

# SYRIAN REFUGEE CRISIS



Global Communities Rapid Needs Assessment: Lebanon  
Mount Lebanon Governorate, Chouf, Baabda and Aley Districts

November 2013



*Syrian refugee girl, Barja, Lebanon*

Syrian refugee boy, Baabda, Lebanon



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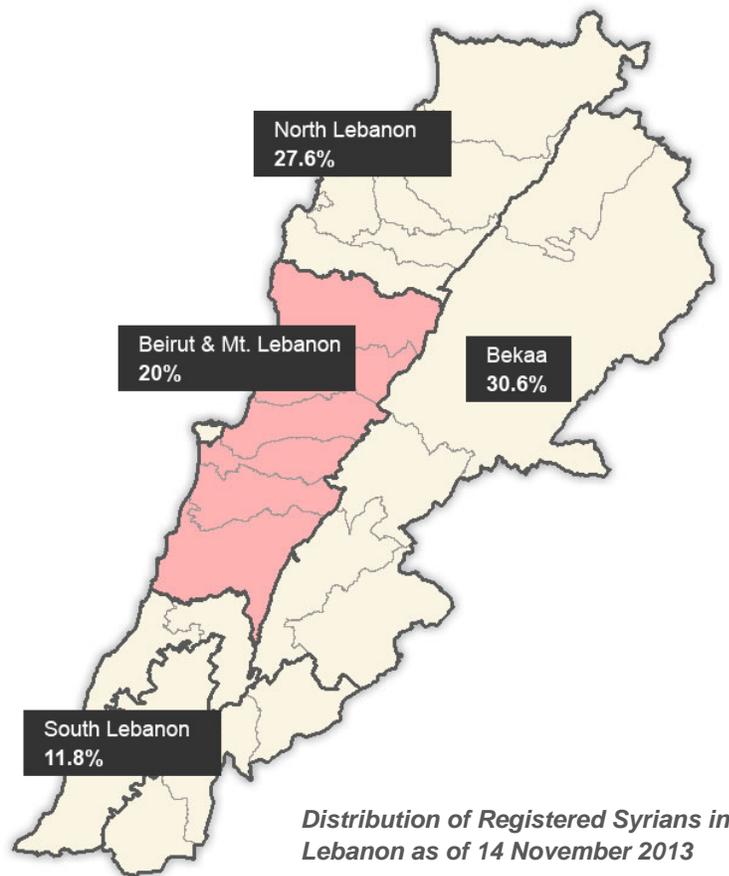
## EXECUTIVE SUMMARY

In response to the continued Syrian refugee crisis in Lebanon, Global Communities' Office of Humanitarian Assistance conducted a Rapid Needs Assessment in Mt Lebanon's Chouf, Baabda and Aley districts to better understand the level of vulnerability of Syrian refugees and Lebanese host communities. The assessment utilized a combination of survey instruments, focus group discussions, key informant interviews and field observations. Interviews included local and national Lebanese government officials, Lebanese organizations and international relief agencies. The Assessment targeted Syrian refugees and Lebanese community members in districts known to be accommodating large concentrations of displaced persons. A total of 209 individuals completed survey questionnaires; 64 more participated in one of seven focus group discussions (FGDs) held across the target area. The surveys were designed to capture data on the general demographic profile of respondents and focused on shelter, WASH, education, livelihood and protection concerns. Recognizing that the survey results derive from a limited sample population, the findings put forward in this assessment should be considered illustrative of the needs in the target area and not used to extrapolate findings beyond the scope of the present study.

Lebanese communities are at a breaking point nearly three years following the spark of revolution in Syria.<sup>1</sup> Not one single village or town in Lebanon remains unaffected by the spillover effect of the Syrian crisis. Though the actual number of Syrians in Lebanon is unknown, Lebanese officials estimate the total number to be 1.3 million<sup>2</sup>, nearly 30% of its own population. Though looked at as a middle income country, Lebanon has pockets of severe poverty. Its poor citizens are bearing the brunt of hosting the refugees and suffering most from the strain. Before the crisis began in 2011, one million Lebanese, or a quarter of the population, were classified as poor — defined as living on less than \$4 a day<sup>3</sup>. Since that time, an additional 170,000 Lebanese have been pushed into poverty. The World Bank predicts that, by the end of 2014, 3.15 million of Lebanon's 4.1 million citizens will be in need of some form of financial, shelter or food support.<sup>4</sup>

Humanitarian workers have generally considered the refugee situation in the Mount Lebanon governorate to be less urgent than in the other five governorates of the country. However, Mt Lebanon is now recording the highest number of new refugee registrations in Lebanon, indicating a need for increased attention in the area.

At the start of the conflict, Lebanese welcomed Syrians fleeing violence and were more likely to provide shelter in the form of host family support. Today, Lebanese hospitality is dwindling with a protracted refugee situation on the horizon and no end in sight for the war in Syria. Since the Lebanese authorities have so far not permitted the establishment of full-fledged refugee camps, Syrian refugees are today scattered across the whole country, with a majority of them living in rented accommodation. The absence of camps and lack of coordination between government and aid actors has created a convoluted game of hide and seek that makes it difficult to provide aid to Syrian refugees. The increased demand and limited supply of housing is causing rental prices to soar and forcing many from their homes — poor Lebanese and Syrian refugees alike—as they are unable to cope with the rising costs. Both Lebanese and Syrians report poor access to water facilities, with the most vulnerable being in collective centers and Informal Tented Settlements. Lebanese residents complain of increased amounts of garbage thrown into streets, hillsides and dried riverbeds where increased numbers of Syrians now live.



*Distribution of Registered Syrians in Lebanon as of 14 November 2013*

1. Unrest in Syria began 15 March 2011.

2. It is not possible to get an accurate number of total refugees in country. Numbers are collected by local CBOs and religious organizations; in some cases, Syrians choose to remain anonymous for fear of persecution from Syrian authorities.

3. <http://www.worldbank.org/en/news/feature/2013/09/24/lebanon-bears-the-brunt-of-the-economic-and-social-spillovers-of-the-syrian-conflict>

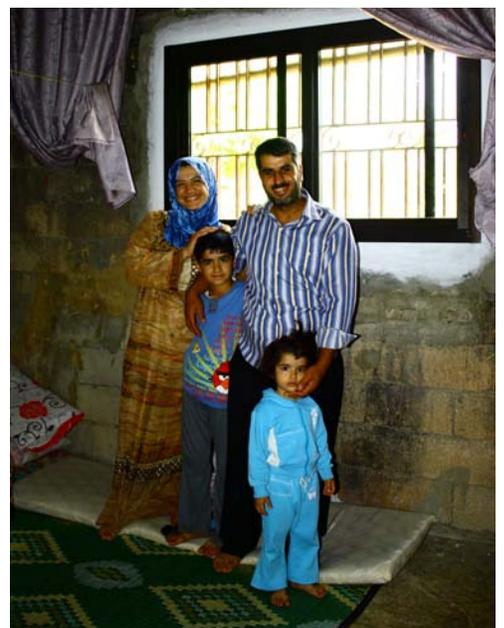
4. ACAPS. SNAP: Regional Analysis Syria. 30 October 2013.

Public health clinics and schools are overwhelmed by the number of Syrians coming into the country and are progressively finding it difficult to cope with accommodating the increased demand for services. Local-level relief actors and municipalities on the front lines are not receiving information pertaining to UNHCR's programs to support Syrian refugee school registration fees, transportation services and health care reimbursement. A lack of communication between humanitarian aid agencies and local service providers causes many potential beneficiaries to be denied services.

Lebanon is ripe for escalation in internal conflict as living conditions become increasingly more desperate and Syrian refugee numbers continue to increase daily. Host community tolerance is rapidly dwindling with the increased strain on the economy as Lebanese must compete for a limited number of jobs and face an increased cost of living; compete for housing; and share public services that were already struggling to cope with needs of Lebanese before the Syrian crisis. Blowback and outrage in the form of disputes, discrimination and assault targeting Syrian refugees from the Lebanese community is present and likely to increase without any form of intervention.

**The main findings of the report are as follows:**

- **Lebanon's delicate political system and sectarian balance has been placed under further pressure by the consequences of the Syrian conflict.** Overcrowding, saturation of basic public services, and competition for both housing and jobs are among the root causes for the deterioration of the social relations between Lebanese hosts and Syrian refugees in Mt Lebanon. The situation has been particularly hard on the more vulnerable segments of Lebanese society, since a majority of the refugees have approached the most economically depressed and poorest parts of Mt Lebanon.
- **UNHCR and its implementing partners' efforts to work within the Government of Lebanon's structure are proving expensive, complex and challenging in reaching beneficiaries in need.** Attempts for the international aid community to work with Lebanese authorities is challenging due to fluctuations in the Lebanese government structure at the national level. Gaps and lags in service delivery, misunderstanding and miscommunication exists from limited interaction between international aid actors and the local Lebanese municipalities in Mt Lebanon.
- **Shelter continues to be the greatest need and challenge in Mt Lebanon due to increased demand and a decreased amount of housing options limited to Lebanese host families, renting apartments, collective centers and Informal Tented Settlements.** With no clear end date for the conflict in Syria and increased burden placed on Lebanese communities, the Lebanese are less likely to offer hosting arrangements for Syrian families. Apartment rents are increasing each year with the limited supply of housing stock. In some cases, poor Lebanese lose their apartments to Syrians who are able to accommodate rent by sharing apartments with more than one family. The Ministry of Social Affairs and UNHCR are increasing efforts to identify large structures, including schools and hospitals, which may be converted into collective living centers for Syrian refugees. As winter approaches, residents of Informal Tented Settlements and poorly insulated collective centers are at increased risk of exposure to outside elements.
- **Widespread dispersal of refugees across Mt Lebanon present major challenges to UNHCR and its partners, particularly in the areas of registration, community outreach and protection monitoring.** UNHCR is moving towards expedited registration process, and a decentralized management system, however, protection monitoring remains a major concern for Lebanese hosts and Syrian refugees. Misunderstanding in refugee services and Lebanese government policies targeting Syrian refugees are either unknown or not believed to be available. Most notable is the \$200 government fee that foreigners must pay to extend their stay in Lebanon beyond 12 months, which has so far not been waived for refugees.
- **Misunderstanding between Lebanese public education administrators, Syrian refugees and distrust from Lebanese government officials hinders dissemination of information related to education services available to Syrian refugees.** The public education system in Mt Lebanon is strained due to Syrian students, limited classroom space and the language barrier with the Lebanese curriculum. In several instances, Syrians are reluctant to approach public schools to enroll children and/or are denied enrolment adding to the 200,000 estimated Syrian children with no access to education in Lebanon.





## INTRODUCTION

Global Communities' Office of Humanitarian Assistance led a Rapid Needs Assessment in Lebanon October 4-November 10, 2013 in partnership with the Development for People and Nature Association (DPNA) and the Sunduk al Zakat volunteer network. The assessment covered twelve municipalities (Barja, Wadi Zeini, Siblina, Keteramaya, Chihim, Mazboud, Mchairiye, Baabda, Hadath, Kfar Chima, Aley and Choueifat) in the three districts of Chouf, Baabda and Aley in the Mt Lebanon region. The main purpose of this assessment was to better understand the level of vulnerability of Syrian refugees and Lebanese host communities in terms of shelter, WASH, education, livelihood and protection concerns. Global Communities decided to focus on these areas in an effort have a better understanding of the impact of our current program in the context of the overall needs of Syrian refugees and Lebanese host communities. The focus was intended to identify gaps and make recommendations on the direction of future programming and understand a greater scope of Lebanese host community needs in the Mt Lebanon region. Humanitarian workers have generally considered the refugee situation in the Mount Lebanon Governorates to be less urgent than in the other five governorates of the country. However, Mt Lebanon is now recording the highest number of new refugee registrations<sup>5</sup> in Lebanon, indicating a need for increased attention in the area. This report further aims to contribute to filling the information gap that currently exists in surveys conducted in the Mount Lebanon area.

## GLOBAL COMMUNITIES

Global Communities (formerly CHF International) is an international non-profit organization that works closely with communities worldwide to bring about sustainable changes that improve the lives and livelihoods of the vulnerable. Global Communities has been working in Lebanon since 1997. With more than 15 years of experience working in Lebanon, Global Communities has established a reputation for implementing community-driven programs that address a broad range of social issues, from agricultural and economic development to education and the environment. Since March 2013, Global Communities has been actively engaged as an implementing partner of UNHCR in assessing, selecting and delivering shelter, WASH and educational service programs to Syrian refugees and Lebanese host communities. Programming aims to rehabilitate homes of Lebanese families, upgrade sanitation facilities, promote hygiene and rehabilitate schools.

## EMERGENCY RESPONSE TO THE SYRIAN CRISIS

Lebanon is a small country of 10,400 square km<sup>6</sup> and 4.1 million people. It has received the majority of the 2.2 million Syrians fleeing the violence of Syria. The number of refugees grows daily and is reaching an unprecedented number. Last year there were approximately 70,000 registered refugees in Lebanon. As of 21 November 2013, The United Nations High Commission for Refugees (UNHCR), reports **823,791<sup>7</sup> registered refugees**. The number is only expected to increase based on UNHCR reporting 11,000-15,000 new refugees registered

5. Number of refugees in Mt Lebanon is more than double that of other areas in outside areas of the North 226,453 with 13,419 awaiting registration; Beqaa 244, 8444 with 27,742 awaiting; 96,876 South with 1,040 awaiting. Ninnette Kelley, UNHCR Representative in Lebanon. 29 October 2013.

6. CIA World Fact book. 4,131,583 (July 2013 est.) <https://www.cia.gov/library/publications/the-world-factbook/geos/le.html>

7. As of 21 November 2013. 746,956 officially registered and 76,835 awaiting registration. Two appointments are required for official UNHCR registration-an initial phone call and an in-person interview. Wait time between initial contact and final processing is on average 42 days. <http://data.unhcr.org/syrianrefugees/country.php?id=122>.

every week. Humanitarian partners and the Lebanese Ministry of Social Affairs have contingency plans to accommodate a rapid influx of refugees in the Eastern border areas. Most recently, influx operations began in Aarsal on 15 November, when 3,000 refugee families fled to Lebanon in less than a week's time.<sup>8</sup> These transit centers are temporary and do not provide a long-term solution for displaced Syrian refugee families.

Although the actual number of Syrians in Lebanon is unknown, **Lebanese officials estimate the total number of Syrians to be nearly 1.3 million<sup>9</sup>, nearly 30% of the population of Lebanon.** The Lebanese Ministry of Interior requires municipalities to track Syrians. However, the purpose of the information is not clear, and no one is overseeing its dissemination to coordinating bodies such as UNHCR who could assist in the response effort, resulting in vulnerable populations being overlooked. It is important to note that in addition to the Syrian refugees reported by UNHCR, services and facilities in Lebanon are further taxed by other groups residing in Lebanon who are also seeking some type of assistance, as noted in the chart below:

*Number of citizens in Lebanon due to Syrian crisis classified by type as of November 2013*

Type	Number in country	Coordinating Organization
Lebanese returnee <sup>10</sup>	17,510 <sup>11</sup>	IOM, HRC
Registered Syrian refugee	823,791	UNHCR
Unregistered Syrian refugee	Exact number unknown	Local organizations, host communities
Palestinian refugee	400,000	UNRWA
Palestinian refugee from Syria (PRS)	47,000	UNRWA

## GLOBAL COMMUNITIES' ASSESSMENT

### Methodology

The Rapid Needs Assessment was conducted using a mixed-method approach and a combination of primary and secondary data collection. Primary data was collected using unique survey questionnaires designed for refugee and Lebanese community members, complemented by a series of focus group discussions. The advantage of the Rapid Needs Assessment is that it can provide an overview of the target populations needs rapidly and accurately. Additionally, the nature of the Rapid Needs Assessment survey is such that it can be repeated as beneficiaries' needs change, allowing Global Communities to constantly respond to changing circumstances at the individual level.

Information was collected through numerous field visits in Mt Lebanon, including visits to Lebanese public schools, collective centers and Informal Tented Settlements. At the national Lebanese level, interviews were conducted with the Lebanese Ministry of Social Affairs. Interviews with local Lebanese officials included a group meeting with 17 mayors as part of the Union of Municipalities in Iqlim Al Kharroub and individual interviews with eight mayors in Chouf, Aley and Baabda Districts. Local Lebanese institutions interviewed included: the Lebanese Red Cross, Dar al Fatwa, Sondooq al Zakat, the Awareness and Consolation Association, DPNA, Makhzoumi Foundation, Rene Moawad Foundation, Hariri Foundation, Terres de Liban, and Amel Association. Key informant interviews with international organizations were held with at least one representative from the following agencies: UNHCR, UNICEF, Mercy Corps, CARE, Terres des Hommes, IRC, DRC, Amurt, ACTED, PU-AMI, Caritas Lebanon, and UN Habitat.

Selection of the survey teams and methodology includes advice taken from ACAP's September 2013 Syrian Survey Needs Analysis Lessons Learned document that suggested enumerators comprised of the same nationality encourages a sense of trust and understanding of linguistic nuances for data analysis<sup>12</sup>. As such, Global Communities recruited survey teams comprised of both Lebanese and Syrian enumerators to ensure surveys were delivered by enumerators of the same nationality, speaking the same dialect. Sampling was conducted on a non-random basis, relying on Global Communities

8. UNHCR. Lebanon: Aarsal Influx Inter-Agency Update. 25 November 2013.

9. It is not possible to get an accurate number of total refugees in country. Numbers are collected by local CBOs and religious organizations; in some cases, Syrians choose remaining anonymous for fear of persecution from Syrian authorities.

10. These families, most of which have been living in Syria for decades (having moved there for social or economic reasons) began to return to Lebanon as a result of the onset of the crisis in Syria in 2011. They now find themselves living in difficult circumstances in their country of origin, and have gone largely unassisted due to a lack of accurate information regarding their living conditions and needs.

11. IOM. Profiling Vulnerable Lebanese Returnees from Syria. 7 November 2013.

12. <http://www.mapaction.org/component/mapcat/download/2967.html?fmt=pdf>

partners to identify survey participants. Efforts were taken to ensure that female respondents were equitably represented in the survey. Questionnaires and focus group prompts aimed to capture data related to basic needs of the respondents as well as sector-specific information related to shelter and accommodation arrangements, livelihood security, access to water, proper sanitation and status of the public school system. The survey instruments and discussion guidelines were designed in English, and then translated into and administered in Arabic.

### Survey respondents by Gender and Nationality (n=209)

	Lebanese	Syrian	Combined
Male	42	37	79
Female	48	82	130
Total	90	119	209

Seven distinct focus group discussions were held, providing **an opportunity to 64 individuals** to elaborate further on the themes reflected in the survey instruments. On average, 10 people attended the focus group events:

### Focus Group Discussion Participants by Gender and Nationality (n = 64)

Location	Participants	Female	%women	#Lebanese	%Lebanese	#Syrian	%Syrian
Chouf/Barja	7	5	71%	4	57%	3	43%
Aley/Aley	11	6	55%	11	100%	0	0%
Baabda/Hadath	10	4	40%	5	50%	5	50%
Chouf/Wadi Zeini	7	5	71%	0	0%	7	100%
Chouf Sibline	15	5	33%	0	0%	15	100%
Baabda/KfarChima	6	1	2%	6	100%	0	0%
Aley/Choueifat	8	0	0%	8	100%	0	0%
Total	64	26	41%	34	53%	30	47%

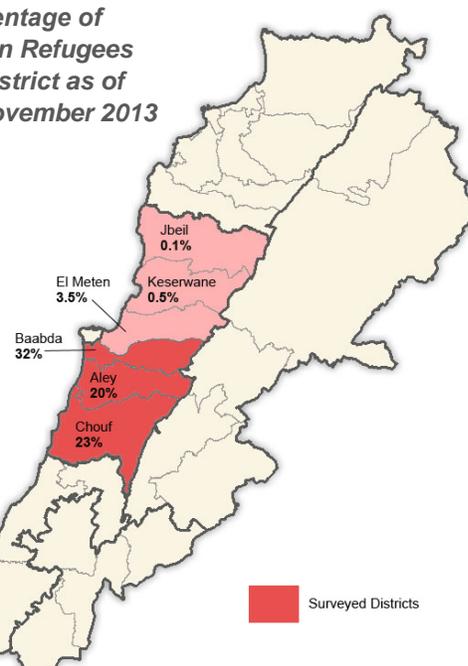
Data collection for the Needs Assessment took place concurrently in all three districts October 4 through November 8, 2013. The focus group discussions were moderated by Global Communities' staff and conducted in local community centers. The data from the surveys was processed by Global Communities staff and entered into a master database. The proceedings from each focus group discussion and key informant interview were transcribed and recorded by the moderator. The analysis of the survey results and focus group discussions was conducted using Excel by staff from the Office of Humanitarian Assistance at Global Communities headquarters.

The sensitive nature of the politically-charged environment in Lebanon made it difficult for surveyors to enlist participation. To overcome such constraints, survey respondents remained anonymous in order to provide information without concern that their identities would be reported to any type of intelligence service or authority. Enumerators noted survey fatigue and many respondents reported being disillusioned by the number of surveys conducted with no clear results.

## Geographic Focus

Global Communities' assessment was limited to the Mt Lebanon governorate, one of six governorates in Lebanon. It is comprised of six districts: Jbeil, Keserwane, El Meten, Baabda, Aley and Chouf. The three districts hosting the largest concentrations of refugees were targeted for this assessment: Chouf (23%), Aley (20%) and Baabda (32%). From the three districts, twelve municipalities were targeted (Barja, Wadi Zeini, Sibline, Keteramaya, Chihim, Mazboud, Mchairiye, Baabda, Hadath, Kfar Chima, Aley and Choueifat) based on presence of refugees and need as perceived through observation and consultation with local partners.

Percentage of Syrian Refugees by District as of 14 November 2013



## FINDINGS

### Demographic Details

The survey covered basic demographic questions related to the profile of the respondent, household composition, and current living conditions in Lebanon related to shelter, WASH and education. Survey respondents were both male and female and represented varied household, education and professional backgrounds. Syrian refugee respondents living with host families or in rented apartments, collective centers and Informal Tented Settlements were targeted, as were Lebanese community members living in the same area. The average household size among the Syrian respondent population was seven, compared to the Lebanese average of five.

Syrians entering Lebanon tend to travel to areas in Lebanon where they have a link by family, political confession<sup>13</sup> or religion. Registration is a two step process with UNHCR. First a refugee must make an appointment by phone and then wait to attend an in-person interview. Mt Lebanon averages 41 days for the waiting period-the highest in all of Lebanon. Logistical constraints and personal preference lead several Syrians to not want to register with UNHCR.

Reasons for not registering included not knowing how to register, not having transportation and not wanting people to know they are in Lebanon. At the start of the crisis, there were reports that surveys and monitoring of Syrians fleeing Syria were being shared with the Syrian intelligence or 'mukhabarat' intelligence services. Consequently, Syrians are skeptical of surveys and reluctant to answer any questions put forth by enumerators. To help overcome this mistrust, Global Communities recruited Syrian enumerators to carry out the surveys in order to promote trust and ensure clear understanding in language.

Qualitative responses from interviews and focus group discussions found that the majority of **the 68% registered refugees are not aware of, and/or are unclear as to what assistance and/or services were available** for their families other than basic health care service.

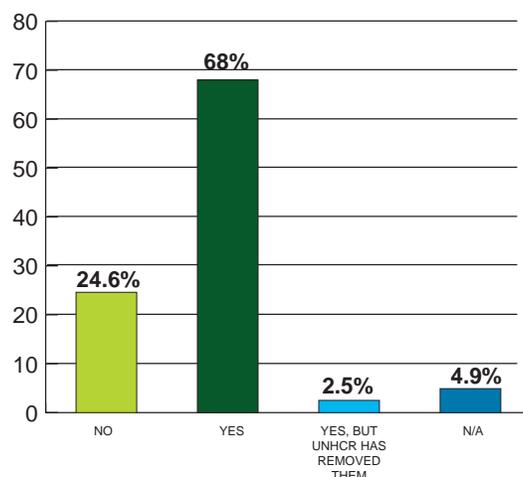
**81% of Syrians and 54.8% of Lebanese believe UNHCR should be doing more to assist with response efforts.** Added to this are perceptions that UNHCR is 'all talk' and not actually delivering the services it states it aims to deliver to the Syrian refugees.

### Greatest Needs

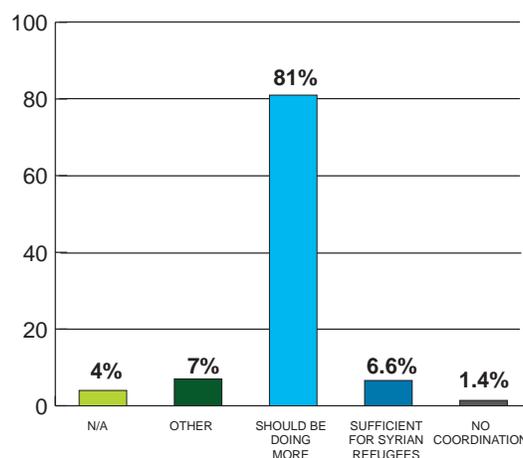
The survey asked both Lebanese and Syrian refugees to list their three greatest needs in order of priority. **Among Syrian respondents, the three greatest needs included 49% shelter, 14% health care and 10.7% jobs.**

The needs identified by Lebanese respondents were more diverse. Of the **Lebanese respondents, 18% indicated health services to be the greatest need, followed closely by 16% stating security and 15% with food.** These needs are identified as being for the Lebanese and not necessarily linked to the Syrian refugee crisis.

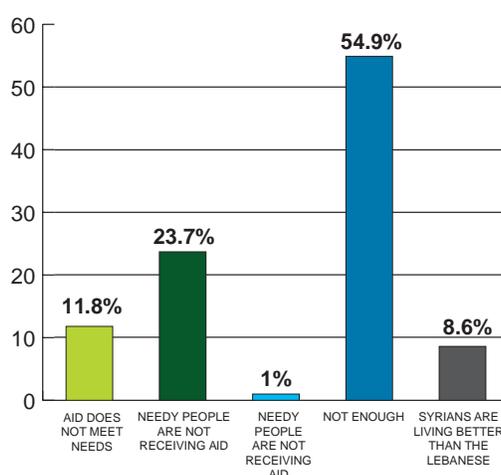
Syrian: Are You Registered with UNHCR?



Syrian Perceptions of UNHCR



Lebanese Perceptions of UNHCR Providing Aid to Syrian Refugees



13. Lebanon rules under a system of Confessionalism, a system of government that refers to de jure mix of religion and politics. In Lebanon, political parties and affiliation are referred to as confessions.

The difference in need identified between Lebanese and Syrian respondents is suggestive of perceptions in availability of food aid. **Only 7% of Syrian respondents list food as their greatest need, although all focus group respondents indicate a need for food assistance. 11% of Lebanese in the survey suggests that there is an unmet need for communities not eligible for assistance.** In nearly all interviews, Lebanese will state that it is unfair that low-income Lebanese are not able to benefit from the same assistance as the Syrian refugees living in the same community. Another source of frustration come from the perception of Syrian refugees benefiting from vouchers by selling them for cash. Nearly 100% of Lebanese interviewed claim knowledge of Syrians conspiring with shop owners to exchange food vouchers valued at \$33 for \$13-\$20 in cash.

## Employment

The waves of Syrian refugees in Lebanon has negatively impacted the economy. The World Bank reports an expected reduction in GDP growth by 2.9 percentage point a year. From 2012 to 2014, unemployment is predicated to jump to above 20 percent, and widen the deeply-indebted nation's deficit by \$2.6 billion.<sup>14</sup> Further, decreased wages and access to employment is predicted to push an additional 170,000 Lebanese into poverty, over and above the 1 million currently living below the poverty line. The lack of jobs is a concern for nearly all respondents, Lebanese and Syrians alike. Unskilled Syrian and Lebanese youth are identified as particularly vulnerable to unemployment.

*The Lebanese Perspective.* **82% of Lebanese respondents report less work to be available from 2012.** Increasingly, the Lebanese view Syrians as a threat to their livelihoods, because the Syrians are often willing to work at lower wages and are reported to be harder workers than Lebanese. As one focus group respondent indicated, “go into any McDonalds—see who waits on you. In the past it was a Lebanese student. Now it’s nearly always going to be a Syrian.”<sup>15</sup> Construction work and day labor has always been traditionally carried out by Syrian workers, and many Lebanese will claim that Syrians rebuilt Lebanon following the 2006 war with Israel and that they prefer the Syrian laborers. However, as jobs diminish, even the Lebanese appear more open to moving into the construction and garbage collection sectors.

*The Syrian Perspective.* The number of Syrians in Lebanon as compared to the number of jobs available creates fierce competition. Opportunity remains limited, with **97% of Syrian survey respondents reporting less work available since 2012.** Syrian migrant workers report that the flooded labor market is particularly bad, reporting a drop in wages from \$30 to \$10 for a day's earnings. Survey responses indicate that average daily earnings of Lebanese are \$20 while the average daily earnings of Syrians are \$15.

The influx of Syrian workers impacts certain employment sectors in particular. Male Syrians traditionally work as migrant laborers and in construction. It was noted throughout the survey that all surveyed districts have a designated area where Syrian day laborers stand and wait to be picked up for work. Syrian females often find jobs as tailors or in factories. A frequent source of conflict between the Syrians and Lebanese is the opening of Syrian business who give preference to Syrians in hiring skilled labor because the refugees are willing to work for lower wages.

Syrians' quest for employment can have repercussions on daily life beyond employment. Several focus group participants indicated an increased number of Syrian prostitutes in their areas and expressed outrage, stating that such a practice did not exist before the Syrians came. A large number of migrant laborers who previously crossed between Syria and Lebanon have chosen to permanently settle in Lebanon and brought their family to live with them. In areas surveyed in Aley and Chouf, it was noted that these migrant laborers were living in shared accommodation, metal makeshift structures and in Informal Tented Settlements.



A produce market in Barja, Lebanon

14. <http://www.reuters.com/article/2013/09/19/us-syria-crisis-lebanon-idUSBRE98I0T320130919>

15. 10/21 focus group discussion, Sibline.

## Protection Concerns

Tension between Lebanese and Syrian refugees is on the rise. Informal discussions and interviews with Lebanese community members and Syrian refugees indicate that there has been an increase in fighting between the two groups. General security concerns were cited by both Lebanese and Syrian survey respondents, **with 58% of Lebanese and 64.6% of Syrians refugees stating there is not enough police presence.** Among municipalities interviewed, the number of police varied from as few as one officer in Dalhoun to as many as 200 in Aley.<sup>16</sup> In the case of Aley, the number of police had been increased from 60 to 200 following a request by the municipality.

In nearly all interviews and focus group discussions, Syrian refugees expressed concern over a \$200 government fee that foreigners in Lebanon must pay to extend their stay beyond 12 months. To date, this fee has not been waived and is causing concern for Syrian families, who are concerned in how to accommodate such a hefty cost.

Only **14% of Syrian respondents indicate conflicts between Lebanese** neighbors; conflicts ranged from complaints about noise from children and disagreements between neighbors, to racism and assault. However, **21.5% of Lebanese survey respondents report an increase of disputes between Syrians and Lebanese**, with neighbor arguments being the main source of conflict. The majority of focus group respondents indicate that the biggest disagreements come between Syrian and Lebanese shop owners. Informal interviews with Syrian refugees and Lebanese community members indicate a higher incidence of crime and conflict occurring in communities hosting Syrian refugees. Focus group respondents further noted that the amount of incidents officially recorded is likely lower than the actual number as these incidents are believed to go unreported to authorities.

The prolonged presence of Syrians in Lebanon has caused government officials to express disapproval of their presence. Increased reports of discrimination targeting Syrian refugees<sup>17</sup> followed an announcement in June 2013 by Lebanese Interior Minister Marwan Charbel, who was quoted saying that Syrian refugees had become “a burden on the country in social, economic, humanitarian and security terms.”<sup>18</sup> The Minister went on to state that Army and police units were conducting daily monitoring of the security situation in areas inhabited by refugees in order to prevent any terrorist cell from carrying out acts aimed at disrupting stability. Instances of Syrians being forced to leave communities have been reported, as some Lebanese municipalities do not want formal settlement by Syrians.<sup>19</sup> All the Mayors in Chouf, Baabda and Aley responded that the only way to fully meet Lebanese needs would be for Syrians to leave.

When Lebanese were asked how best to address to compensate Lebanese communities hosting refugees, **35.5% of respondents reported education, 34% reported shelter, 17% food and 3.2% water.** Qualitative responses in focus groups discussions suggest an increase in jobs to be the greatest need to cope. **4% of survey respondents responded that their greatest need was weapons to deal with the Syrian refugees**—an indicator and reminder of the real potential for violent clashes in the future.

## Health

Increased numbers of Syrian refugees are placing strain on its public services. The Ministry of Social Affairs is struggling to cope with the increased cost associated with a 40 percent increase in the utilization of its health and social programs.<sup>20</sup> **Health services was an issue of concern for 100% of Lebanese and Syrian focus group respondents** and was identified as the second and/or third greatest need by survey respondents. This finding is further supported by the World Bank, which reports the conflict in Syria is impacting Lebanon’s health system through: increased demand for health services; increased unpaid commitments to the Ministry of Public Health to contracted hospitals; shortages in health workers; and a sharp rise in



*Distribution of hygiene kits by Lebanese Ministry of Social Affairs (MOSA), Chouf District*

16. Interview with Mayor of Aley. 4 November 2013.

17. Interview with Caritas.

18. 220941-illegal-syrian-businesses-hurt-economy-minister.

19. Interview with Caritas.

20. World Bank Lebanon Economic and Social Impact Assessment of the Syrian Conflict. 20 September 2013.



*Informal Tented Settlement, Anout, Mt Lebanon Region*

communicable diseases.<sup>21</sup> Both low-income Lebanese and Syrian refugees report access to health care to be a great concern for them. **61.5% of Syrian refugees and 66.7% of Lebanese report difficulty taking care of the elderly and disabled.** Syrian refugees often do not have sufficient funds to cover health costs and are denied access to clinics based on the perception that they will not pay. According to Lebanese focus group respondents, it is thought that Syrians are unwilling to pay for medical services because in Syria the government covered their healthcare costs.

## Shelter

Shelter is a major issue for the Syrian refugees. Syrians find accommodation in one of the four classifications: host families, renting, collective centers/shelters, or Informal Tented Settlements (ITS). Initially, Lebanese were more in favor of hosting Syrians in their homes. According to a 2011 DRC Shelter Survey, 21.2% of the displaced Syrians were hosted with families, relatives or strangers.<sup>22</sup> Nearly three years later, with little outside support and fear of a protracted crisis, Lebanese are becoming tired of the burden placed on them. According to UNHCR, fewer than 6% of the total number of Syrian refugees currently share homes with Lebanese families. **Only 2% of Syrian respondents to the Global Communities survey reported sharing with Lebanese.**

The majority of Syrian refugees now rent accommodations and often share with other Syrian families to compensate for inflated rents. UNHCR reports 62.72% of Syrian refugees in Lebanon

## LEBANON'S REFUSAL OF CAMPS: A PALESTINIAN LEGACY

The refusal for established formal camps has created a mind boggling effort to provide services to refugees in 1,400 makeshift settlements in Lebanon. The Government of Lebanon permits the establishment of Informal Tented Settlements, defined as 20 families or less living in the same area. However, the creation of formal settlements remains illegal. This refusal is rooted in the 65 year legacy of Palestinian refugee camps present in Lebanon. Lebanese will often blame the Palestinians for sparking wars with Israel and accuse the camps of harboring terrorists and weapons. Consequently, the GOL staunchly opposes any such camp from forming.

Palestinian refugees fall under the mandate of the United Nations Relief and Works Agency (UNRWA) that runs 12 official camps in Lebanon that resemble cities more so than tented settlements. For years, poor Lebanese have rented accommodation in these camps due to their low rent. Syrian refugees are increasingly seeking accommodation in the already overcrowded UNRWA camps causing limited availability for Palestinians and Lebanese.

21. World Bank. Lebanon, Economic and Social Impact Assessment of the Syrian Conflict. 20 September 2013.

22. DRC Shelter Assessment. July 2011.



Syrian refugee housing in Baabda, Lebanon

flooding, leaking roofs and no insulation from the cold. In winter months these conditions are all the more extreme with dropping temperatures and increased precipitation.

The government of Lebanon and aid providers are now working to find large buildings that could be converted into collective shelters for Syrians. Rehabilitation, extension and upgrades to buildings is permitted, however, the building of any new permanent structure remains illegal as per the Lebanese government. Coordination between municipalities and aid providers attempting to locate such structures is a challenge and is source for miscommunication. In preparation for a refugee influx and absence of any formal tented settlements, the Ministry of Social Affairs is coordinating with UNHCR and its local implementing partners to locate schools, hospitals and large buildings that may be converted into collective centers.

This is in line with the survey results indicating that **81.25% of Syrian refugees are paying rent** in exchange for their stay in the different accommodations throughout Lebanon. Survey responses indicate average rent for Lebanese and Syrians at \$300 per month depending on location. Often this amount provides only one room and often lacks adequate sanitation facilities. **85% of Syrian refugees and 87% of Lebanese report rent prices increasing over the past year.** Syrians tend to live with more than one family and willing to live in sub-standard spaces that would traditionally be used for storage, garages or animal shelters. Focus groups and interviews revealed that low-income Lebanese are becoming increasingly vulnerable to Syrian renters willing to pay a higher rent.

## WASH

Problems with water quality, supply and inadequate sanitation services pre-date the Syrian crisis in Lebanon. The World Bank estimates that the Lebanese Water and Sanitation sector must now meet an additional estimated water demand of 26.1 million m<sup>3</sup>/year, equivalent to 7 percent of the pre-crisis demand for the whole of Lebanon.

Poor water quality and irregular supply create increased cost for those needing to cope. On average, **57% of Lebanese respondents to the Global Communities'**

23. UNHCR Shelter Poll Survey. April 2013.

are living in apartments or houses. 49.78% of Syrian refugees reportedly share their accommodation with other Syrian families-- a trend noted among the majority of focus group members. This is similar to responses to the **Global Communities' survey that found 66% to be renting accommodation in rooms, apartments or collective centers.**

The remaining refugees reportedly live in collective centers, squat in unfinished buildings or live in one of the country's 1,400 makeshift settlements in Lebanon. UNHCR reports that 11.42% live in tents, 9.91% in unfinished houses, 7.54% in garages/shops), 3.23% in worksites and 2.37% in collective centers.<sup>23</sup> Global Communities' survey found similar results as depicted in the chart below.

The poorest sheltering conditions were found in collective centers and Informal Tented Settlements lacking adequate protection against outside elements. Residents report



A sink area in a Syrian refugee housing unit in Baabda, Lebanon

survey report that the Government's water supply varies between 1-12 hours per day. In contrast, 59% of Syrian refugee respondents report no government water access, or a supply of less than 3 times per week. UNHCR reports that 75% have access to water from a well or from city water.<sup>24</sup> Nearly 90% of all survey respondents purchase water. In Mt. Lebanon, families staying in rented houses have to pay on average a yearly fee of \$156 to be connected to the public water network.<sup>25</sup> Each family living in a rented house pays around \$60 per month while those living in unfinished buildings and collective centers pay minimum of \$40 to purchase water.

Collective centers and Informal Tented Settlements are particularly vulnerable to poor sanitation and infrastructure. The lack of adequate sanitation facilities or plumbing is a concern for buildings and settlements that were not originally intended for living spaces such as public school buildings and farms. Collective centers that once served as schools now host multiple families that suffer from increased use of sanitation and washing facilities. Informal Tented Settlements lack latrines and electricity—so women in shared facilities are particularly vulnerable. Collective centers, too, present risks, with shared toilet and shower facilities that are unmonitored by security. Open sewage and water drain onto floors. In some case, open urination occurs in the hallways.

The majority of Lebanese and Syrians surveyed report poor water taste and quality. **40% of Syrian refugee survey respondents report an increase of stomach ailments in their family over the past six months.** Nearly all Syrian refugees interviewed at Informal Tented Settlements and collective centers report limited opportunity to purify water prior to using it, and at least one family member suffering from stomach ailments. The majority boil water or use water cloths to purify water. When people who do not purify their water were asked why, it was reported that they had no other option. In general the assessed municipalities rely mainly on a public sewerage system, although in some areas latrines are still connected to a simple single pit. Latrines connected to small pits need to be emptied on a regular basis. The cost of emptying a pit for the households is 80 USD.

## Solid Waste Management

Policy, institutional and capacity development challenges exist in the Solid Waste Management and Municipal Sectors. Direct responsibility for Solid Waste Management (SWM) lies with the municipalities, the Ministry of Interior and Municipalities (MOIM), the Ministry of Environment (MOE) and the Council for Development and Reconstruction (CDR). Currently there exist 42 Unions of Municipalities in Lebanon to address common issues with little collaboration taking place between them. While municipalities are responsible for operating all collection and treatment systems, they suffer from lack of resources as well as operational solid waste management experience, preventing them from delivering services effectively.

Garbage collection and disposal is a concern noted by all municipalities interviewed. Lebanese host communities complain of the amount of garbage they see in the streets; in several Syrian settlements, garbage is thrown over hillsides in the open. In Mt Lebanon, garbage service is provided by a private company named Sukleen--a private company which



*Water Source provided by UN in Informal Tented Settlement*



*Sukleen Garbage Company*

24. Footnote 20.

25. CARE. Integrated Assessment Report. August 2013.

is contracted by the Government/municipalities to collect waste. Municipalities pay approximately \$110 USD per ton. All municipalities surveyed face an **increase of 30 to 40% in their waste due to the presence of the refugees**, which imposes a heavy burden on their budget.<sup>26</sup> Sukleen is contracted to collect garbage from bins set up in residential areas, but not from communities inaccessible due to small streets (villages high up in mountains), nor do they collect from manufacturing areas, where increased numbers of Syrian refugees now live. Large amounts of garbage are seen on sides of roads, dried river beds and valleys in areas not served by Sukleen. Nearly all Informal Tented Settlements visited throughout the assessment have a dumpsite next to the camp. In some collective centers inhabited by Syrian refugees, as noted in Aley, garbage is thrown off balconies onto the hillside.

Recycling is not a service provided by Sukleen. It was noted during field visits that collection of plastic containers and recyclable goods provides income generating opportunities for Syrian refugees. In some cases, refugees collect the containers in the same living space where they sleep and eat, which causes concern for hygiene and cleanliness.

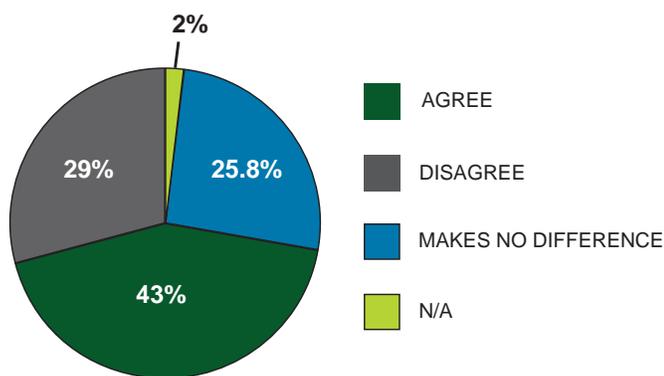
## Education

Assessments of education needs in the Mt Lebanon region remains limited. A recent Joint Education Needs Assessment conducted by the Education Working Sector Group of UNHCR offered limited scope with 3 school visits—one in Baabda, Aley and Chouf; with no assessments used for desk study. According to the World Bank, 90,000 Syrian children<sup>27</sup> were expected to enroll in schools this academic year, rising to around 150,000 next year—more than half the number of public school students in Lebanon. Even that figure excluded around two thirds of refugees who were not expected to enroll in formal schooling. According to the UNHCR, in Lebanon, it is estimated that some 200,000 school-aged Syrian children could remain out of school at the end of the year.<sup>28</sup>

Tensions between Lebanese and Syrians is evident in the public school system. **29% of Lebanese survey respondents do not agree with Syrians studying in Lebanese public schools.** Focus groups results indicate the main reasons stated include concern with overcrowding of schools, lack of understanding of the curriculum, and perceptions that Syrians have a lower quality of hygiene.

Syrians and Lebanese from the municipality to national government level report that the public school system in Lebanon is extremely strained by the Syrian crisis. Syrians registered in public schools are being denied access due to: high registration fees (100,000 Lebanese pounds/\$66); limited space, discrimination and language barriers. Lebanon’s curriculum and the number of Syrian school aged children in public schools create a challenge for Lebanese given the limited number of classrooms and teachers. A language barrier is a challenge due to the majority of Lebanese schools teaching their curriculum in English or French, while Syrians are normally taught in Arabic.

**Lebanese Reaction to Syrians studying in Public School**



Syrians are perceived by Lebanese to have poorer hygiene practices. They are perceived as less likely to bathe, comb their hair or wear shoes. The Ministry of Social Affairs is engaged with UNICEF in hygiene promotion to combat outbreaks of lice in schools and has also initiated a polio vaccination campaign for all children—both Lebanese and Syrians—as a result of a recent outbreak of polio in Syria.<sup>29</sup> Even though there have been no reported cases thus far in Lebanon, several Lebanese community members are wary of the presence of Syrians, stating they are vectors of disease.

Many Lebanese public schools do not have enough places to absorb the increasing number of Syrian children, leading to overcrowding. When asked how best to address this problem, **30% of Lebanese survey respondents suggested larger**

26. CARE Rapid Needs Assessment. August 2013.

27. 300,000 Lebanese students and 30,000 Syrian refugee children are currently enrolled in public schools. The Lebanese Ministry of Education and Higher Education (MEHE) recently agreed to increase the current schools’ capacity by putting in place a ‘second shift’ in 70 schools for the year 2013-2014. This initiative would provide seats for 210,000 Syrian children.

28. UNHCR

29. Kalin, Stephen. Lebanon Daily Star. “Lebanon starts to vaccinate 750,000 against polio after Syria outbreak.” <http://www.reuters.com/article/2013/11/08/us-syria-crisis-vaccine-idUSBRE9A70ZY20131108>. 8 November 2013.



*Syrian refugee children, Baabda, Lebanon*

**classrooms and 12.9% reported that more teachers would alleviate the overcrowding problem.**

Nearly all Syrian refugees interviewed note concern with public school registration fees. Syrian families on average have 7 children which creates deep worry for parents who are aware that registration in public schools costs 90,000 LL for primary and 100,000 LL for secondary schools. UNHCR provides service to pay school registration fees along with uniform and transportation costs to registered Syrian refugees; however, **73.8% of Syrian refugee respondents report not knowing of UNHCR providing public school registration services.** None of the school administrators interviewed knew of UNHCR providing assistance to Syrian refugees for school registration fees. Responses varied from Mayors in local municipalities—half reporting to know nothing of such services and the other half knowing of services, but not trusting UNHCR to pay. Those who are aware of the service expressed mistrust of UNHCR in the fees it is to cover stating, 'it's only words', they never actually pay. Consequently, Syrians are registered free of charge or turned away from registration.



*Young Syrian refugee and Lebanese children at school in Iqlim Al Khroub, Lebanon*

## RECOMMENDATIONS

### Coordination with local municipalities:

- Establish a single designated information center in local municipalities to serve as the place of contact for information sharing and coordination for relief efforts at the international, national, district and local municipality level.
- Develop a reporting mechanism linking local municipalities to the UNHCR sector working groups and designate outreach teams to distribute information both verbally and in writing to Syrians and Lebanese at the household level.
- Local community based organizations are encouraged to continue efforts to disseminate information related to health and education services available for Syrian refugees through the use of written fliers and posters. Further recommended action includes working with the Ministry of Social Affairs to appoint local volunteers to distribute information by written flier or word of mouth at the household level in order to reach the elderly, disabled and/or individuals who may not have access to transportation. Opportunity for mass broadcasts related to service delivery using radio and television is also recommended.
- Promote coordination with local municipalities to identify potential cash for work opportunities. For example, Sukleen does not operate in areas where a number of Syrians live, most notably Informal Tented Settlements and industrial sites. Recognizing that garbage collection is traditionally filled by Syrians and not favored by Lebanese provides opportunity for Syrian refugees to collect garbage and transport it to a garbage or recycling site.
- Efforts should be made by international relief agencies to hold regular meetings within local communities they are serving in order to promote information sharing at the local level and to expedite dissemination of information pertaining to services available.

### Shelter:

- A concerted effort to link shelter relief actors with the Ministry of Social Affairs, local municipalities and individuals who are aware and knowledgeable of where potential structures exist with emphasis placed on efforts to identify empty and/or vacant buildings including schools, hospitals, farms and hotels.
- Strong incentives are needed to compensate current and potential Lebanese hosts who are fatigued by the presence of Syrians and faced with an indefinite timeline they would need to host Syrians in their

homes. Compensation for hosting is recommended in the form of unconditional cash vouchers or significant upgrades to Lebanese homes.

- Attention and action is needed for weatherproofing shelters of Informal Tented Settlements and buildings serving as collective centers, especially during winter months.

### Education:

- School rehabilitation should emphasize expanding school structures and using prefabricated buildings to increase space to accommodate increased student enrolment.
- Identification and training of teachers is needed in order to accommodate the growing number of students.
- Efforts should be made to adapt the curriculum for Arabic language and/or offer French or English language lessons to Syrian school children to enable them to participate in the Lebanese school system.
- Focus on remedial education and recreation programs for Syrian school children who have been denied opportunity for education due to displacement and inability to register in the Lebanese school system.
- Opportunities for informal education systems, such as tutoring sessions in collective centers, should be explored in order to provide access to Syrian children unable to enroll in the Lebanese public education system.

### WASH:

- Efforts should be made to rehabilitate water and sanitation infrastructure in collective centers along with installation of latrines and water sources in Informal Tented Settlements.
- Hygiene promotion: Hand washing and safe water handling/treatment should be promoted at the local level targeting collective center and Informal Tented Settlements.
- Separate facilities for men and women should be promoted in addition to ensuring well lit latrine facilities for Informal Tented Settlements.
- Public schools should increase efforts to promote safe water handling, hand washing and good hygiene.

# QUESTIONNAIRE: LEBANESE COMMUNITY MEMBER (ENGLISH)

## General Information

Date	Name of surveyor	Number of family members	Area	Village	Gender	Religion
					M / F	

## Municipality Needs

### M1 Who other than Lebanese are living in your area?

- 1) Palestinian refugees from Syria
- 2) Lebanese returnees
- 3) Iraqis
- 4) I don't know

### M2 How many hours a day do you have electricity?

\_\_\_\_\_

### M3 What type of transportation do you use?

- 1) Bus
- 2) Taxi
- 3) Walk
- 4) Friend
- 5) Other \_\_\_\_\_

### M4 Who other than Lebanese are living in your area?

- 1) Palestinian refugees from Syria
- 2) Lebanese returnees
- 3) Iraqis
- 4) I don't know.

### M5 Is there enough police near where you live?

- 1) Yes
- 2) No

### M6 Has there been conflict between Syrians and Lebanese in your community?

- 1) Yes
- 2) No

### M7 If yes, what was the source of the conflict?

- 1) Problem between neighbors
- 2) Robbery
- 3) Assault
- 4) Other: \_\_\_\_\_

### M8 Has there been an increase in conflict over the past 6 months?

- 1) yes
- 2) no

## Shelter

### S9 Do you have Syrians living in your home?

- 1-Yes
- 2-No

### S10 If yes, how have they affected your home?

- 1) They have no effect on my home.
- 2) Syrians help by paying rent.
- 3) Syrian pay electricity
- 4) Other: \_\_\_\_\_

### S11 What is the average rent for one apartment?

### S12 What has been the change in rent price in the past year?

- 1) Price has increased.
- 2) It has stayed the same.
- 3) It has decreased.
- 4) I don't know.

## WASH

### W13-From where do you get your water?

\_\_\_\_\_

**W14-How do you clean before drinking it?**

- 1) Buy bottled water
- 2) Use water filters
- 3) Boil water
- 4) Other \_\_\_\_\_

**W15-How many hours a day do you have water?**

- 1) 24 hours
- 2) 12-14 hours
- 3) Less than 12 hours

**W16-Does your home have adequate plumbing?**

- 1) Yes
- 2) No

**Education**

**E17-What is your opinion of Syrians attending classes with Lebanese students?**

- 1) I agree.
- 2) I disagree
- 3) It makes no difference.

**E18-Does the Government of Lebanon or other organizations have assistance available to Lebanese to assist with registration fees?**

- 1) Yes
- 2) No

**E19-What is the greatest need in the school?**

- 1) More teachers
- 2) Bigger classrooms
- 3) More students
- 4) Less students
- 5) Other

**Livelihoods**

**L16 How many people work in your household?**

**L20-Where do Lebanese find work?**

- 1) Agriculture
- 2) Garbage
- 3) Shop owner
- 4) Other \_\_\_\_\_ - \_\_\_\_\_

**L21 What is the average day rate for a Lebanese worker?**

**L21-How has this changed since 2011?**

- 1) More work available
- 2) Less work available

**L22-Where do Syrians work?**

- 1) Agriculture
- 2) Garbage
- 3) Shop owner
- 4) Other \_\_\_\_\_

**L18 -What is the average day rate for a Syrian worker?**

**Protection**

**P23-What services are most needed by Lebanese communities to deal with the Syrians?**

**P23 What services are most needed by Lebanese**

- 1) Yes
- 2) No

**P24 Are you having problems to take care of your family members, if any, the elderly, disabled, or sick?**

**Name three of the greatest needs for Lebanese families:**

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

## QUESTIONNAIRE: LEBANESE COMMUNITY MEMBER (ARABIC)

معلومات عامة:

G1 تاريخ نعبنة الإستمارة	G4 البلدية
G2 عدد أفراد الوحدة السكنية	G5 أنثى / ذكر
G3 المنطقة	G6 الدين

Municipality Needs	
M1 الى أي جنسيات أخرى غير لبنانية ينتمي سكان المنطقة؟	1- لاجئون فلسطينيون من سوريا 2- العائدون اللبنانيون 3- عراقيون 4- لا أعرف
M2 كم ساعة في اليوم تتوافر لديك الكهرباء؟	
M3 ما هي وسيلة النقل التي تستعملها؟	1- باص 2- تاكسي 3- مشيا على الأقدام 4- صديق 5- غيره
M4 هل هناك عدد كاف من الشرطة حيث تقيم؟	1- نعم 2- كلا
M5 هل كان هناك أي خلاف بين السوريين و اللبنانيين في المجتمع حيث تقيم؟	1- نعم 2- كلا
M6 اذا كان الجواب نعم, فما كان أصل الخلاف؟	1- مشاكل بين الجيران 2- سرقة 3- اعتداء 4- غير ذلك
M8 هل كان هناك تفاقم في الخلاف خلال الأشهر الستة الماضية؟	1- نعم 2- كلا

Shelter	
S9 هل هناك سوريون يعيشون في منزلك؟	1- نعم 2- كلا
S10 اذا نعم, كيف أثر ذلك على منزلك؟	1- لم يؤثر على منزلي 2- السوريون يساعدون بدفع الإيجار 3- السوريون يدفعون الكهرباء 4- غير ذلك
S11 كم يبلغ متوسط الإيجار للشقة الواحدة؟	
S12 كيف تغير سعر الإيجار خلال السنة الماضية	1- زاد السعر 2- بقي السعر على حاله 3- انخفض السعر 4- لا أعرف

WASH	
W13 من أين تحصل على المياه؟	1- أشتري المياه المعبأة 2- أستعمل فلتر للمياه 3- أقوم بغلي المياه 4- غير ذلك
W14 كيف تقوم بتنظيفها قبل شربها؟	

1- 24 ساعة 2- 12 ساعة 3- أقل من 12 ساعة	W15 كم ساعة في النهار تتوافر لديك المياه؟
1- نعم 2- كلا	W16 هل شبكة التمديدات الصحية في منزلك مناسبة؟

### Education

1- أوافق 2- لا أوافق 3- لا يشكل فرقا"	E17 ما هو رأيك بالسوريين الذين يحضرون الصفوف مع التلامذة اللبنانيين؟
1- نعم 2- كلا	E18 هل الحكومة اللبنانية أو أي منظمة أخرى تقدم مساعدة للبنانيين فيما يخص رسوم التسجيل؟
1-المزيد من المعلمين 2-صفوف أكبر 3-المزيد من التلامذة 4-تلامذة أقل 5-غير ذلك	E19 ما هي الحاجة الأكبر في المدارس؟

### Livelihoods

	L20 كم عدد أفراد منزلك الذين يعملون؟
1-الزراعة 2-القمامة 3-صاحب متجر 4 غير ذلك	L21 في أي مجال يجد اللبنانيون عملاً؟
	L22 ما هو معدل الأجر اليومي للعامل اللبناني؟
1-زادت فرص العمل 2-قد قلت فرص العمل	L23 كيف تغير ذلك منذ السنة 2011؟
1-الزراعة 2-القمامة 3-صاحب متجر 4 غير ذلك	L24 في أي مجال يجد السوريون عملاً؟
	L25 ما هو معدل الأجر اليومي للعامل السوري؟

### Protection

1-طعام 2-تعليم 3-مأوى 4-مياه 5-ثياب 6-غير ذلك	P26 ما هي أهم الخدمات التي تحتاجها المجتمعات اللبنانية للتعامل مع السوريين
1- لا يوجد كفاية لكل من يستحق 2- وجود مجموعة من المحتاجين لا يتلقون المساعدات 3- المساعدات لا تلبى الاحتياجات الحقيقية 4- غير ذلك ( حدد )	P27 هل هنالك مشاكل في توزيع المساعدات الإنسانية؟ اختر كل ما هو صحيح
1- نعم 2- كلا	P28 هل تواجه مشاكل في الإعتناء بأفراد أسرتك إن وجد، كبار السن، معاقين، أو مرضى؟

عدد ثلاثة من الحاجات الأهم بالنسبة للعائلات اللبنانية المضيفة:	
	1
	2
	3

التاريخ

إسم وتوقيع الباحث

# QUESTIONNAIRE: SYRIAN REFUGEE (ENGLISH)

## General Information

Date	Name of surveyor	Number of family members	Area	Village	Gender	Religion
					M / F	

### G6: Who other than Lebanese are living in your area?

- 1 –Palestinian refugees from Syria
- 2 - Lebanese returnees
- 3 - Iraqis
- 4 - I don't know.

### G8: Are you registered with UNHCR?

- 1-Yes
- 2-No

### G9: If no, why are you not registered?

- 1-No transportation.
- 2-I don't want people to know.
- 3-I don't know how to register.
- 4-Other: \_\_\_\_\_

## Municipality Needs

### MS1: Who other than Lebanese are living in your area?

- 1 –Palestinian refugees from Syria
- 2 - Lebanese returnees
- 3 - Iraqis
- 4 - I don't know.

### MS2: Is there enough police where you live?

- 1-Yes
- 2 – No

### MS3: Has there been conflict between Syrians and Lebanese in your community?

- 1 -Yes
- 2- No

### MS4: If yes, what was the source of the conflict?

- 1-Problem between neighbors
- 2-Robbery
- 3-Assault
- 4-Other: \_\_\_\_\_

### MS5: How many hours a day do you have electricity?

- 1 - 24 hours
- 2 - 12-24 hours
- 3 - Less than 12 hours

### MS6: What type of transportation do you use?

- 1 – Bus
- 2 - Taxi
- 3 - Walk
- 4 - Friend
- 5 - Other \_\_\_\_\_

## Shelter

### S7: In what type of housing do you live?

- 1Apartment
- 2Garage - shop - Store
- 3 tent
- Building under construction
- work site
- informal camp
- Shelter collective
- Is hosted by the family of (Lebanese)
- Other - specify

### S8 - What has been the change in rent price in the past year?

- 1-Price has increased.
- 2-It has stayed the same.
- 3-It has decreased.
- 4-I don't know.

### S9 -How many bathrooms are in your home?

### S10 - What is the average rent for one apartment?

## WASH

### W11 - From where do you get your water?

**W12 - How do you clean before drinking it?**

- 1- Buy bottled water
- 2-Use water filters
- 3-Boil water
- 4-Other \_\_\_\_\_

**W13 -How many hours a day do you have water?**

- 1-24 hours
- 2-12-14 hours
- 3- Less than 12 hours

**W14 - Has there been an increase in stomach problems in your family in the last six months?**

- 1-Yes
- 2- No

**Education**

**E15 -Do you know that registered Syrian refugees are able to receive assistance with school registration fees?**

- 1-Yes
- 2-No

**E16 -From where did you learn this information?**

- 1-Local NGO
- 2-Lebanese neighbor
- 3-Syrian refugee
- 4-UNHCR
- 5-I didn't know
- 6-Other \_\_\_\_\_

**Livelihoods**

**L17 How many people work in your household?**

**L18 - Where do Syrians find work?**

- 1-Agriculture
- 2- Garbage
- 3-Shop owner
- 4Other \_\_\_\_\_

**L19 -What is the average day rate for a Syrian worker?**

**L20 - How has this changed since 2012?**

- 1-More work available
- 2-Less work available
- 3-No change

**L21-Where are Lebanese able to find work?**

- 1-Agriculture
- 2-Garbage
- 3-Shop owner
- 4-Other \_\_\_\_\_

**L22 What is the average day rate for a Lebanese worker?**

**Protection**

**P23-What is your opinion of UNHCR's assistance?**

- 1-Sufficient for Syrian refugees.
- 2-Should be doing more to help.
- 3-Other \_\_\_\_\_

**P24 Are you experiencing any difficulties in receiving humanitarian aid?**

- 1Not enough
- 2People in need are not receiving aid
- 3Aid does not meet the real needs of 3
- 4Other – specify \_\_\_\_\_

**P25Are you having problems to take care of your family members, if any, the elderly, disabled, or sick?**

- Yes
- No

Name three of the greatest needs for Syrian refugees:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

## QUESTIONNAIRE: SYRIAN REFUGEE (ARABIC)

G4 المنطقة	G1 تاريخ تعبئة الاستمارة
G5 البلدية	G2 في حال كان التنقل من لبنان أين كنت أول مرة؟
G6 أنثى / ذكر	G3 عدد أفراد الوحدة السكني
G7 دين	

1 - لاجئون فلسطينيون من سوريا 2 - العائدون اللبنانيون 3 - عراقيون 4 - لا أعرف-	G9 الى أي جنسيات أخرى غير لبنانية ينتمي سكان المنطقة؟
1- نعم 2- كلا	G10 هل أنت مسجل في المفوضية العليا للاجئين؟
1- لا يوجد وسيلة نقل 2- لا أريد أن يعرف أحد 3- لا أعرف كيفية التشجي 4- غير ذلك:	G11 اذا كان الجواب نفياً, لم لست مسجلاً؟

### Municipal needs حاجات البلدية

1 - لاجئون فلسطينيون من سوريا 2- العائدون اللبنانيون 3- عراقيون 4 لا أعرف-	M12 الى أي جنسيات أخرى غير لبنانية ينتمي سكان المنطقة؟
1- نعم 2 - كلا	M13 هل هناك عدد كاف من الشرطة حيث تقيم؟
1 - نعم 2 - كلا	M14 هل كان هناك أي خلاف بين السوريين و اللبنانيين في المجتمع حيث تقيم؟
1- مشاكل بين الجيران 2- سرقة 3- اعتداء 4- غير ذلك	M15 اذا كان الجواب نعم, فما كان أصل الخلاف؟
1 - 24 ساعة 2- 12 ساعة 3- أقل من 12 ساعة	M16 كم ساعة في اليوم تتوافر لديك الكهرباء؟
1- باص 2- تاكسي 3- مشياً على الأقدام 4- صديق 5- غيره	M17 ما هي وسيلة النقل التي تستعملها؟

### Shelter

1 بيت شقة 2 مرآب- دكان-مخزن 3 خيمة 4 مبنى تحت الإنشاء 5 موقع عمل 6 مخيم غير رسمي	S18 في أي نوع من المساكن تسكن؟
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7 مأوى جماعي 8 مستضاف لدى عائلة (لبنانية) 9 غير ذلك (حدد)	
1- زاد السعر 2- بقي السعر على حاله 3- انخفض السعر. 4- لا أعرف	S19 كيف تغير سعر الايجار خلال السنة الماضية
	S20 كم عدد الحمامات في منزلك؟؟
	S21 كم يبلغ متوسط الايجار للشقة الواحدة؟

### WASH

	W22 من أين تحصل على المياه؟
1-أشترى المياه المعبأة 2-أستعمل فلتر للمياه 3-أقوم بغلي المياه 4-غير ذلك	W23 كيف تقوم بتنظيفها قبل شربها؟
1 - 24 ساعة 2- 12 ساعة 3- أقل من 12 ساعة	W24 كم ساعة في النهار تتوافر لديك المياه؟
1- نعم 2- كلا	W25 هل ازدادت مشاكل الامعاء في عائلتك خلال الست أشهر الماضية؟

### Education

1-نعم 2-كلا	E26 هل تعلم أن اللاجئين السوريين المسجلين يمكنهم الحصول على مساعدة فيما يخص رسوم التسجيل المدرسية؟
1- منظمة غير حكومية محلية 2- جار لبناني 3- لاجئ سوري 4- المفوضية العليا للاجئين 5- لم أكن أعلم 6- غير ذلك	E27 من أين حصلت على هذه المعلومة؟

### Livelihoods

	L28 كم عدد أفراد منزلك الذين يعملون؟
1-الزراعة 2-القمامة 3-صاحب متجر 4-غير ذلك	L29 في أي مجال يجد السوريون عملاً؟
	L30 ما هو معدل الأجر اليومي للعامل السوري؟
1- لقد زادت فرص العمل 2- لقد قلت فرص العمل 3- لا تغيير في الوضع	L31 كيف تغير ذلك منذ السنة 2012؟
1- الزراعة 2- القمامة 3- صاحب متجر 4- غير ذلك	L32 في أي مجال يجد اللبنانيون عملاً؟
	L33 - ما هو معدل الأجر اليومي للعامل اللبناني؟

**Protection**

1- كافية بالنسبة للاجئين السوريين 2- هناك المزيد يجب عمله 3- غير ذلك	P34 ما هو رأيك بالنسبة للمساعدة التي تقدمها المفوضية العليا للاجئين؟
1- لا يوجد كفاية لكل من يستحق 2- وجود مجموعة من المحتاجين لا يتلقون المساعدات 3- المساعدات لا تلبى الاحتياجات الحقيقية 4- غير ذلك ( حدد )	P35 هل هنالك مشاكل في توزيع المساعدات الإنسانية؟ اختر كل ما هو صحيح؟
1- نعم 2- لا	P36 هل تواجه مشاكل في الإعتناء بأفراد أسرتك إن وجد، كبار السن، معاقين، أو مرضى؟

عدد ثلاثة من الحاجات الأهم بالنسبة للاجئين السوريين:

1
2
3

التاريخ

اسم وتوقيع الباحث

# FOCUS GROUP DISCUSSION GUIDELINES

Date		Reporter	
Village		Total # of Participants	
Total # of Women		Total # of refugees	

## Main themes

What is the relationship between Lebanese and Syrians?

What assistance are you entitled to?

What are your top three needs?

## Shelter

How sustainable is the current sheltering situation and is it likely to change over the next 6 months? What steps can be taken to incentivize host arrangements?

Is your shelter adequate for your family?

Average price people pay for shelter?

Instances of host family homes renovated or expanded to accommodate hosts? If yes, in what way. If no, is this an viable option?

If your host could no longer accommodate your family, what would you do?

## WASH

How sustainable is the infrastructure of sanitation services in your home? Is there sufficient access to water? How can water access be improved?

What is your daily access to water?

Have there been stomach ailments linked to the quality of water?

Has there been a change in water availability in the last six months? How?

## Education

How many Syrian children in your community are NOT enrolled in school? Why aren't they attending classes?

Have the children fallen behind in classes, what has been done help them catch up?

Has UNHCR offered assistance to the schools in your community?

Is there sufficient access to water and sanitation facilities in the local schools?

## Livelihoods

How are these communities getting by—refugees and hosts alike? How are they covering household costs,? Are they employed? We want to better understand how these individuals are making ends meet and how this will change over the next 6 months. Prompting questions, in order of priority:

What employment opportunities are there in this area? Is there enough work for everyone?

Average day wages: skilled, unskilled?

Have wages gone down over the last 12 months?

Can a man earn enough to cover his household expenses on a casual labor salary?

How are you covering the costs of your household? How will you cover your costs come winter?

## Protection

Has there been an increase in tension between Lebanese and Syrians in your neighborhood? Have you noted any type of discrimination against Syrians men and/or women-how?

Has there been an increase in harassment towards women in your community? How?

Have there been any incidents of assault or theft in your area committed by Syrians? Was this incident reported to the local police?