university scholarships as well as the lack of support from parents. These problems are expected to exacerbate according to the youth as there is no monitoring or follow up on the condition within schools and there are no assistances from organizations to enhance opportunities for education. There is a demand among youth and stakeholders to establish a private university for Palestinian youth to ease the costs and high university tuition fees. Stakeholders have also recommended the urgent need to ensure specialized vocational job opportunities for fresh graduates.

The desperate situation of the youth has led them to lead a sedentary lifestyle; sleeping all day and staying awake throughout the night, drinking, smoking, and in some instances using drugs and even engaging in illegal practices. These socially unacceptable behaviors have also become common among girls as well. Although the rate of these behaviors varies between one AA and the other, they continue to be prevalent and pressing concerns and there is a need for awareness as well as health centers that would help youth at risk or those in risky behavior. Moreover, youth spend most of their time on the streets, or unproductively surfing the internet and at the offices of political parties and factions or in military training facilities of some factions. As reported by the residents and focus group members who were interviewed, the employment office opened by UNRWA to assist youth and residents in finding jobs, was not very effective and did not meet the minimum needs of the young Palestinians; as one activist put it: “engineers continue to sell vegetables and teachers work as taxi drivers”. In addition, respondents mentioned that the Palestine Liberation Organization and its bodies should be partly responsible for securing jobs or at least lobby for and obtain civil and human rights for Palestinians from the Lebanese state.

Their living situation is bound to cause numerous conflicts among the youth as the levels of resentment, depression, and psychological stress have overwhelmed them and taken control of much of their life. Their continuous presence amongst one another often erupts into conflicts, especially with increasing religious and political prejudices. Youth have suggested the urgent need for workshops and lectures to raise awareness and offer counseling and guidance for the youth to prevent further deterioration of their psychological and physical wellbeing.

The camp and adjacent areas have come to represent a “collective prison” for the residents and the youth specifically, as put by some youth. Not only do they find themselves trapped, but they have lost any sense of safety and security and constantly feel physically threatened as the geographical location of their area is under continuous political and security pressures.

Still and despite the bleak situation, there was a number of attempts by some youth groups to establish friendships and reunite youth to engage in social and recreational activities. Palestinian youth have initiated awareness activities and campaigns in order to communicate more openly with Lebanese youth and change the Lebanese society’s perception towards Palestinians. Youth camps were given as examples where Lebanese and Palestinian youth meet for a short period of time to discuss issues of concern and to eventually break the ice. Youth have strongly suggested the need
for reshaping and driving communication and open discussions, cultivating educational and cultural activities and fostering unity. Although political bickering remains the major barrier preventing these youth initiatives from materializing, they would need support and help in advancing such initiatives and dismantle conflicts on the grass root level. At no point is there a discussion of relationships between youth in the AAs and surrounding Lebanese areas alluding to a lack of direct relations or communication with youth in the Lebanese areas.

5) Precarious Security Environment and Fear from Conflicts

The absence of safety and security is a daily anxiety lived by the residents in all AA’s and in the camp in general, not to mention Saida and its suburbs. The anxieties revolving around Palestinian’s security are very much justified considering they are lacking social and legal rights, live in extremely overpopulated areas, suffer from high levels of unemployment, and with the multitude of factions in a small geographic area. These factors in addition to many others such as multiple security actors and armed factions in the Camp and its AAs, and the tension between the various factions are likely to make any area a high hotspot security zone.

Representatives from the various social and non-profit organizations working in the area reported that the upsurge in youth risky behaviors, communally considered as social taboos such as drugs and alcohol, are to a large extent contributing to the increased anxiety over security conditions. The use of drugs among youth in the community has been leading to a number of conflicts among them which increase tension and affect the general movement of residents in the environment, their ability to go to work, and attend school. Furthermore, many political organizations have built on the resentment and hopelessness of youth and their need for money to manipulate them for their own purposes. People of the AAs have continuously reported on their fear that a “war” might happen and that community of Ain el Helwe might be targeted as in Naher el Bared. The fear of shocks from the precarious security situation is a reality among the people of the AAs. Such perceived fear, although could not unsubstantiated at time of this assessment, is to be taken as a factor that affects the everyday life of people of the AAs.

The security concerns might get exacerbated with the increasing settlement of refugees from Syria (including Palestinians from Syria and Syrian nationals) in the Camp and its AAs. There is growing tension, although localized, between refugees from Syria and Palestinians of the AAs and Ain el Helwe. In Baraksat and in Sekke, refugees from Syria have reported some incidents of intimidation from the locals. The hitherto local disputes might get exacerbated, as Palestinians perceive the presence of refugees from Syria in Ain el Helwe and the AAs (even outside) as competitors for jobs and to the already limited resources and scarce opportunities. Time and again in the discussions, Palestinians have told anecdotes about the competitive nature of Syrian labor force and how this has impacted their livelihoods. A decorator and plaster, in one focus group discussion, have told stories of being rejected a job to be given to a person from Syria who accepted a lower fee for his services.

10 From 20 May 2007 to 02 Sept 2007, fierce clashes took place in Nahr el-Bared camp (NBC). Due to the fighting, over 30,000 Palestinian refugees fled their homes in and around NBC, most taking refuge in the neighboring Beddawi Camp and other Palestinian refugee camps in Lebanon. As a result, the camp was seriously damaged and the camp infrastructure was fully or partially destroyed.
6. Way Forward

This section is based on consultation with stakeholders from the Ain el Helwe Adjacent Areas and two of the neighboring municipalities and the overall perceptions of the residents as obtained from interviews and focus groups. Overall the residents in all adjacent areas aspire for better living environments that include: Secure and appropriate housing, access to and equity in medical services, better education and employment opportunities, and more stable social capital assets that can allow them to develop their potentials and engage more fully in community life. In spite of the severe restrictions on their civil rights in the country, the dwellers hope to achieve at least some of these aspirations, and have reported individual and community efforts targeted at enhancing their daily living.

The recommendations in this section were produced from a one-day workshop in the Municipality of Saida, which was attended by representatives of the Municipalities of Saida and Mieh we Mieh in addition to representatives of the Ain el Helwe Popular Committee and the local committees of the eight AAs. The consultation workshop also included representatives from major local NGOs working in these areas.

The deliberations and recommendations focused on three major questions:

- How to enhance and foster development among the youth of the Ain el Helwe adjacent areas
- How to enhance institutional cooperation among the stakeholders active in the Ain el Helwe adjacent areas
- How to respond to the emerging needs from the settlement of refugees from Syria in the Ain el Helwe adjacent areas

A fourth issue/question on how to create mechanisms to resolve and manage conflicts was seen by participants and respondents as a cross-cutting theme that needs to be addressed in all areas of intervention. They also acknowledged that such subject would require the opinion of those actors and stakeholders involved in security issues in the AAs, and was thus dropped from the consultation as one separate theme although it was included in the deliberation.

Future Recommendations Pertaining to Fostering Positive Youth Development

The youth in the various adjacent areas remain one of the most vulnerable segments of the population in light of the social and economic marginalization they face. The youth and their families continue to live in a state of stagnation, stress and anxiety that has resulted from the several factors mentioned in this report. The social, economic, health, educational and developmental factors also constitute continuous stressors for this population. Security and political tensions in the Ain el Helwe area add to obstacles that hamper them from seeking decent livelihoods. Consequently, the youth of the adjacent areas lack any leadership roles in their community, lack the appropriate awareness that can drive them to seek positive roles, are staying in their state of low productivity, and face many social problems including risky behaviors. Furthermore, the political and security situations, and the multiplicity of competing factions have lulled some youth into being armed.

In response to these stressful daily realities that the youth face, several potential resolutions have been proposed that revolve around informing strategies to work with youth and the endorsement of a direct responsibility towards youth by the concerned institutions.

1. UNRWA
UNRWA is considered the chief international organization providing relief and direct assistance to Palestinian refugees. For this purpose, it was suggested that UNRWA can help by playing a more vital role in providing access to job opportunities for Palestinian refugees and in delivering youth programs that target the development of youth’s skills and potential and enhance educational awareness.

2. Palestinian Liberation Organization (PLO)

The Palestinian Liberation Organization is considered a formal and legitimate entity representing Palestinians. Nonetheless, the Organization’s various institutions, services and departments are often irregular whereas it should play a crucial role in launching youth programs. With the central role of the Organization among the Palestinian refugees population, it is recommended that it launches and activates many needed programs for the youth such as raising awareness activities, education, skill building as well as initiatives to facilitate the creation of job opportunities.

3. The Government of Lebanon

More strategic lobbying needs to take place at the socio-political level with Lebanese government and government officials and with the support of international organizations to advocate for the civil and political rights of the Palestinians. Without this crucial endeavor, Palestinian youth are not likely to overcome their lifelong distress and be able to reach conditions of stability.

4. Non-Governmental Organizations

Several institutions and non-profit organizations have been working closely and diligently with Palestinian refugee populations over the years. Nonetheless, youth suggest that there needs to be a more strategic analysis of the reality of their situation and strategic planning to reach practical resolutions pertaining to: 1) access to employment 2) raising awareness 3) development of public libraries and 4) development of technical school centers.

Future Recommendations Pertaining to how to enhance institutional relations

The lack of clear and productive relation among institutions and organizations is one of the most challenging issues in the adjacent areas. The challenges mostly arise due to the lack of communication and co-ordination between institutions, tight security measures that prevent some organizations from working inside the adjacent areas, and the absence of a clear governance structure for these areas. According to the stakeholders in the consultation meeting, the work of the municipalities and UNRWA have not been up to the expectations of the people in these areas.
while the local popular committees have not been always successful in enhancing their collaboration with the municipalities and UNRWA.

There was a suggestion to create a forum or mechanism to bring together the main stakeholders that need to collectively work to improve the living conditions in the Adjacent Areas. Those included: UNRWA, Government of Lebanon, Popular Committees, Municipalities, and the Palestinian Liberation Organization. Participants recommended that a mechanism such as a local Lebanese-Palestinian Dialogue committee or working group is established with primary focus on how to foster relationships with neighboring municipalities and local institutions. The participants have given priority for such forum or working groups to collaborate and create ways to restore and maintain the poor infrastructure. Recommendations also included the need to collaborate on:

- building health dispensaries and promoting health awareness,
- enhancing preschools for children,
- launching educational and awareness programs especially concerning safety and security,
- efficient collection and transportation of waste

Future Recommendations pertaining to the need emerging from the settlement of Refugees from Syria

Refugees from Syria are facing many of the problems faced on daily basis by the Palestinians, with varying degrees. Economically, they suffer from unemployment, poverty, a high cost of living, and limited assistance. Socially, there is an increasing tension with the host communities where refugees from Syria have to adapt to different cultures and traditions. Health wise, they suffer from numerous health issues exacerbated by the inability of UNRWA clinics to respond to the growing needs.

Future recommendations to improve the conditions of refugees from Syria have been suggested and require joint efforts between UNRWA, PLO, Popular committees and NGOs. These recommendations include having preschools for young children and initiating entertaining and educational activities whereby both children from the host community and children from families coming from Syria can engage in. Some of the refugees from Syria are currently living in tents, and collaborations between UNRWA and the Palestinian Liberation Organization can help fund wooden houses for the families. Furthermore, there is a need for social, educational, and health programs that have to work on raising awareness purpose as well as delivering needed services such as healthcare, teaching for kids and psychosocial support.
Annex VIII
Hygiene Assessment in Palestinian Gatherings – 2014

Report by UNDP, UN-HABITAT and Nabaa.
Executive Summary

I- Background

II- Purpose of Assessment

III- Objective of the Study

IV- Methodology

V- Targeted Locations

VI- Targeted Stakeholders

✓ The number of targeted Groups per Location, age groups and distribution PRL / PRS
✓ # Women (age groups: mothers, grandmothers, etc.)
✓ # Children (age groups: adolescent, children, etc.)
✓ Popular committees
✓ Municipalities

VII- Main Findings:

✓ Common trends:
  o Environmental Hygiene
    ▪ BUS (basic Urban Services)
    ▪ Social services (health, education)
    ▪ Service providers (Role of UNRWA, NGOs etc…)
  o Household Hygiene
  o Personal Hygiene
    ▪ Personal practices among women and children
    ▪ Reproductive health

VIII-Specific trends per Area:

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o North
o Beirut
o Sidon
o Tyr

IX- Campaign Design

o Key messages
o Main themes
o Suggested tools
o Approach and next steps
o Recommendations
  - Recommendations per stakeholder

X- Appendixes
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>WASH</td>
<td>Water, Sanitation and Hygiene</td>
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<tr>
<td>UNDP</td>
<td>United Nations Development Program</td>
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<tr>
<td>NABAA</td>
<td>Developmental Action without Borders, Naba’a</td>
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<tr>
<td>UN-Habitat</td>
<td>United Nations Human Settlements Program</td>
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<tr>
<td>PWDs</td>
<td>Persons with disability</td>
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<tr>
<td>PRA</td>
<td>Participatory Rapid Assessment</td>
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<tr>
<td>PLO</td>
<td>Palestinian Liberation Organization</td>
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<tr>
<td>FIs</td>
<td>Food Items</td>
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<tr>
<td>NFIs</td>
<td>Non Food Items</td>
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<td>PCs</td>
<td>Popular Committees</td>
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<td>RCs</td>
<td>Refugee Committees</td>
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<td>CCs</td>
<td>Civil Committees (of Hamas)</td>
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<td>NBC Admin</td>
<td>Naher EL Bared Camp Administration</td>
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<tr>
<td>FGs</td>
<td>Focus Groups</td>
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<tr>
<td>PRL</td>
<td>Palestinian Refugees in Lebanon</td>
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<tr>
<td>PRS</td>
<td>Palestinian Refugees from Syria</td>
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<tr>
<td>SRS</td>
<td>Syrian Refugees from Syria</td>
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<td>BUS</td>
<td>Basic Urban Services</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organizations</td>
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<td>INGO</td>
<td>International Non-Governmental Organizations</td>
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<tr>
<td>EHC</td>
<td>EinHelweh Camp</td>
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<tr>
<td>STD</td>
<td>Sexually Transmitted Disease</td>
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Executive Summary

In reference to the international human rights instruments, it reveals that the right to Water, Sanitation and Hygiene (WASH) services is ensured as a fundamental right for all humans to live in dignity. The below instruments are examples of the instruments providing for the right to WASH services:

1. International Covenant on Economic, Social and Cultural Rights
2. Convention on the Rights of the Child
3. Convention on the Elimination of all forms of Discrimination against Women
6. Amnesty International; United Nations historic re-affirmation that the rights to water and sanitation are legally binding (October 2010)

In this context the right to appropriate WASH services is considered as an Inherent, Fundamental, Inalienable, and Imprescriptibly, Indivisible, Universal, and Independent right.

The importance of the right to convenient WASH services is derived from the negative impacts that bad WASH services might have in the field of fulfilling humans’ basic needs, living in dignity and the prevention of epidemic diseases that might spread.

I. Background

Since the beginning of the Syrian crisis in 2011, the number of Palestinian refugees and Syrian refugees from Syria is continuously increasing. According to the last update conducted by the UNRWA on the 28th of March 2014, the number of Palestinian refugees from Syria reached 52,848 refugees distributed among the Palestinian refugee camps in Lebanon and in the gatherings. On the other hand, UNHCR declared in the last statistics update conducted during April 2014 that the number of Syrian refugees reached 1,040,322 refugees.

The UN Humanitarian Coordinator in Lebanon indicated that the refugees from Syria are still coming to Lebanon at a rate of 50,000 a month at the time that the Lebanon has the highest proportion of refugees in the world, in which the refugees from Palestine, Iraq, Sudan and Syria form 50% of the Lebanese population.

Moreover, the Lebanese economy which is built on the services and tourism sector, don’t have the capacity to fulfill the needs of this increasing population, especially within the deteriorated economic conditions that is affected by the security situation in Lebanon, in the neighboring countries and in the Arab region in general. Thus, a huge part of these refugees rely on the aids and services provided by various service providers. Building on the above given, Naba’a planned to implement a participatory rapid assessment (PRA) to build a clear understanding about the main gaps and unmet WASH needs.

II. Purpose of Assessment:

Is to assess the level of knowledge that refugees have about appropriate WASH, specifically hygiene, practices and how many of them actually follow these practices. Through meetings and focus groups with different stakeholders including children, parents and local references, UNDP, UN-Habitat and
Naba’a aim to design creative methods and tools to increase awareness about the importance of health, hygiene and sanitation through:

- Discovering the WASH and Hygiene unsatisfied needs and priorities in terms of WASH and hygiene in 12 gatherings (especially among children, youth, women and persons with disability PWDs).
- Investing the main finding in designing the best tools and actions to be used within the Pilot phase addressing the most marginalized groups among the PRS in 12 gatherings, and planning of the best methods of interventions.

III. Objective of the Study:
- Test level of knowledge
- Identify messages, themes and best tools to be used with different stakeholders
- Determine the main target groups of the intended hygiene campaign.

IV. Methodology
- Establish and enable the research team who will participate in implementing the assessment in the 4 areas
- Develop the assessment tools
- Develop the assessment plan of action
- Focus groups with women
- Active tools with children
  The active tool aims to promote a funny atmosphere and collect the needed data through asking the children to draw and paint, for example asking them to draw the school, house and area that they are currently living in as well as how they wish it to be. Besides, it includes questions about what they wish from a fairy to improve their living which add a sense of joy and encourage children to participate and disclose more information.
- Semi structural interviews with mayors, municipal members and the popular committees
- Field team observations.
- Additional Data was collected through 42 questionnaires and two focus groups (43 women) about personal hygiene and reproductive health with women and girls from different categories in Shabreha and Borgholeye.

V. Targeted Locations

Throughout the assessment 5 areas including 12 locations had been targeted as detailed below:

<table>
<thead>
<tr>
<th>Saida Area</th>
<th>Tyr Area</th>
<th>Beirut Area</th>
<th>North Area</th>
<th>Beqa’a area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bustan Al Quds</td>
<td>Chabreha</td>
<td>Gaza Building</td>
<td>Beddawi</td>
<td>Bar Elias</td>
</tr>
<tr>
<td>Sekkeh</td>
<td>Jal El Bahar</td>
<td>Saied Ghawash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baraksat</td>
<td>Qasmieh</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saida Al Balad</td>
<td>Ma’achouk-</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

VI. Targeted Stakeholders

Focus groups (FGs) with women, Active Tools with children, and semi structured interviews with popular committees, civil committees (Hamas), refugees committee and the municipal members and mayors were conducted. The total number of 308 participants was involved in the FGs in the 11
locations, including 172 individuals from the hosting community (Palestinian Refugees from Lebanon – PRL), 107 individuals from the (Palestinian Refugees from Syria) PRS community and 29 individuals from the (Syrian Refugees from Syria) SRS community.

<table>
<thead>
<tr>
<th>Area</th>
<th>Gatherings</th>
<th>PRL</th>
<th>PRS</th>
<th>SRS</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyre</td>
<td>Chabreha</td>
<td>9</td>
<td>9</td>
<td>3</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Jal El Bahar - buss</td>
<td>15</td>
<td>9</td>
<td>2</td>
<td>26</td>
</tr>
<tr>
<td></td>
<td>Qasmieh</td>
<td>22</td>
<td>2</td>
<td>4</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>Ma’achouk</td>
<td>14</td>
<td>7</td>
<td>7</td>
<td>28</td>
</tr>
<tr>
<td>Saida</td>
<td>Bustan Al Quods</td>
<td>15</td>
<td>3</td>
<td>3</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Sekeh</td>
<td>2</td>
<td>27</td>
<td>0</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>Baraksat</td>
<td>4</td>
<td>7</td>
<td>7</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>SaidaBalad</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>Beirut</td>
<td>Gaza Building</td>
<td>23</td>
<td>1</td>
<td>3</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>Saied Ghawash</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Beqaa</td>
<td>Bar Elias</td>
<td>21</td>
<td>4</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>North</td>
<td>Jabal Badawi</td>
<td>29</td>
<td>38</td>
<td>0</td>
<td>67</td>
</tr>
<tr>
<td>Total</td>
<td>12 locations</td>
<td>172</td>
<td>107</td>
<td>29</td>
<td>308</td>
</tr>
</tbody>
</table>

The total of 308 participants is distributed among two age groups:

- 120 Children: 12 – 15 years old
- 159 Women: 25 years old and above
- 29 Men and women: 25 years old and above

<table>
<thead>
<tr>
<th>Gatherings</th>
<th># of Women</th>
<th># of children</th>
<th>P.CO/Mun.</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chabreha</td>
<td>8</td>
<td>10</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>Jal El Bahar - buss</td>
<td>12</td>
<td>12</td>
<td>1</td>
<td>25</td>
</tr>
<tr>
<td>Qasmieh</td>
<td>12</td>
<td>13</td>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>Ma’achouk-</td>
<td>12</td>
<td>12</td>
<td>3</td>
<td>27</td>
</tr>
<tr>
<td>Bustan Al Quods</td>
<td>8</td>
<td>10</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>Sekeh</td>
<td>16</td>
<td>7</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>Baraksat</td>
<td>9</td>
<td>7</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>SaidaBalad</td>
<td>7</td>
<td>8</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td>Gaza Building</td>
<td>15</td>
<td>16</td>
<td>1</td>
<td>32</td>
</tr>
<tr>
<td>Saied Ghawash</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Bar Elias</td>
<td>18</td>
<td>5</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>Jabal Badawi</td>
<td>42</td>
<td>20</td>
<td>12</td>
<td>74</td>
</tr>
<tr>
<td>Total</td>
<td>159</td>
<td>120</td>
<td>29</td>
<td>308</td>
</tr>
</tbody>
</table>

Additional Data was collected through 42 questionnaires and two focus groups (43 women) about personal hygiene and reproductive health with women and girls from different categories in Shabreha and Borgholeye. The 85 women were targeted between focus group (43 women) and 42 questionnaires and were distributed as follows:

<table>
<thead>
<tr>
<th>Targeted 85 women / Reproductive Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRS</td>
</tr>
<tr>
<td>PRL</td>
</tr>
<tr>
<td>Borghleyleh</td>
</tr>
<tr>
<td>Chabriha</td>
</tr>
<tr>
<td>Married</td>
</tr>
</tbody>
</table>
**I- Main Findings:**

Perusing the below mentioned findings from the conducted focus groups with the women, and the semi structured interviews with the municipalities and the popular and refugee committees and the active sessions conducted with the children, it is revealed that in some places there is contradiction between the different statements on the same issue. For example, the mothers say that they don’t have the tools needed to take care of their own and their children personal hygiene and that the water and hot water in particular is not available for them. While the children said that they regularly bathed, brushed their teeth, changed their clothes, and washed their hands using soap. This contradiction can be referred to the children feeling shameful to confess that they do not take care of their personal hygiene and being afraid to be blamed on such a negative behavior.

As for the contradiction between the women and the committees and municipalities sayings in North, Tyr, GazaBlg. and Saida areas, in terms of the provided sanitary services, where the PCs and the municipalities indicate that they are removing sanitation and taking care of the sewage system and doing needed maintenance while women indicate that the sanitation is kept in front of their shelters and the wastewater always flood and no maintenance is done for the sewage system, this reflects that the committees and the municipalities are doing what they can do with the available resources, and despite that the sanitary services are still deficient.

It was found that the dwellers at Bar Elias were less vulnerable in terms of WASH issues. UNRWA opened a clinic which provided the needed health services. They have more available shelters for new comers and they are not overcrowded, which decreases the spread of diseases. With respect to the hygiene tools, they are available for the hosting community, while it is not available all the time for the new refugees’ community. The municipality paved the roads and removes the solid waste regularly.

As a conclusion, PRS and SRS families have lost their shelters and been displaced and this is a fact while they did not lose yet their skills in taking care of their families assuring their hygienic wellbeing, as the families are knowledgeable regarding the positive and negative practices but they are not empowered to do it and they lack the needed items and resources, despite that the need for these items is not prioritized by them.

**✔ Common trends :**

The below tables show the common trends among the 12 targeted locations in the 4 areas.

| Figure Key | Age 25-40 years: 34 woman  
40 years and above: 28 women |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Single 19</td>
<td>10 -14:2 girls</td>
</tr>
<tr>
<td></td>
<td>14 -25: 17 girls</td>
</tr>
</tbody>
</table>

- The 1st table shows the common Environmental Hygiene Problems in terms of BUS, Social Services including health and education services and the service providers.
- The 2nd table shows the common problems in terms of household hygiene.

**Saida Area:**
1 – Bustan Al Quds  
2 – Sekkeh  
3 – Baraksat  
4 – Saida Al Balad

**Tyr Area:**
1 – Chabreha  
2 – Jal El Bahar  
3 – Qasmieh  
4 – Ma’achouk

**Beirut Area**
1 – Gaza Building  
2 – Saied Ghawash

**North Area**
1 – Beddawi

**Beqa’a Area**
1 – Bar Elias
The 3rd table shows the common problems in terms of personal hygiene.

The common Environmental Hygiene Problems in terms of BUS, Social Services including health and education services and the service providers:

<table>
<thead>
<tr>
<th>Environmental Hygiene</th>
<th>Saida</th>
<th>Tyr</th>
<th>Beirut</th>
<th>N</th>
<th>BE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BUS (basic Urban Services)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inappropriate shelters lacking suitable sanitation and hygiene facilities</td>
<td>100%</td>
<td>80%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of support on water treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of basic sanitation facilities and access to safe water</td>
<td>87%</td>
<td>67%</td>
<td>100%</td>
<td>100%</td>
<td>42%</td>
</tr>
<tr>
<td>Solid waste management is often negligible</td>
<td>100%</td>
<td>100%</td>
<td>25%</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Sewage are prone to flooding in the winter</td>
<td>100%</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power cuts and water rationing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strains on available water and electricity supplies due to overcrowding and poverty</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Municipalities lack the capacity to collect an increasing quantity of solid waste</td>
<td>100%</td>
<td>100%</td>
<td>25%</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Limited infrastructure and support services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Social services (health, education)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Services are not accessible &amp; affordable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is a risk of the spread of water-borne diseases</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skin diseases and diarrhea have been reported</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overloaded school system at the time that the existing WASH facilities lack the capacity to serve the increasing number of children</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack adequate WASH facilities in schools is a barrier to enrolment for Syrian children, especially for girls</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Service providers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service providers are not targeting certain communities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service providers are not targeting certain areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service providers are not implementing WASH initiatives regularly &amp; in a sufficient manner</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Environmental Hygiene
  - BUS (Basic Urban Services)
    - The sewage and sanitation system lack the capacity to serve all refugees.
    - Drinkable water is not available
- PRS, PRL and SRS are aware about WASH and personal hygiene but the shelters they are using are not helpful to match their needs, in which they are using shared latrines which are not tidy at the time that the water system is not installed.
- The amount of solid waste is increasing in the whole locations due to the fact that the number of population has increased; for example in Sekki area adjacent to Ein El Helwi camp the amount of waste has increased 10 tons per month compared to year 2011 as indicated by the UNRWA sanitation officer in Saida area.

  - **Social services (health, education)**

- Children, who are born without malformations, are also at risk to be infected by serious health diseases as they are not getting the needed vaccine which is not prioritized by their parents or because they are unaware of the necessity of getting the vaccine or who are the service providers providing it.
- The health services are not affordable for all the populations in all the gatherings except in Bar Elias because UNRWA provides health services to PRL as well as PRS which increased pressure on these services and therefore the competition, however they are available for the PRS through UNRWA clinics in the camps.
- Lack of space in public schools and overstretched resources
- Cost of tuition fees and transportation
- PRS and SRS families would like to enrol their children but cannot afford the extra cost of around 100,000 Lebanese pounds (US$66) per month for transportation
- Differences between Lebanese and Syrian curriculum, including language barriers (The Syrian school system is entirely run in Arabic, while Lebanese schools teach math and sciences in either English or French)
- Safety concerns of Syrian parents
- Limited psychosocial support to help traumatized children and few children able to access a summer school and psychosocial support programme
- Many Syrian children are being placed in lower grades than the ones they attended in Syria.
- The Lebanese Ministry of Education announced that to enrol in exams, Syrian children will have to present proper certification from their schools in Syria proving that they have passed the required tests, but many refugees do not have these papers with them.

  - **Service providers (Role of UNRWA, NGOs etc)**

- Local NGOs, UNRWA and INGOs are not providing Hygienic materials regularly, and if they do so it takes longer time “minimum of 3-4 months to offer them new package of materials. The main priority for PRS and SRS is to use the cash they get from UNRWA or the unconditional cash assistance from other organizations for rent and food items, in order of priority.
- The local reference system in the gathering (the popular, civil and refugees’ committees) is not able to push, advocate or to attract INGOs to fill the gap by providing the needed support to the refugees. The reason behind this according to Nabaa experience is related to the logistic challenge facing INGOs and local NGOs in spending a lot of time and effort to reach refugees families while in the camps it’s very easy to approach 500 families in less than one hour! Inside the camps, UNRWA established a registry system, as well as Naba’a who created a registrar for the refugees through its centers in addition to the lists created by the committees.
- In shabreha gather 46 women and adolescents said that they are provided with health service where they live .and 17 woman said there is no health services .service providers were : UNRWA, Bilal ben Rabah center –UNISEF– NABAA.
- UNRWA was just for two days in the week and in emergency cases they go to private clinic and hospitals and other do nothings.
### The common problems in terms of household hygiene:

<table>
<thead>
<tr>
<th>Common Trends</th>
<th>Saida</th>
<th>Tyre</th>
<th>Beirut</th>
<th>NBE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs upgrading of internal sanitation facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Women &amp; girls are using unclean latrines, shared with males</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack appropriate water storage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack sufficient water for domestic purpose</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lack of internal basic sanitation facilities and access to safe water</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Household Hygiene**
  - Hygienic materials are not available neither to clean the water closets nor for personal hygiene
  - Local NGOs, UNRWA and INGOs are not providing hygienic materials regularly, and if they do so it takes longer time “minimum of 3-4 months to offer them a new package of materials.
  - Some beneficiaries are targeted out by the service providers who target a certain segment within the hosting and the refugees’ community.

### The common problems in terms of personal hygiene:

<table>
<thead>
<tr>
<th>Common Trends</th>
<th>Saida</th>
<th>Tyre</th>
<th>Beirut</th>
<th>NBE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal hygiene items are not available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal hygiene items are not enough for all the family members</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal hygiene items are consumed within less than one week</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not having access to adequate latrines</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PWDs lack access to WASH facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Personal practices among women and girls**
  - Lack Sanitary pads feminine lotions
  - Lack sufficient underwear to women and adolescent girls
  - Women are residing overcrowded accommodations and they lack privacy
  - Not having access to adequate latrines
  - Women and girls are not able to wash their clothes and their underwear in particular in an appropriate way as they cannot expose it to sunshine.
  - Low levels of hygiene awareness and practices

- **Personal practices among children**
  - They do not change their underwear regularly
  - They are using shared and unclean latrines
  - They do not have access to clean water and hygienic lotions to bathe and take care of their personal hygiene
  - They are not getting the needed vaccine

**Reproductive Health**
Women and girls are facing menstrual irregularities and problems
- Increasing number of unintentional pregnancies
- Increasing number of new babies born having major malformations
- Females are obliged to keep the same sanitary pads for the whole day
- Females replace sanitary pads by tissues that cannot be used as healthy absorbency pads.
- Females don’t use feminine antiseptic lotions
- Females are obliged to share the same clothes and underwear which increase the infection by menstrual diseases.

- Personal Hygiene
  - The tools needed to take care of the personal hygiene are not available, and if they are available they are either not enough for all the family members or consumed within less than one week then stay very long time to receive another kit.

- Personal practices among women and children

With respect to women:
- The refugees from Syria are passing through a real hardship, they lack minimum living standards and barely can they fulfil their need to food. However, perusing the varying number of the refugees from Syria residing in Lebanon, it reveals that there is a number of 21,000 newborn babies who born on the land of refuge, thus it indicates the increasing number of unintentional pregnancies.
- On the other hand, according to the UN agencies releases, there are a shocking number of birth defects among the newborn refugees from Syria. Many babies born have major malformations of the brain and nervous system, and this was referred to the lack of folic acid at the time that refugee women lack access to routine prenatal care and often present to the free clinics well into their pregnancies which is too late for the folate acid to protect their babies and prevent birth defects.
- With respect to the menstrual irregularities and problems, women and girls indicated that they are facing such problems since their displacement. These problems can be referred to the unhealthy practices of women and girls from one side, as some females said that they are obliged to keep the same sanitary pads for the whole day as they receive one package every three months and more thus they replace sanitary pads by tissues who cannot be used as healthy absorbency pads. On the other side, they don’t use feminine antiseptic lotions which are necessary during the menstruation period.
- Due to the scarce financial resources, females are obliged to share the same clothes and underwear which increase the infection by menstrual diseases. Besides, women are residing overcrowded accommodations and they lack privacy, in turn they are using unclean latrines which are shared with males, and they are not able to wash their clothes and their underwear in particular in an appropriate way as they cannot expose it to sunshine.

With Respect to children:
- They do not change their underwear regularly
- They are using shared and unclean latrines
- They do not have access to clean water and hygienic lotions to bath and take care of their personal hygiene.
- Children, who are born without malformations, are also at risk to be infected by serious health diseases as they are not getting the needed vaccine which is not prioritized by their parents or because they are unaware of the necessity of getting the vaccine or who are the service providers providing it.

### Reproductive health

**According to the information that was before discussed in the awareness session about reproductive health they said:**

- 37 women know anatomy and role of reproductive system.
- 34 woman know how period happened.
- 50 women know number of days between two periods.
- 55 women know age of menopause.
- 35 women know what STD. is
- 34 women know the way of transmission of STD.
- 61 woman know how important to keep genital area clean which decrees level of pain during period.
- 79 woman know that lack of personal hygiene can cause infections and fungi and STD
- 53 women know what is contraceptive and how to use it.

**And about period there answers were:**

- 70 woman and girl said that her mother is source of information that they returned in case of problem and the mother decided if there is necessary to go to doctor.
- 7 of girls and woman returned to big sister and friends
- 3 of girls returned to their friends in schools.
- 85 girls and woman said that they still need more information about period
- 33 woman and girls go to doctor if they need any information about period
- 66 woman and girls said that they use hygienic pads and buy it from markets.
- 14 woman and girls suffer from infection when they use hygienic pad, and 30 of them suffer from allergy, 16 of them suffer from redness area and 7 of them suffer from dysurea.

**And when asking them about the treatment they said as following:**

- Change kind of hygienic of pad
- Go to UNRWA clinic
- Go to doctor
- Use sterile water and salt
- Deep cleaning for genital area and keep it dries
  60 woman and girls get rid of the pad through wrapped it in paper and throw it in the trash bag in bathroom.
  But during focus group its shows that there are many women and girls get rid of pad in garbage bag in the street and cats come and miss the bag and open it which spread the bag in the street.

**And when asking them about using cotton cloth instead of hygienic pad they said as following:**
- 28 woman and girls put it in hot boiling water and wash it by water and soap.
- 2 of them through it.
- 10 of them wash it by water and soap
- 32 woman and girls dry the cotton pad by exposure it to sunlight.
- 50 woman and girls change the pad every 3-4 hours
- 7 of them change it when needed.

**And about what they do during period they said as following:**

- 13 woman and girls does not bathe until the end of the period
- 40 woman and girls bath during period
- 6 of woman just make bath to the genital area
- 4 of woman bath every two days expect the first day to avoid abdominal pain.

**When asking them what to do if they suffer from pain during period they said as following:**

- 14 woman and girls use analgesic as prescribed or every 6 hours
- 42 woman and girls use analgesic without return to doctor.
- 44 of them stop doing sex with their husbands during period cause it’s not allowed in Islam and causes disease
- 9 of girls stop going to school in the first day of period cause of pain.

**According to reproductive health the answers’ were as following:**

- 11 of woman use pills as contraceptive
- 25 woman Use lope
- 9 woman stop sex during day of ovulation by count.
- 37 of woman said that man must take bath before sex which avoid disease and keep clean
- 50 woman and girls didn’t know what is STD and how its transmit and what is the precaution and prevention and treatment
- 35 of woman and girls said that STD is : HIV, sephles, vaginitis, fungi, and they said the reason of it is sex and multi-partners and they said the treatment of STD is stop doing sex, take treatment, personalhygiene.

**When defecation they said as following**

- 12 of woman and girls use water and soap.
- 8 of them use tissues
- 32 of them use just water
- 45 of woman and girls used tissues From front to back
- 19 of them used tissues from back to front
- 10 of them didn’t know the correct way.

**Most popular beliefs in the community:**

- 27 woman and girls said that not allowed to bath during period
- 35 of them said that they must stop eating some kind of foods
- 6 of them said that not allowed touching new born baby.
- 33 of them said the hair can’t be removed
- 59 of them said that during period woman can sleep where ever she want
In Bar Elias the data was collected from 25 stakeholders, through semi structured interview with a member from the popular committee, focus groups with 18 women and active tools with 5 children. The SRS community was not targeted, only 4 participants were representing the PRS community out of 25, and this might clarify why it seems that the WASH services provided there is better in comparison with the rest targeted areas.

<table>
<thead>
<tr>
<th>Targeted Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stakeholder</td>
</tr>
<tr>
<td>Women</td>
</tr>
<tr>
<td>Children</td>
</tr>
<tr>
<td>Committees</td>
</tr>
<tr>
<td>Municipality</td>
</tr>
<tr>
<td># of persons from the hosting community</td>
</tr>
<tr>
<td># of persons from the PRS community</td>
</tr>
<tr>
<td># of persons from the SRS community</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

This part details the women, children and PCs input in Bar Elias regarding:

- **Environmental Hygiene**
  - BUS (basic Urban Services)
  - Social services (health, education)
  - Service providers (Role of UNRWA, NGOs etc…)

- **Household Hygiene**
- **Personal Hygiene**
  - Personal practices among women and children
  - Reproductive health

The main findings revealed when the stakeholders were asked about the environmental hygiene, in terms of BUS (Basic Urban Services), Social Services including health and education services, and the service providers operating in their areas clarifying the role of UNRWA, NGOs, INGOs and other service providers.

<table>
<thead>
<tr>
<th>Environmental Hygiene</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Women Input</strong></td>
</tr>
<tr>
<td>BUS (Basic Urban Services)</td>
</tr>
<tr>
<td>Social services (health, education)</td>
</tr>
<tr>
<td>Service Providers</td>
</tr>
</tbody>
</table>
1. The popular committees at Bar Elias operates in Bar Elias and in SaadNayel area
2. The only challenge facing the PCs & the municipality is lacking money to survey the far distances and register the needy families
3. Bar Elias committees don’t provide any sanitary services, the municipality is providing such services but they still need support to cover the municipal fees.
4. The PLO is not fulfilling its duties
5. PCs host the new comers at their centers and they coordinate with INGOs to support them
6. Funds are not sufficient to fulfill the unmet needs for all the vulnerable groups
7. Both PRS and SRS communities are targeted by service providers
8. PCs are ready to cooperate with any organization that overall goal is congruence with our overall goal and ready to provide unconditioned support.

In terms of the household hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>Household Hygiene</th>
<th>Women Input</th>
<th>Children Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Met &amp; Unmet Needs</strong></td>
<td>There are a lot of missing items, the WCs need to be rehabilitated, and the sanitary fittings need to be fixed. Regarding the cleaning and disinfection materials (Dettol - Flash - racks - Wipers - brooms), 0 families out of 18 families lack these items, 14 have it available but not enough for a long time and 4 families have it fully available 78% have cleaning and disinfection materials partially available 8 families out of 18 families have trash bags and garbage containers fully available and 10 have it available but not enough 58%don’t have appropriate sanitary fittings available and 42% have it partially available 67%don’t have appropriate water system available or have it partially available 100%don’t have enough water for domestic need 28%are residing unhealthy shelters that are not exposed to sunshine and fresh air 100%don’t have appropriate water system available or have it partially available</td>
<td>The children said that they are not satisfied in their homes by the hygiene, personal hygiene, the sewage system and the daily behaviors</td>
</tr>
</tbody>
</table>

In terms of the household hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>Personal Hygiene</th>
<th>Women Input</th>
<th>Children Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Met &amp; Unmet Needs</strong></td>
<td>100% of the targeted women indicated that personal hygiene items are partially available for them 88% have tooth brush, tooth paste and combs partially available 100% have enough underwear</td>
<td>1. Regarding washing their hands before eating as well as after using the toilet, the children said that they always do, and that they do using soap 2. The children said that they sometimes take a shower on daily basis, and they frequently wash their hair at least once per week 3. The children said that they</td>
</tr>
</tbody>
</table>
In North area the data was collected from 74 stakeholders, through semi structured interview with 11 representatives of the committees and the Mayor of Tripoli, focus groups with 42 women and active tools with 20 children. The SRS community was not targeted, only the PRS community was represented.

### Targeted Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>42</td>
<td>Age: 25 years old &amp; above</td>
</tr>
<tr>
<td>Children</td>
<td>20</td>
<td>Age: 12 – 15 years old</td>
</tr>
<tr>
<td>Committees</td>
<td>11</td>
<td>PCs, RCs, CCs, NBC Admin</td>
</tr>
<tr>
<td>Municipality</td>
<td>1</td>
<td>Mayor, Tripoli Municipality</td>
</tr>
<tr>
<td># of persons from the hosting community</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td># of persons from the PRS community</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td># of persons from the SRS community</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>74</td>
<td></td>
</tr>
</tbody>
</table>

This part details the women, children and PCs input regarding:

- **Environmental Hygiene**
  - BUS (basic Urban Services)
  - Social services (health, education)
  - Service providers (Role of UNRWA, NGOs etc...)
- **Household Hygiene**
- **Personal Hygiene**
  - Personal practices among women and children
  - Reproductive health

The main findings revealed when the stakeholders were asked about the environmental hygiene, in terms of BUS (Basic Urban Services), Social Services including health and education services, and the service providers operating in their areas clarifying the role of UNRWA, NGOs, INGOs and other service providers.

### Environmental Hygiene

<table>
<thead>
<tr>
<th></th>
<th>Women Input</th>
<th>Children Input</th>
<th>Mayors &amp; PCs Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS (Basic Urban Services)</td>
<td>96% said that dustmen are not available to remove the dust on daily basis</td>
<td>1. The schools are not clean</td>
<td>1. Lack of basic sanitation facilities and access to safe water</td>
</tr>
<tr>
<td></td>
<td>74% are living in an unhealthy</td>
<td>2. The latrines in schools are not usable</td>
<td>2. Solid waste</td>
</tr>
</tbody>
</table>
| Social services (health, education) | 1. There is a risk of the spread of water-borne diseases  
2. Health services are not available, and if available not affordable to all the family members at any time  
3. 70% of the PRS and SRS participants declared that they lack KGs so that they can enroll their children and provide them an opportunity to adapt their severe situation.  
81% are residing unhealthy shelters that are not exposed to sunshine and fresh air  
In North area the committees are putting pressure on the UN agencies to provide pure water. They are providing electricity power and sanitary management services, and maintenance of the sewage system are provided by the municipality  
3. Limited infrastructure and support services  
Lack of support on water treatment  
4. Municipality is installing water supplies  
Spread of diseases, especially skin diseases, which can be referred to lack of personal hygiene and the tools needed to do so.  
The communities lack environmental health, despite dustmen remove the sanitation but there is no enough dustmen to remove it all and sanitation is thrown everywhere, the water is not pure, security forces are not enough to protect the area, there is no affordable medical centers and there are a lot of diseases that the communities feel shame to disclose it. | 1. 45% of the children are not enrolled at school, as lacking adequate WASH facilities in schools is a barrier to enrolment for Syrian children, especially for girls  
2. The playground is full with solid waste and the class furniture is not clean and very old.  
3. They are afraid to be infected by head lice and scabies.  
4. They don’t have safe spaces to play and enjoy time of recreation  
1. Skin diseases and diarrhea have been reported  
2. Overloaded school system at the time that the existing WASH facilities lack the capacity to serve the increasing number of children  
3. There is an approximate of 20 camps hosting the refugees and they reached a place where they host the refugees in inhabitable tents thus north area is unable to host more refugees  
4. The municipality worked to break the ice between the hosting |
## Service Providers

| Service Providers | 1. UNRWA and Najdeh provide environmental services which is removing solid waste, but UNRWA do it once per day and Najdeh stopped doing it. Removing solid waste might be considered enough if the population did not increase. 2. 60% of the PRS and SRS said that they are getting water because their neighbors are PRL, where service providers target them just because they are residing near PRL; other refugees are excluded from such services. | 1. UNDP: Support to host communities through water and sanitation activities (WASH), to enhance basic services delivery to host communities and Syrian refugees in North Lebanon. Sewage projects, road and storm water, solid waste management and an electricity project in Beddawi adjacent area in the North. 2. ACTED provides integrated WASH and shelter assistance, in the form of safe drinking water, shelter, and hygiene items. |

NB: The UNRWA health facilities are established to serve the PRL, despite that it was not enough to serve all the PRL, and it was covering a law portion of the medical fees. After the PRS moved to Lebanon, the burden increased and UNRWA is not able to serve both the PRS and the PRL.

**The mayor at Tripoli Municipality added that:**

- The municipality is providing electrical power and water for free. Regarding the sanitary services it does sewage maintenance, road paving and sanitation collection.
- In North area, the mayor of Tripoli municipality indicated that at Al Mohagareen area water is not available and in other location it is available but it is not drinkable due to the bad drilling of the water wells, electrical power is not available and the generators need maintenance while the EDL is not taking any action, funds were collected to install power plants, these plants were bought but still it is not installed. With respect to garbage, there is no garbage collection point it is thrown everywhere at any time. The sewage system installed serve for 3 years and now 7 years passed and no action was taken. The infrastructure is not maintained.

**In terms of the services provided, the mayor indicated that:**

- In north, 3000 Lebanese individuals are registered and the municipal proceeds received can only cover this number, in which they can be served by the municipal proceeds used for paving roads, removing solid waste and maintaining the sewage system. while there are over 15,000 individuals, Lebanese and refugees residing in this area, the spread of unemployment phenomenon, some NGOs are not targeting the hosting community that are passing also through a hardship, a number of refugee families is sheltering tents inside the camps and the number of these tents in each camp range 9 – 30 which is a big challenge for us, UNRWA covers only a part of Mohamara regarding sanitary services while the rest areas are excluded,
North area is passing through water draught and it can only fulfill 50% of the need to water during normal days and 75% of the needs during average days.

- The municipality cannot conduct periodic water testing unless a disease is spread and 95% of the water used is undrinkable. The families are unaware of the need to take care of personal hygiene which increased the spread of diseases especially skin diseases such as head lice and most of the families do not disclose this issue; there is deficiency in the number of workers and the number of security forces within the area.

In terms of the household hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>Household Hygiene</th>
<th>Women Input</th>
<th>Children Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Met &amp; Unmet Needs</strong></td>
<td>The shelters are overcrowded and diseases spread among the families which negatively affect their children and family members in their shelters</td>
<td>The children were asked about their satisfaction in their homes, schools and neighborhoods in terms of hygiene, personal hygiene, the sewage system and the daily behaviors. It appeared the 20 targeted children are not satisfied.</td>
</tr>
<tr>
<td>88% don’t have enough water for domestic need and 20% have it partially available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% don’t have appropriate water system available or have it partially available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>55% don’t have appropriate sanitary fittings available or have it partially available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>57% have cleaning and disinfection materials partially available while 23% don’t have it available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In North area, 90% of the participants declared that they received hygienic materials 2 times only since their displacement from 1 year</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In terms of the personal hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>Personal Hygiene</th>
<th>Women Input</th>
<th>Children Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Met &amp; Unmet Needs</strong></td>
<td>66% lack the items needed to take care of their menstrual hygiene and 34% have it partially available</td>
<td>When the children were asked if they always wash their hands before having food, use soap to wash their hands, wash their hands after using the toilet, bathe daily, wash their hair a minimum of once a week, wear clean clothes, walk to school with naked foot, change my socks daily, brush their teeth at least once a day, cut their nails once a week and comb their hair daily, the results were shocking. All children indicated that they do all necessary hygienic practices as they are afraid of being blamed for not doing it as at the same time the women indicated controversy indicators as detailed below.</td>
</tr>
<tr>
<td>27% don’t have the privacy and the ability to take a shower periodically and 33% sometimes have it</td>
<td></td>
<td></td>
</tr>
<tr>
<td>41% strongly agree that they are using shared and unclean toilets and 26% women agree that it is shared and unclean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>88% don’t have hot water available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>86% of the targeted women indicated that personal hygiene</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Specific Trends in Beirut Area

In Beirut area the data was collected from 32 stakeholders, through semi structured interview with 1 representative of the popular committee, focus groups with 15 women and active tools with 16 children.

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>15</td>
<td>Age: 25 years old &amp; above</td>
</tr>
<tr>
<td>Children</td>
<td>16</td>
<td>Age: 12 – 15 years old</td>
</tr>
<tr>
<td>Committees</td>
<td>1</td>
<td>PC</td>
</tr>
<tr>
<td>Municipality</td>
<td>0</td>
<td>None</td>
</tr>
<tr>
<td># of persons from the hosting community</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td># of persons from the PRS community</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td># of persons from the SRS community</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>32</td>
<td>person</td>
</tr>
</tbody>
</table>

This part details the women, children and PCs input regarding:

- **Environmental Hygiene**
  - BUS (basic Urban Services)
  - Social services (health, education)
  - Service providers (Role of UNRWA, NGOs etc…)

- **Household Hygiene**

- **Personal Hygiene**
  - Personal practices among women and children
  - Reproductive health

The main findings revealed when the stakeholders were asked about the environmental hygiene, in terms of BUS (Basic Urban Services), Social Services including health and education services, and the service providers operating in their areas clarifying the role of UNRWA, NGOs, INGOs and other service providers.

### Environmental Hygiene

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Women Input</th>
<th>Children Input</th>
<th>Mayors &amp; PCs Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS (Basic Urban Services)</td>
<td>7 % are not satisfied by the neighborhood hygiene</td>
<td>14 out of the 16 children enrolled at</td>
<td>Toxic gases and bas smell are spread in the</td>
</tr>
</tbody>
</table>
100% lack drinkable water

42% said those dustmen are not available to remove the dust on daily basis

School don’t drink the school water because they find it undrinkable, and they don’t use the school latrines because they find it unclean, there are no waste baskets, the sewage floods and it smell bad.

Building which contributes to worsen the environmental conditions.

Dustmen collect sanitation from the whole building

Social services (health, education)

The UNRWA health facilities are established to serve the PRL, despite that it was not enough to serve all the PRL, and it was covering a low portion of the medical fees. After the PRS moved to Lebanon, the burden increased and UNRWA is not able to serve both the PRS and the PRL. There is no more available shelters or seats in schools for more refugees

14 out of 16 children do not drink the school water and don’t use its latrines

The main challenge is the health problems they are facing due to lacking personal hygiene, they lack health services as UNRWA is not covering all PRS and UNHCR is not covering all SRS

Service Providers

In Ghazza Building they said that they don’t receive any sanitary service or any hygienic material

In terms of the household hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>Met &amp; Unmet Needs</th>
<th>Women Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Household Hygiene</strong></td>
<td><strong>Women Input</strong></td>
</tr>
<tr>
<td>100% of the women indicated that hygienic household items are partially available for them. They get these items but it doesn’t last for more than 2 weeks, and they have to wait more than 3 or 6 months to get another hygiene kit. 100% of the women indicated that they don’t have trash bags and garbage containers</td>
<td>100% of the women indicated that they don’t have trash bags and garbage containers</td>
</tr>
<tr>
<td>100% have cleaning and disinfection materials partially available 15 families out of 15 families lack trash bags and garbage containers 94% don’t have appropriate sanitary s available or have it partially available 100% don’t have appropriate water system available or have it partially available</td>
<td>94% don’t have appropriate sanitary s available or have it partially available 100% don’t have appropriate water system available or have it partially available</td>
</tr>
<tr>
<td>60 % don’t have enough water for domestic need and 15 % have it partially available</td>
<td>60 % don’t have enough water for domestic need and 15 % have it partially available</td>
</tr>
<tr>
<td>100% lack available garbage containers 54% are residing unhealthy shelters that are not exposed to sunshine and fresh air</td>
<td>100% lack available garbage containers 54% are residing unhealthy shelters that are not exposed to sunshine and fresh air</td>
</tr>
</tbody>
</table>

In terms of the personal hygiene, the stakeholders indicated the below:
Specific Trends in Saida Area – (Bustan Quds, Sekkeh, Baraksat & Saida Al Balad)

Personal Hygiene

<table>
<thead>
<tr>
<th>Met &amp; Unmet Needs</th>
<th>Women Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>86% of the targeted women indicated that personal hygiene items are partially available for them</td>
<td></td>
</tr>
<tr>
<td>100% have tooth brush, tooth paste and combs</td>
<td></td>
</tr>
<tr>
<td>100% of the women said that the materials needed to wash their clothes are fully available</td>
<td></td>
</tr>
<tr>
<td>100% of the women said that they have enough items of underwear.</td>
<td></td>
</tr>
<tr>
<td>100% don’t have hot water available</td>
<td></td>
</tr>
<tr>
<td>34% strongly agree that they are using shared and unclean toilets and 34% women agree that it is shared and unclean</td>
<td></td>
</tr>
<tr>
<td>100% don’t have the privacy and the ability to take a shower periodically</td>
<td></td>
</tr>
<tr>
<td>100% lack the items needed to take care of their menstrual hygiene</td>
<td></td>
</tr>
</tbody>
</table>

In Saida area the data was collected from 86 stakeholders from 4 locations, Saida Al Balad, Bustan Al Quds, Sekkeh and Baraksat, through semi structured interview with 7 representative of the popular committee, the mayor of Saida Municipality focus groups with 40 women and active tools with 34 children.

Targeted Stakeholders

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>SB</th>
<th>BQ</th>
<th>SK</th>
<th>BR</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>7</td>
<td>8</td>
<td>16</td>
<td>9</td>
<td>Age: 25 years old &amp; above</td>
</tr>
<tr>
<td>Children</td>
<td>8</td>
<td>10</td>
<td>7</td>
<td>7</td>
<td>Age: 12 – 15 years old</td>
</tr>
<tr>
<td>Committees</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>PCs, RCs, CCs</td>
</tr>
<tr>
<td>Municipality</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The Mayor of Saida Municipality</td>
</tr>
<tr>
<td># of persons from the hosting community</td>
<td>18</td>
<td>15</td>
<td>2</td>
<td>4</td>
<td>39 persons</td>
</tr>
<tr>
<td># of persons from the PRS community</td>
<td>0</td>
<td>3</td>
<td>27</td>
<td>7</td>
<td>37 persons</td>
</tr>
<tr>
<td># of persons from the SRS community</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>7</td>
<td>10 persons</td>
</tr>
<tr>
<td>Total</td>
<td>18</td>
<td>21</td>
<td>29</td>
<td>18</td>
<td>86 stakeholder</td>
</tr>
</tbody>
</table>

This part details the women, children and PCs input regarding:

- **Environmental Hygiene**
  - BUS (Basic Urban Services)
  - Social services (health, education)
  - Service providers (Role of UNRWA, NGOs etc…)

- **Household Hygiene**

- **Personal Hygiene**
  - Personal practices among women and children
  - Reproductive health

The main findings revealed when the stakeholders were asked about the environmental hygiene, in terms of BUS (Basic Urban Services), Social Services including health and education services, and the service providers operating in their areas clarifying the role of UNRWA, NGOs, INGOs and other service providers.
BUS (Basic Urban Services)

- 100% are living in an unhealthy environment where foul odor comes from the garbage dumps.
- 100% said those dustmen are not available to remove the dust on daily basis.
- They are suffering water outage, and even when it is available it is not drinkable.
- The sewage system is unusable, wastewater always floods, insects and mice are intruding their shelters.

Social services (health, education)

- 57% lack drinkable water.
- 38% lack drinkable water.
- 44% lack drinkable water.

Service Providers

- At Saida Al Balad, Hariri Foundation is the only service provider. They distributed food kits in Ramadan. Al Bahaa Center charge them 50% of the medical expenses while they get vaccines from the UNRWA. Still they found it is unfair as the SRS and PRS are charged less than the indigenous populations, the Lebanese and the PRL.
- At Baraksat, Bustan Al Quds and Sekkeh, women said that they are always excluded from the distributions of aids. They pointed that they always get turned away and promised aid if they come back later, but these promises are always empty. As for their children, despite that they are provided educational services, but they said that they are not adapting neither the curriculum nor the educational environment due to the overcrowded classes, and because PRS and SRS children are facing discrimination from their peers, the school administration and teachers.

- In Saida area, the number of head lice infected persons is continuously increasing. At EHC, there are 11 water wells but the water is not pure and undrinkable, thus health problems increases, besides the sanitation infrastructure needs maintenance but we don’t have the needed resources to intervene. In Saida Al Balad no one is providing sanitary services.

In terms of the household hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>Household Hygiene</th>
<th>SaidaBalad</th>
<th>Bustan Quds</th>
<th>Sekkeh</th>
<th>Baraksat</th>
<th>PC Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 families lack trash bags and garbage</td>
<td>8 families have trash</td>
<td>15 families lack trash bags and garbage</td>
<td>9 families lack trash bags and garbage</td>
<td>In Saida Al Balad, the shelters are overcrowded, the</td>
<td></td>
</tr>
</tbody>
</table>
containers
100% don’t have appropriate water system available or have it partially available
86% don’t have enough water for domestic need and 7% have it partially available

bags and garbage containers
100% don’t have appropriate water system available but not enough
100% don’t have appropriate water system available or have it partially available

garbage containers
87.5% don’t have appropriate sanitary fittings available or have it partially available
75% don’t have appropriate water system available or have it partially available
57% don’t have enough water for domestic need and 25% have it partially available

containers
67% don’t have appropriate sanitary fittings available or have it partially available
rent subsidies and prices are very high, and the sewage system is unusable.

In terms of the personal hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th>SaidaBalad</th>
<th>Bustan Quds</th>
<th>Sekkeh</th>
<th>Baraksat</th>
<th>PC Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% of the targeted women indicated that personal hygiene items are partially available for them</td>
<td>62.5% of the targeted women indicated that personal hygiene items are partially available for them</td>
<td>65.25% of the targeted women indicated that personal hygiene items are partially available for them</td>
<td>45% of the targeted women indicated that personal hygiene items are not available for them &amp; 65% have the materials partially available</td>
<td>At EHC, water is not available for the people and if it is available it is undrinkable, people are not able to take care of their personal hygiene, thus the number of infected cases increase, especially head lice and scabies infected cases. In the frame of health, UNRWA excludes a lot of case, such as cancer…</td>
</tr>
<tr>
<td>71% don’t have hot water available and 14% have hot water partially available</td>
<td>100% have hot water partially available</td>
<td>93% don’t have cleaning and disinfection materials partially available</td>
<td>12% don’t have hot water available</td>
<td>At EHC the spread of diseases is continuously increasing especially among children, such as Scabies, Head Lice, Malaria, Thalassemia, diarrhea, vomiting, diabetes and currently Hepatitis.</td>
</tr>
<tr>
<td>71% sometimes have the privacy and the ability to take a shower periodically</td>
<td>100% strongly agree that they are using shared and unclean toilets</td>
<td>94% have the materials needed to wash their clothes partially available</td>
<td>45% strongly agree that they are using shared and unclean toilets</td>
<td>44% have enough underwear partially available and 32% don’t have enough items available.</td>
</tr>
<tr>
<td>100% don’t have the privacy and the ability to take a shower periodically</td>
<td>75% don’t have hot water available and 7% have hot water partially available</td>
<td>44% have enough underwear partially available and 32% don’t have enough items available.</td>
<td>100% don’t have the privacy and the ability to take a shower periodically</td>
<td>75% don’t have hot water available and 7% have hot water partially available</td>
</tr>
<tr>
<td>94% strongly agree that they are using shared and unclean toilets and 6% women agree that it is shared and unclean</td>
<td>94% strongly agree that they are using shared and unclean toilets and 6% women agree that it is shared and unclean</td>
<td></td>
<td>100% lack the items needed to take care of their menstrual hygiene</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Tyr area the data was collected from 99 stakeholders from 4 locations, Chariha, JalBaher, Qasmeyyeh, Maachouk, through semi structured interview with 8 representatives of the popular committee, focus groups with 44 women and active tools with 47 children.

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>CH</th>
<th>JB</th>
<th>Q</th>
<th>M</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>8</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>Age: 25 years old &amp; above</td>
</tr>
<tr>
<td>Children</td>
<td>10</td>
<td>12</td>
<td>13</td>
<td>12</td>
<td>Age: 12 – 15 years old</td>
</tr>
<tr>
<td>Committees</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>PCs, RCs, CCs</td>
</tr>
<tr>
<td>Municipality</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># of persons from the hosting community</td>
<td>9</td>
<td>15</td>
<td>22</td>
<td>14</td>
<td>60 persons</td>
</tr>
<tr>
<td># of persons from the PRS community</td>
<td>9</td>
<td>9</td>
<td>2</td>
<td>7</td>
<td>27 persons</td>
</tr>
<tr>
<td># of persons from the SRS community</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>6</td>
<td>12 persons</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
<td>25</td>
<td>27</td>
<td>27</td>
<td>99 stakeholder</td>
</tr>
</tbody>
</table>

This part details the women, children and PCs input regarding:

- **Environmental Hygiene**
  - BUS (basic Urban Services)
  - Social services (health, education)
  - Service providers (Role of UNRWA, NGOs etc...)

- **Household Hygiene**

- **Personal Hygiene**
  - Personal practices among women and children
  - Reproductive health

The main findings revealed when the stakeholders were asked about the environmental hygiene, in terms of BUS (Basic Urban Services), Social Services including health and education services, and the service providers operating in their areas clarifying the role of UNRWA, NGOs, INGOs and other service providers.
## Environmental Hygiene

<table>
<thead>
<tr>
<th>BUS (Basic Urban Services)</th>
<th>Chabriha</th>
<th>JalBaher</th>
<th>Qasmeyyeh</th>
<th>Maachouk</th>
<th>PC Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>25% said that dustmen are not available to remove the dust on daily basis</td>
<td>42% said that dustmen are not available to remove the dust on daily basis</td>
<td>42% are living in an unhealthy environment where foul odor comes from the garbage dumps</td>
<td>42% said that dustmen are not available to remove the dust on daily basis</td>
<td>Solid waste management is often negligible</td>
<td></td>
</tr>
<tr>
<td>50% are living in an unhealthy environment where foul odor comes from the garbage dumps</td>
<td>100% are living in an unhealthy environment where foul odor comes from the garbage dumps</td>
<td>60% of the participants said that they are a drinking water well which is not pure, and that the mice and insects are everywhere due to the uncovered wastewater and the unusable sewage system.</td>
<td>42% said those dustmen are not available to remove the dust on daily basis</td>
<td>Sewage are prone to flooding in the winter</td>
<td></td>
</tr>
<tr>
<td>100% are not satisfied by the neighborhood hygiene</td>
<td>42% are not satisfied by the neighborhood hygiene</td>
<td>100% lack drinkable water</td>
<td>100% are living in an unhealthy environment where foul odor comes from the garbage dumps</td>
<td>Strains on available water and electricity supplies due to overcrowding and poverty</td>
<td></td>
</tr>
<tr>
<td>The participants said that they are not provided any sanitary services.</td>
<td>The participants said that they are not provided any sanitary services.</td>
<td></td>
<td>41% are not satisfied by the neighborhood hygiene</td>
<td>Municipalities lack the capacity to collect an increasing quantity of solid waste</td>
<td></td>
</tr>
<tr>
<td>83% lack available garbage containers</td>
<td>84% lack available garbage containers</td>
<td></td>
<td>They access water but it is not drinkable, the popular committees are the only ones trying to fix the sewage system and that they are not receiving hygienic materials.</td>
<td>Drinkable water is not available</td>
<td></td>
</tr>
</tbody>
</table>

## Social services (health, education)

| Chabriha | The committees do not provide any sanitary services. | JalBaher | The committees do not provide any sanitary services. | Qasmeyyeh | The committees cooperate with CISB to make the water available to the families; they collect the sanitation once per week. They pay 400,000 LBP to collect the sanitation. They are installing a sewage system | Maachouk | The committees provide water and sterilize it using chlorine. They remove sanitation and repair electricity disrupts, and they clean the sewage system in winter in coordination with the UNRWA. | PC Input | There is no more available shelters or seats in schools for more refugees, adding that Chabriha is expecting a big challenge when the migrants come back in June and ask the refugees to get out of their house. |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | | | | | In Tyr area the refugees are |
| Service Providers | PARD did some fixes to the water system, but the water is still undrinkable, regarding the hygienic materials they received insufficient materials which were consumed within less than 1 week and they did not receive again. | the only thing done by the popular committee is coordinating with NGOs to provide sanitary services but we still received nothing | PARD and the popular committees are putting chlorine in the water tanks to purify the water but it is still not drinkable, and the popular committees are the only ones trying to fix the sewage system. | The service providers are UNRWA and PARD for PRS, Naba’a for PRS, SRS & PRL in which they provide FIs and NFIs, and the popular committees for indigenous populations in which they provide them water and electricity. Najdeh, the cultural center and the Korean Battalion were providing food items at Shabriha. UNRWA is providing environmental services two times per week which they find not enough. As for the SRS they are targeted by the UNHCR and the NRC. The UNHCR targeted out some families and claimed that they somehow can manage their issues. They considered them eligible only for educational and health services rather than in... |
In terms of the household hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th></th>
<th>Chabriha</th>
<th>JalBaher</th>
<th>Qasmeyyeh</th>
<th>Maachouk</th>
<th>PC Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% don’t</td>
<td>have appropriate sanitary fittings available or have it partially available</td>
<td>100% don’t have appropriate sanitary fittings available or have it partially available</td>
<td>100% don’t have appropriate sanitary fittings available or have it partially available</td>
<td>42% don’t have appropriate sanitary fittings available or have it partially available</td>
<td>42% don’t have appropriate sanitary fittings available or have it partially available</td>
</tr>
<tr>
<td>100% don’t</td>
<td>have appropriate water system available or have it partially available</td>
<td>100% don’t have appropriate water system available or have it partially available</td>
<td>100% don’t have appropriate water system available or have it partially available</td>
<td>75% don’t have enough water for domestic need and 25 % have it partially available</td>
<td></td>
</tr>
<tr>
<td>100% don’t</td>
<td>have enough water for domestic need</td>
<td>75% don’t have enough water for domestic need and 25 % have it partially available</td>
<td>100% are residing unhealthy shelters that are not exposed to sunshine and fresh air</td>
<td>100% are residing unhealthy shelters that are not exposed to sunshine and fresh air</td>
<td></td>
</tr>
</tbody>
</table>

In terms of the personal hygiene, the stakeholders indicated the below:

<table>
<thead>
<tr>
<th></th>
<th>Chabriha</th>
<th>JalBaher</th>
<th>Qasmeyyeh</th>
<th>Maachouk</th>
<th>PC Input</th>
</tr>
</thead>
<tbody>
<tr>
<td>44% of the</td>
<td>targeted women indicated that personal hygiene items are not available for</td>
<td>100% of the targeted women indicated that personal hygiene items are partially available</td>
<td>59% of the targeted women indicated that personal hygiene items are not available for them</td>
<td>67% of the targeted women indicated that personal hygiene items are not available for them</td>
<td>67% of the targeted women indicated that personal hygiene items are not available for them</td>
</tr>
<tr>
<td>targeted</td>
<td>women indicated that personal hygiene items are partially available for</td>
<td>of the women said that the materials needed to wash their clothes are fully available</td>
<td>and 41% have it partially available</td>
<td>50% have hot water available</td>
<td>50% have hot water partially available</td>
</tr>
<tr>
<td>women</td>
<td>them &amp; 66% have it partially available</td>
<td>100% have the materials needed to wash their clothes partially available</td>
<td>100% don’t have cleaning and disinfection materials available</td>
<td>34% strongly agree that they are using shared and unclean toilets and 9% women agree that it is shared and unclean</td>
<td>34% strongly agree that they are using shared and unclean toilets and 9% women agree that it is shared and unclean</td>
</tr>
<tr>
<td>don’t have hot</td>
<td>water available</td>
<td>50% have hot water partially available</td>
<td>59% don’t have the materials needed to wash their clothes</td>
<td>84% lack the items needed to take care of their menstrual hygiene and 16 % have it partially available</td>
<td>84% lack the items needed to take care of their menstrual hygiene and 16 % have it partially available</td>
</tr>
<tr>
<td>water available</td>
<td></td>
<td></td>
<td>50% don’t have enough items of underwear</td>
<td></td>
<td></td>
</tr>
<tr>
<td>75% strongly</td>
<td>agree that they are using shared and unclean toilets and 25% women</td>
<td>34% strongly agree that they are using shared and unclean toilets and 8%</td>
<td>100% don’t have hot water available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agree</td>
<td>that it is shared and unclean</td>
<td></td>
<td>100% strongly agree that they are</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100% sometimes</td>
<td>have the privacy and the ability to</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>have the</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>privacy and the</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ability to</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>take a shower periodically</td>
<td>women agree that it is shared and unclean</td>
<td>using shared and unclean toilets and 9% women agree that it is shared and unclean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>84% don’t have the items needed to take care of their menstrual hygiene and 16% have it partially available</td>
<td>40% don’t have the privacy and the ability to take a shower periodically and 60% sometimes have it</td>
<td>50% partially lack the items needed to take care of their menstrual hygiene</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Campaign Design
   ○ Key messages

**The key messages for children are;**

1. always wash my hands before having food
2. use soap to wash my hands
3. wash my hands after using the toilet
4. bathe daily
5. wash my hair a minimum of once a week
6. wear clean clothes
7. Change my socks daily
8. brush my teeth at least once a day
9. cut my nails once a week
10. comb my hair daily

**The key messages for women are;**

1. Use appropriate contraceptive methods to control birth and unintentional pregnancies
2. Use dietary supplements during pregnancy to avoid birth defects
3. Change sanitary pads two or three times per day during menstruation
4. Do not replace sanitary pads by tissues or any other rag
5. Use feminine antiseptic lotions during the menstruation period
6. Don’t share your underwear with anybody whoever she is
7. Wash clothes and underwear regularly and expose to sunshine
8. Sterilize and clean latrines before using it
   ○ **Main themes**
   1. The positive hygienic practices that could take place in light of the severe conditions and scarce resources to maintain health and dignity
   2. Alternatives for maintaining health and hygiene
   3. Reproductive health for women and girls

<table>
<thead>
<tr>
<th><strong>Suggested tools</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Justifications</td>
</tr>
<tr>
<td><strong>Children</strong></td>
</tr>
</tbody>
</table>
- They don’t want lectures or normal sessions.
- The animation movies are not the most likely one for them as they don’t have TVs in their shelters!
- The three categories did not like the idea of having posters or leaflet directed to PRS or SRS as this could make a stigma as if they are not taking care of this issue

**Women**

- Women don’t want lectures about how to clean their children. They are looking more for what alternatives they can use given the limited resources they have right now.
- Women don’t prefer to go to centers for any types of sessions as they should get the approval of their husbands before leaving their houses.
- Lacking the resources and the materials is still presented to women as the main challenge while awareness sessions are coming in the 2nd place.

- The used methodology of Nabaa in approaching women in the local community through morning coffee informal sessions could work well as this might not affect the daily routine of women and make it easier for them to join their neighbors to discuss issues related to WASH. These sessions to be facilitated by Health Promoters

**Potential Tools**

<table>
<thead>
<tr>
<th>Audience</th>
<th>Potential Actions &amp; Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Children</strong></td>
<td>✓ Develop hygiene quiz</td>
</tr>
<tr>
<td></td>
<td>✓ Conduct 2 animation workshops for out-of-school children to produce 2 awareness short movies</td>
</tr>
<tr>
<td></td>
<td>✓ Produce a theater play on WASH key message</td>
</tr>
<tr>
<td></td>
<td>✓ Design children giveaways encouraging good hygiene behavior (coloring books, school stationary, paint your toothbrush holder…)</td>
</tr>
<tr>
<td></td>
<td>✓ Material to accompany activities (soaps, toothbrushes, etc.)</td>
</tr>
<tr>
<td><strong>Women</strong></td>
<td>✓ Conduct awareness sessions for women (10-12 a.m.) or what is called morning sessions</td>
</tr>
<tr>
<td></td>
<td>✓ Disseminate awareness posters in collective shelters, shared toilet facilities, and at delivery of health services and access points to water</td>
</tr>
<tr>
<td></td>
<td>✓ Material necessary for women hygiene in kits</td>
</tr>
<tr>
<td><strong>Youth (&gt;14)</strong></td>
<td>✓ Clean-up campaign</td>
</tr>
<tr>
<td></td>
<td>✓ Mural-Graffiti painting</td>
</tr>
<tr>
<td></td>
<td>✓ Establish WASH youth clubs (hygiene volunteers) lets discuss</td>
</tr>
<tr>
<td><strong>Community, municipality, and local leaders</strong></td>
<td>✓ Clean up campaign</td>
</tr>
<tr>
<td></td>
<td>✓ Open days (rally, etc.)</td>
</tr>
</tbody>
</table>
RECOMMENDATIONS

NGOs, INGOs, International Community:

- Provide basic items for personal and household hygiene regularly
- Conduct a comprehensive needs assessment at the national level, highlight the main problems and needs for each of the gatherings, official refugee camps and grey areas; and build accordingly infrastructure projects
- Provide preventive health care and preventive medicine to avoid the spread of diarrheal and other water-borne diseases and skin diseases in particular
- Address the gaps in the provided health services in terms of emergency medical, public health and environment health services, maternal and child health, reproductive health and child vaccination
- Establish psychosocial support programme to help traumatized children
- Coordinate with UNRWA and the Ministry of education to address the below problems:
  - Lack of space in public schools and overstretched resources
  - Cost of tuition fees and transportation
  - Differences between Lebanese and Syrian curriculum, including language barriers (The Syrian school system is entirely run in Arabic, while Lebanese schools teach math and sciences in either English or French)
  - Safety concerns of Syrian parents
  - Many Syrian children are being placed in lower grades than the ones they attended in Syria.
  - The Lebanese Ministry of Education announced that to enrol in exams, Syrian children will have to present proper certification from their schools in Syria proving that they have passed the required tests, but many refugees do not have these papers with them.

Municipalities, PCs, RCs, CCs:

- Ensure sufficient access to safe drinkable water
- Coordinate with various service providers to tackle the main WASH problems and needs
- Coordinate the humanitarian response in the health sector

Community:

- Reverse the depletion of limited water resources
Appendixes:

Appendix 1; Key questions

1.1- Semi structure interview municipalities/ popular committee:
- Does the municipality/ popular committee other branches, or activities beyond of its geographic area?
- The statistical number of population in your camp/ gathering.

<table>
<thead>
<tr>
<th>Host community</th>
<th>SRS</th>
<th>PRS</th>
<th>PRL</th>
<th>Lebanese</th>
</tr>
</thead>
</table>
- Are there any barriers to registration of refugees at the popular committee/municipalities?
- What are your successful stories with regards to displacement? How do you evaluate the popular committee/municipality in receiving refugees from Syria?
- What are the main problems/ difficulties facing you as a popular committee/ municipality?
- To what extent you are able to continue in supporting the refugees?
- Are the tents, schools, shelters enough and suitable to receive more refugees?
- Do you have fund to cover the emergency programs and projects.
- Do you target certain groups (Palestinians only)?
- What are the services you are providing to local communities with regards to water, sanitation, health and environment?
- What are the main problems facing parents and refugees with regards to hygiene, health and environment?
- What are the symptoms you noticed at the children, parents and refugees?
- Does the gathering/camp receive more refugees?
- What are the more marginalized group in the region? The group that is not recognized totally?
- From your prospective what is the camp/ gathering that are not recognized with regards to help and support? What are the main services to this gathering/ camp?
- Are you willing to cooperate or build a partnership with other NGOs, if yes what are the main fields of cooperation/services?

1.2- Active tools to gather information from children:
- How do you spend you times? Where? How?
- How many of you are registered at school?
- What do you do after scholastic day? What do you spend your day?
- How you describe your school: 3 statements to describe your school? What are the beautiful things at school?
- What are worst things at school?
- Who uses the school toilets, drinking water?
- Who have comments or notes on schools toilets or drinking water?
- Notice the issues related to personal hygiene, shelter, sanitation, drinking water and daily behavior?
- What if?
- You were in charge (can take decisions), what is the decision you will take with regards to the above mentions issues?
  - If you were at another country, what are the major things in your life that will be changed?
  - If the fairy gives your 3 wishes with regards to shelter, region you are living in now, what are these wishes?
  - How will these wishes affect your life in case it comes true?
Fill the following:

<table>
<thead>
<tr>
<th>filled with children</th>
<th>Always</th>
<th>frequently</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>always wash my hands before having food</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>use soap to wash my hands</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>wash my hands after using the toilet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bathe daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>wash my hair a minimum of once a week</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>wear clean clothes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>walk to school with naked foot</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change my socks daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>brush my teeth at least once a day</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>cut my nails once a week</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>comb my hair daily</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.3- **Focus group with parents**

- For how long you have been here?
- What are the main problems you are facing?
- If you are facing some problems, how to you act: what are the health needs that are not fulfilled for you and your children currently and in the future?
- Who provides services in the area, what are these services?
- What is your evaluation to these services?
- To what extent your needs are fulfilled with regards to hygiene, toilets, sanitation and health? Who are the service providers and what do they distribute to refugees in different areas?
- What are the services you benefited from during the past three years with regards to water and sanitation?
- Are the hygienic supply and materials allowed you and your family to have showered every day, clean the house...? What they are lacking?

<table>
<thead>
<tr>
<th>Tools</th>
<th>available</th>
<th>Not enough</th>
<th>Available and satisfactory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shower and hygiene tools</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning the teeth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleaning materials and detergents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Underwear</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Notes about highlighted cases (may be a family is living away from the other gather houses, and are not matching the possibilities mentioned above:
- How your family deals with un fulfilled needs?
- How do you describe your shelter, is there enough toilets?
- Do you have enough privacy?
- From refugees prospective, who are the most marginalized groups? Why?
- What’s happening and affecting your family and children in the gathering/ camp?
- What are your fears on your children and families in general?
Annex IX
In the next hour or so, I would like to discuss with you some of the issues of relevance to better understanding the problems that encounter access (or rather lack of decent access) to Basic Urban Services in the AAs; and what could be the ways forward to improve the livability in the AAs. The idea of the discussion is to have a forward-looking mindset and to approach the issues at stake with a positive and collaborative manner.

- I would like to commence with a quick discussion around the key issues at stake, always in relation to access to Basic Urban Services in the AAs. But first it is best if we start in a brief description of what you as Public Service Agencies offer to the AAs (are their policies or directives towards the AAs?)

To enable us to frame what exactly is the problem in the access of BUS in the AAs, let me ask a rhetorical question: what if no interventions take place in regard to improving access to BUS? What would be the situation in the next 5-7 years?

- Moving from identifying the problematic issues, I would like to discuss with you the interventions. The interest here is to discuss what could be done to remedy some of the problems raised earlier in terms of what is hampering/preventing access to BUS in the AAs.

We can structure the suggested interventions at three levels:

- The Level of AA itself.
- The Level of Municipalities and Unions of Municipalities where the AAs fall.
- The National Level and what could be done at the upstream level.

- Now that we have proposed a number of interventions, I would like to hear your opinion on the best ways to establish coordination or collaborative platforms given the multiplicity of actors in the AAs and the complexity of the situation in and around the Camps and the AAs. What is in your opinion as Public Service Agencies, the best way for a coordination mechanism that would help you as agencies in providing services and maintenance etc. in the AAs?

Nasser Yassin
Political Science Professor
AUB, Lebanon
## Improving Living Conditions in Palestinian Gatherings Host Communities - Towards More Comprehensive and Sustainable Solutions

### Outputs and TOC

<table>
<thead>
<tr>
<th>Output 1: Provide environmentally and economically sustainable WASH services at community level in the gatherings.</th>
</tr>
</thead>
</table>

### Output Indicators

| Results Indicator 1.1: # of individuals with sufficient safe water supply at an adequate level of service. |
| Baseline (2015): 40,000 |
| Target (2018): 70,000 |

| Results Indicator 1.2: # of individuals with access to wastewater/sewage systems. |
| Baseline (2015): 50,000 |
| Target (2018): 75,000 |

| Results Indicator 1.3: # of individuals with access to reliable solid waste services. |
| Baseline (2015): 30,000 |
| Target (2018): 45,000 |

| Results Indicator 1.4: # of local mechanisms with systems and capacities strengthened for improved service delivery. |
| Baseline (2015): 10 |
| Target (2018): 25 |

### Activities

| Activity1.1: Carry out and update WASH needs appraisal with local communities and actors. |
| Activity1.2: Implement civil works to upgrade / install water and sanitation systems |
| Activity1.3: Purchase and provide WASH equipment to local service providers |
| Activity1.4: Set up / strengthen local mechanisms to operate and maintain services |
| Activity1.5: Develop the capacities of local service providers and WASH actors |

### Role of Partners

| Local Committees and CBOs: participate in needs appraisal; identify priorities for interventions; follow-up on implementation; take part in operation and maintenance. |
| Municipalities: participate in needs appraisal; suggest interventions; facilitate permits; implement works in some areas; take part in operation and maintenance. |
| Local NGOs: participate in needs appraisal; identify priorities for interventions; implement works in some areas; take part in operation and maintenance. |
| Public Service Agencies: provide support in developing engineering studies and monitoring of works. |
| UNRWA: coordinate with complimentary projects; provide technical expertise. |
| LAF: provide permits to allow access of goods in gatherings adjacent to camps |

### Inputs

| WASH studies |
| Civil works contracts (water and sanitation projects) |
| Procurement of equipment and tools (Solid waste interventions) |
| Support to local mechanisms |
Output 2: Improve environmental and structural conditions of shelter units in the gatherings.

Improving structural and environmental shelter conditions would contribute to improving safety and health and socio-economic conditions for refugees; enhancing privacy, separation and the installation of toilets increase protection particularly for women and children.

<table>
<thead>
<tr>
<th>Results Indicator 2.1:</th>
<th>Activity 2.1: Carry out and update shelter assessment at the national level</th>
</tr>
</thead>
<tbody>
<tr>
<td># Of refugees living in structurally safe shelters.</td>
<td></td>
</tr>
<tr>
<td>Baseline (2015): 60,000</td>
<td></td>
</tr>
<tr>
<td>Target (2018): 65,000</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Results Indicator 2.2:</th>
<th>Activity 2.2: Select shelters for rehabilitation works according to priority criteria and develop BOQs</th>
</tr>
</thead>
<tbody>
<tr>
<td># Of refugees living in environmentally adequate shelters.</td>
<td></td>
</tr>
<tr>
<td>Baseline (2015): 30,000</td>
<td></td>
</tr>
<tr>
<td>Target (2018): 35,000</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Results Indicator 2.3:</th>
<th>Activity 2.3: Implement civil works to improve structural and environmental conditions of shelters</th>
</tr>
</thead>
<tbody>
<tr>
<td># Of refugees with access to water and energy conservation solutions.</td>
<td></td>
</tr>
<tr>
<td>Baseline (2015): 300</td>
<td></td>
</tr>
<tr>
<td>Target (2018): 1,000</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Results Indicator 2.4:</th>
<th>Activity 2.4: Purchase and install water and energy conservation equipment and solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td># Of refugees with access to water and energy conservation solutions.</td>
<td></td>
</tr>
<tr>
<td>Baseline (2015): 300</td>
<td></td>
</tr>
<tr>
<td>Target (2018): 1,000</td>
<td></td>
</tr>
</tbody>
</table>

| Local Committees: provide access to their housing registry; facilitate identification of shelters on field; follow-up on implementation. |
| Local Authorities: facilitate permits. |
| Local NGOs: Carry out shelter assessment in areas of operation; implement works in some areas. |

Shelter Assessment
Shelter works contracts
**Output 3:** Promote inclusive and safer environments in the gatherings through comprehensive neighbourhood upgrading interventions.

- Providing neighbourhoods with safer roads, with proper electricity, roads and storm water networks, and inclusive spaces would contribute to healthier environments in the gatherings and improving socio-economic conditions of refugees.

| **Results Indicator 3.1:** | **Activity 3.1:** Develop participatory
eighbourhood upgrading plans in selected gatherings |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td># Of neighbourhood upgrading plans developed in the gatherings.</td>
<td></td>
</tr>
<tr>
<td><strong>Baseline (2015):</strong> 0</td>
<td><strong>Target (2018):</strong> 12</td>
</tr>
<tr>
<td><strong>Results Indicator 3.2:</strong></td>
<td><strong>Activity 3.2:</strong> Implement upgrading works to rehabilitate and upgrade roads, electricity networks and public domain.</td>
</tr>
<tr>
<td># Of neighbourhoods with safer roads including electricity networks and street lighting, storm water disposal, paving and.</td>
<td></td>
</tr>
<tr>
<td><strong>Baseline (2015):</strong> 10</td>
<td><strong>Target (2018):</strong> 30</td>
</tr>
<tr>
<td><strong>Results Indicator 3.3:</strong></td>
<td><strong>Activity 3.3:</strong> Insert / upgrade positive community spaces such as playgrounds, community centres, green areas, etc.</td>
</tr>
<tr>
<td># Of neighbourhoods with inclusive and positive community spaces.</td>
<td></td>
</tr>
<tr>
<td><strong>Baseline (2015):</strong> 10</td>
<td><strong>Target (2018):</strong> 22</td>
</tr>
<tr>
<td><strong>Local Committees and CBOs:</strong></td>
<td><strong>Activity 3.4:</strong> Support local community to promote the use and management of these spaces.</td>
</tr>
<tr>
<td>participate in planning; identify priorities for interventions; follow-up on implementation; take part in operation and maintenance.</td>
<td></td>
</tr>
<tr>
<td><strong>Municipalities:</strong></td>
<td>provide technical expertise.</td>
</tr>
<tr>
<td>participate in planning; suggest interventions; facilitate permits; implement works in some areas; take part in operation and maintenance.</td>
<td></td>
</tr>
<tr>
<td><strong>Local NGOs:</strong></td>
<td>Neighbourhood upgrading plans contracts</td>
</tr>
<tr>
<td>participate in planning; implement works in some areas; take part in operation and maintenance.</td>
<td>Civil works contracts (electricity, roads, storm water networks, etc.)</td>
</tr>
<tr>
<td><strong>Public Service Agencies:</strong></td>
<td>Works contracts for community spaces</td>
</tr>
<tr>
<td>provide support in developing engineering studies and monitoring of works.</td>
<td></td>
</tr>
</tbody>
</table>
Output 4: Improve hygiene conditions for host and new refugee communities in the gatherings.

Raising awareness on hygiene practices and providing hygiene tools to refugees have direct impact on improving the health of individuals and families as well as on promoting healthier living environments.

<table>
<thead>
<tr>
<th>Results Indicator 4.1: # Of individuals who have experienced behaviour change session/activities.</th>
<th>Activity 4.1: Develop a comprehensive WASH strategy based on lesson learned with necessary materials and tools.</th>
<th>Local Committees and CBOs: community outreach; assessment of main issues and selection of topics, participate in activities.</th>
<th>Production of materials and tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline (2015): 10,000 Target (2018): 45,000</td>
<td>Activity 4.2: Support and train members of local communities, CBOs and local NGOs on WASH awareness raising activities.</td>
<td>Municipalities: community outreach; assessment of main issues and selection of topics, participate in activities.</td>
<td>Contracts for awareness raising activities</td>
</tr>
<tr>
<td>Women:10,000</td>
<td>Activity 4.3: Roll out hygiene campaign activities in selected gathering</td>
<td>Local NGOs: community outreach; assessment of main issues and selection of topics, delivery of activities.</td>
<td>Purchase and quarterly distribution of hygiene kits</td>
</tr>
<tr>
<td>Men: 5,000</td>
<td>Activity 4.4: Purchase and distribute hygiene household and baby kits to most vulnerable refugees.</td>
<td>UNRWA: coordinate with complimentary programmes; collaboration in activities in UNRWA schools</td>
<td></td>
</tr>
<tr>
<td>Children: 30,000</td>
<td>Local Committees and CBOs:</td>
<td>Women: participate in training to promote hygiene practices in their communities</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Results Indicator 4.2: # Of individuals who have received training on promoting positive hygiene practices in their communities.</th>
<th></th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Results Indicator 4.3: # Of individuals with access to hygiene or baby kits.</th>
<th></th>
<th></th>
</tr>
</thead>
</table>
**Output 5:** Reduce youth risky behaviours in the gatherings through livelihood interventions.

Interventions that support income generation and community empowerment contributes to channelling youth time and energy into positive rather than risky behaviour and alleviates poverty.

### Results Indicator 5.1:
# Of self-sustained livelihood community projects.

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
</tr>
</tbody>
</table>

### Results Indicator 5.2:
# Of individuals who have received vocational training.

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>500</td>
</tr>
<tr>
<td><strong>Women:</strong></td>
<td><strong>250</strong></td>
</tr>
<tr>
<td><strong>Men:</strong></td>
<td><strong>250</strong></td>
</tr>
</tbody>
</table>

### Results Indicator 5.3:
# Of small businesses that have received start-up grants.

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>350</td>
</tr>
<tr>
<td><strong>Women:</strong></td>
<td><strong>175</strong></td>
</tr>
<tr>
<td><strong>Men:</strong></td>
<td><strong>175</strong></td>
</tr>
</tbody>
</table>

### Activity 5.1: Develop socio-economic / market studies.

### Activity 5.2: Set-up livelihood community projects that are operated and sustained by local mechanisms.

### Activity 5.3: Enrol youth in vocational training programmes based on market demand and supply.

### Activity 5.4: Carry out competition to award small grants to individuals to start small businesses.

### Local Committees: community outreach; take part in planning.

### CBOs: community outreach; planning; participate in mechanisms to operate and sustain community projects.

### Local NGOs: community outreach; planning; participate in mechanisms to operate and sustain community projects.

### Contracts for socio-economic and market studies

**Community livelihood projects**

**Vocational training**

**Start-up grants**
Output 6: Develop a national coordination and planning platform for response and development in Palestinian Gatherings.

National planning based on reliable data ensure that a strategy for development and response in the gatherings address local needs and utilize resources in the most efficient manner. Coordination among organizations increase impact on improving living conditions in the gatherings through complementarity and avoiding duplication.

<table>
<thead>
<tr>
<th>Results Indicator 6.1: # Of meeting of the Gatherings working Group</th>
<th>Activity 6.1: Continue to organize and chair monthly meetings of the Gatherings Working Group, consolidating MoMs and 4Ws.</th>
<th>NGOs and UN agencies: participate in the gatherings WG; share information and data; jointly plan intervention strategy in Palestinian gatherings.</th>
<th>Studies and reports, including costs of developing and publishing Information sharing meetings, workshops and national events</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Baseline (2015):</strong> 20</td>
<td><strong>Baseline (2015):</strong> 0</td>
<td><strong>Baseline (2015):</strong> 2</td>
<td></td>
</tr>
<tr>
<td><strong>Target (2018):</strong> 56</td>
<td><strong>Target (2018):</strong> 1</td>
<td><strong>Target (2018):</strong> 5</td>
<td></td>
</tr>
</tbody>
</table>

Results Indicator 6.2: Database on living conditions, needs and interventions in Palestinian gatherings developed and shared with active organizations.

**Baseline (2015):** 0
**Target (2018):** 1

Results Indicator 6.3: Number of studies / reports issued.

**Baseline (2015):** 2
**Target (2018):** 5

Activity 6.2: Develop and update database on living conditions in Palestinian Gatherings.

Activity 6.3: Devise method to share data with national actors and members of the Gatherings Working Group.

Activity 6.4: Produce sectoral / thematic reports and studies and share with relevant originations and stakeholders.

Assumptions:
- Organizations active in the gatherings remain committed to participating in the WG.
- Organizations continue to share information and data.