



**SUPPORT TO PUBLIC INSTITUTIONS IN LEBANON  
UNDER THE LEBANON CRISIS RESPONSE PLAN  
(LCRP 2017-2020)  
2017 RESULTS**



**Inter-Agency  
Coordination  
Lebanon**



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AFP	Acute Flaccid Paralysis	PSS	Psychosocial support
ALP	Accelerated Learning Programme	RACE	Reach All Children with Education
AMR	Antimicrobial resistance	RH	Reproductive Health
BMLWE	Beirut and Mt Lebanon Water Establishment	SARI	Severe acute respiratory infection
BWE	Bekaa Water Establishment	SDC	Social Development Center
CB-ECE	Community-Based Early Childhood Education	SGBV	Sexual and Gender-Based Violence
CBRN	Chemical, biological, radiological and nuclear	SLWE	South Lebanon Water Establishment
CERD	Curriculum Development, Training and Research	SOP	Standard Operating Procedures
CoC	Codes of Conduct	TOT	Training of Trainers
CSO	Civil Society Organization	TTCM	Teacher Training Curriculum Model
cVDPV	Circulating vaccine derived poliovirus	TVET	Technical and Vocational Education and Training
DG	Directorate General	UN	United Nations
DOPS	Department of scholar pedagogy	UNDP	United Nations Development Program
ECL	Education Community Liaisons	UNHCR	United Nations High Commissioner for Refugees
EdL	Electricite du Liban	UNICEF	United Nations International Children's Fund
EIA/SEA	Environmental Impact Assessment / Strategic Environmental Assessment	UoM	Union of Municipalities
EPI	Expanded Programme on Immunization	VASYR	Vulnerability Assessment for the Syrians
ETF	Environment Task Force	VDPV	Vaccine Derived Polio Virus
EWARS	Early Warning and Alerts Response System	WASH	Water, Sanitation and Hygiene
FP	Family Planning	WFP	World Food Program
GBV	Gender-based Violence	WHO	World Health Organization
GoL	Government of Lebanon	YMCA	Young Men's Christian Association
IEC	Information, Education and Communication		
IHR	International Health Regulations		
ISF	Internal Security Forces		
IUD	Intrauterine Device		
IYCF	Infant and Young Child Feeding		
LARI	Lebanese Agricultural Research Institute		
LCRP	Lebanon Crisis Response Plan		
MEHE	Ministry of Education and Higher Education		
MH	Mental Health		
mhGAP	Mental Health Gap Action Programme		
MM	Maternal Mortality		
MoA	Ministry of Agriculture		
MoE	Ministry of Environment		
MoEW	Ministry of Energy and Water		
MoIM	Ministry of Interior and Municipalities		
MoPH	Ministry of Public Health		
MoSA	Ministry of Social Affairs		
MSS	Mechanisms for Social Stability		
NCD	Non-communicable diseases		
NGO	Non-Governmental Organization		
NLWE	North Lebanon Water Establishment		
NPTP	National Poverty Targeting Programme		
NWSS	National Water Sector Strategy		
OOSCI	Out of School Children Study		
PFA	Psychological First Aid		
PHC	Public Health Center		
PMU	Project Management Unit		
POE	Points of Entry		
PPE	Personal protective equipment		
PSEA	Preventing sexual exploitation and abuse		

# EXECUTIVE SUMMARY

There has been a steady and increasing trend in the support to public institutions under the Lebanon Crisis Response Plan (LCRP) in Lebanon since 2015. In 2017, more than \$207 million was channeled to strengthen service delivery, policy development, capacity building and institutional stability in the public sector. This is an increase of more than 20 percent since 2015. This report provides a detailed overview of the technical, operational, financial and staffing support provided to Lebanese public institutions by LCRP partners in 2017. It also highlights how this support has empowered the institutions to deliver better quality services to Lebanon's vulnerable communities.

By providing the Government of Lebanon with crucially needed support, the LCRP has strengthened the capacities of these institutions. They successfully enrolled around 430,000 children into public formal education, constructed and rehabilitated 280km of public water supply distribution networks and reinforced the power distribution network through the installation of equipment for more than 100,000 individuals, to name just a few achievements. These investments have focused on the poorest regions of the country where the majority of refugees are hosted. Furthermore, by placing public institutions at the forefront of efforts to mitigate the impact of the crisis, and emphasizing their strategic role in managing community tensions, Lebanon's stability and resilience has been reinforced.

Overall, the technical, operational and financial assistance provided in 2017 to Lebanese public institutions addressed challenges, gaps and priorities not least by supporting 781 staff members to these institutions, up from 601 in 2016.

The **Ministry of Social Affairs (MoSA)** and its extended network of Social Development Centres (SDCs) were supported to both lead the crisis response and provide social services to an increasingly high number of vulnerable communities. This was achieved through an estimated \$25 million in financial support that was mobilized to strengthen Lebanon's social system, up from \$22 million in 2016. It includes \$14 million targeting specifically the implementation of the National Poverty Targeting Programme (NPTP) for Lebanese. Overall, no less than 426 staff were contracted to strengthen service delivery in social institutions both at the central and local level. This staffing capacity has enabled MoSA not only to respond to the crisis, but also to build towards a future of delivering social services better.

The support provided to the public education system through the **Ministry of Education and Higher Education (MEHE)** enabled around 430,000, of whom more than 209,000 are Lebanese to enroll in formal public education across the country for the 2017/2018 school year. Overall, \$255 million was mobilized to implement MEHE's Reach All Children with Education (RACE) II plan, including

\$87 million in direct support to MEHE, as reported by partners for 2017. This funding includes the salaries and training of teachers, as well as running, administration and rehabilitation costs of second-shift schools.

To strengthen the public health system, the **Ministry of Public Health (MoPH)** received \$29 million in support of hospitals and healthcare centres, up from \$14 million. Overall, 289 health facilities were supported to better address the needs of the most vulnerable communities. This support includes the provision of acute medication and vaccines, health equipment, subsidized services to displaced population and Lebanese, etc. In addition, 240 staff were seconded to MoPH at central, peripheral and health care centers level, up from 151 staff in 2016. This support has translated into considerable success. For instance, more than 175,000 individuals, including more than 155,000 Lebanese, received chronic disease medications through the national system supported by health partners through 420 facilities. Also, nearly 90 percent of displaced Syrian households have indicated during an assessment undertaken in 2017 that they received the primary healthcare services they required.

At the local level, \$21 million was invested in support to **Municipalities and Unions** in 2017 to respond to increased pressure on services. Within this total, \$10 million was directly invested in nearly 170 municipal services projects in more than 80 municipalities. This included the construction of 335 public parks, playgrounds and other public social infrastructures, the rehabilitation of 60km of water networks and 12km of sidewalks. In addition, 210 tons of solid waste were sorted and/or recycled through environmentally sound sorting facilities. A further \$34 million was investments supporting water and energy institutions, including \$18 million in Water Establishments which enabled 10,000 new households to be connected to water supply systems. Over 1.1 million people benefitted from water, sanitation and hygiene interventions, mostly focused on water supply infrastructure.

In agriculture, partners supported the **Ministry of Agriculture (MoA)**, and nearly doubled their investment by providing \$3 million in 2017, up from \$1.8 million in 2016. More than 5,000 farmers were trained on sustainable agricultural and livestock production. Also, 7 technical schools were supported to provide 3,000 youth with short and long-term courses on agriculture and employability skills, as well as basic literacy and numeracy. Finally, 1,000 MoA staff were trained on food security, information management and statistics, as well as monitoring of plant diseases.

This report provides an overview of the results achieved in 2017 by LCRP partners, including the Government of Lebanon, UN Agencies, NGOs and donors to strengthen public institutions. It also highlights the necessity to sustain these results. This next priority will require more predictable and longer-term funding.



**781 staff** were supported to enhance crisis response capacities within the public institutions, up from 600 staff reported in 2016 (an increase of 30 percent).



**\$87 million** in support to MEHE, up from \$73 million reported in 2016

**426,672** children and adolescents enrolled in formal public education, almost all of whom provided with learning materials, up from 395,955 in 2016.

**27,393** children enrolled in Accelerated Learning Programme (ALP), up from 17,605 children in 2016.

**73** staff provided to support the implementation of "Reaching All Children With Education" strategy.

**16,610** Syrian refugees and Lebanese children provided with school meals<sup>1</sup>.



**\$29 million** in support to Health institutions (MoPH and PHCs), up from \$14 million reported in 2016

Health facilities received chronic disease medication, benefitting 175,276 patients, up from 163,780 in 2016.

**1,881,702** subsidized primary healthcare consultations were provided through MoPH, PHCs, dispensaries, as well as mobile medical units, up from 1,662,881 in 2016.

**240** staff provided to Health institutions, up from 151 in 2016.



**\$21 million** in support to Municipalities and Unions, down from \$35 million reported in 2016

**169** municipal services projects implemented in 83 municipalities, worth over \$10million.

**100** municipalities and Unions benefitting from capacity building and mentoring programmes to improve community outreach and strategic planning.



**\$3 million** in support to Agriculture institutions, up from \$2 million reported in 2016

**5,120** farmers trained on sustainable agricultural and livestock production.

All **7** MoA technical schools supported to provide 3,000 youth with short and long-term courses on agriculture and employability skills, as well as basic literacy and numeracy.

**1,000** staff trained on various agriculture issues and practices.



**\$34 million** in support to Water, Energy and Environment institutions, down from \$38 million reported in 2016

Over **1.1** people benefitted from stabilization interventions, mostly focused on water supply infrastructure, expanding rehabilitating or introducing water production, storage, distribution or treatment systems.

**210** tons of solid waste sorted and / or recycled through environmentally sound sorting facilities.

**98,700** households benefitted from improved quality of grid electricity.



**\$25 million** in support to MoSA and SDCs, up from \$22 million reported in 2016 Includes \$14m in support of the NPTP for Lebanese

**426** additional staff provided and/or incentivized to MoSA and its network of Social Development Centres (SDCs).

**285** SDC staff trained to facilitate local dialogue and conflict prevention initiatives.

**110** staff trained on child protection, including on early identification and referral and best interest determination for refugee children.

**50,642** Lebanese benefited from monthly food assistance through the NPTP.



**\$8 million**, up from \$3.1 million in 2016 in support to other institutions

Technical assistance provided to Ministry of Industry regarding the development of three industrial zones

Over **100** youths trained on carpentry through the support to the Technical institute of Zagharta.

### Support to public institutions (2015-2017)



**\$207 million** was disbursed in support of public institutions in Lebanon in 2017, up from \$171.5m reported in 2015 (an increase of 20 percent).



# SUPPORT TO SOCIAL INSTITUTIONS

Overall, LCRP partners mobilized \$25 million in 2017 in support to MoSA and its network of Social Development Centres (SDCs), up from \$21.8 million in 2016. Out of this amount, \$14 million was channeled through the National Poverty Targeting Programme (NPTP) to support the provision of food assistance to vulnerable Lebanese, a significant increase from \$11.4 million in 2016. The Ministry of Social Affairs (MoSA) has been mandated by the Government of Lebanon (GoL) to lead the response to the Syria crisis, with the financial, technical and operational support of the international community. In 2017, the assistance provided to MoSA included staffing, service delivery, capacity building and policy development support. This played a critical role in strengthening MoSA's leadership and coordination capacities as well as in improving the delivery of protection, health and social services through its extended network of SDCs.

## 2.1 Support to the Ministry of Social Affairs (MoSA)

A review of MoSA's National Plan to Safeguard Women and Children in Lebanon was undertaken in 2017 along with a Ministerial capacity assessment. This work formed the basis of a new National Strategic Plan for Child Protection and Gender-based Violence which will be finalized by early 2018. The new plan will provide a roadmap for MoSA and associated Ministries to more effectively address child protection and gender-based violence in the long-term while maintaining the capacity to respond to the on-going humanitarian needs of women and children.

In 2017, 426 staff positions were provided and/or supported for MoSA and its SDCs. As part of the implementation of MoSA's National Plan for Women and Children alone, 139 staff positions were funded and 117 received financial incentives.

### 2.1.1 Increased food assistance for vulnerable Lebanese

In 2017, 50,642 Lebanese received food assistance through e-cards within the framework of the National Poverty Targeting Programme (NPTP), up from 47,312 in 2016, thus a 7 percent increase in one year. Further support was provided to strengthen NPTP monitoring system using mobile monitoring tools that were rolled out at the end of 2017.

**\$25m** in support to MoSA and SDCs (+13 percent compared to 2016 and +158 percent since 2015). this includes:

**\$14m** in support to the NPTP (+23 percent compared to 2016 and +77 percent since 2015).

**426** staff seconded and/or supported for MoSA and SDCs.

**285** SDC staff trained to facilitate local dialogue and conflict prevention initiatives.

**110** SDC staff trained on child protection, including on early identification and referral and best interest determination for refugee children.

**50,642** Lebanese benefitting from monthly food assistance through NPTP.



Presenting freshly pickled vegetables at the food processing center in Chebaa - Rana Sweidan, UNDP

## A Lebanese NPTP story

Montaha was born into a poor family and is now raising a poor family. But with a green debit card from the Government of Lebanon, she's hoping to break the cycle of poverty.

Down a dusty lane, under one roof, Montaha lives with her seven children and her frail 88-year-old mother in law, Amneh. The house is dusty and bare save for a cluttered kitchen counter.

Montaha lives with her family in Akkar, northern Lebanon. She is unable to work. Her husband can usually find casual labour for one day out of two, but his earnings go entirely to pay rent. At the end of the month there is nothing left and every day is a struggle. The family is 100 percent dependent on Lebanon's social safety net system.

Every month, Montaha's family—like 10,000 others in Lebanon—receives financial support loaded onto a debit card. Under the Government of Lebanon's National Poverty Targeting Programme (NPTP), the poorest families receive a bundle of assistance, one portion of which is for food.

Over five years, WFP carefully selected the 500 shops in Lebanon that it does business with. Those are the shops that meet the most stringent standards. Shops that display the WFP logo outside sell food to those families holding the green card. Families receive \$27 per member on the card each month.

Adequate nutritious food is a basic human need. It is a cornerstone of the second Sustainable Development Goal - Zero Hunger; a priority for the Government of Lebanon's NPTP and the driving impetus for WFP.

In 2017, the food component of the NPTP was funded by Germany following a generous contribution. That donation ensures that over 50,000 of the poorest Lebanese have the ability to buy the nutritious food that they need, when they need.



"Mom buys greens, beans, rice, eggs and meat," explained Montaha's seven-year-old Karim.

"We used to have debts for everything: for rent, for school fees, at the shop. Everything," explained Montaha. "But now, I can buy the food we need, not just the food we could afford."



Montaha shows a bowl of okra. With tomatoes, yoghurt and bread, that is dinner.

Photo: Edward Johnson, WFP

## 2.2 Support to Social Development Centres (SDCs)

Social Development Centres play an essential role as the primary providers of social services in Lebanon. Since the onset of the Syria crisis, their capacities to respond to the needs of vulnerable communities have been significantly challenged and their resources overstretched. In this fragile context, the assistance furnished by partners has been critical to increasing the quality and scope of SDCs' services to Lebanese and displaced communities:

### 2.2.1 Better healthcare services for the most vulnerable communities

In 2017, access to primary healthcare services (immunization and support to child and antenatal care for mothers) for the most vulnerable communities across Lebanon was improved through the deployment of 53 nurses in SDCs. On top of this, SDCs received acute diseases medication (as per the MoPH drug list), vaccines supplies, cold chain and medical equipment. Capacity building support was provided on screening, referral and management of severe and moderate acute malnutrition, mental health services and psychological first aid (PFA) both at the central and local levels.

### 2.2.2 More effective gender-based violence prevention and child protection

In 2017, a comprehensive series of capacity-building initiatives took place to reinforce gender-based violence prevention and child protection. A total of 104 SDC, including satellites, were supported to enhance protection, SGBV and child protection interventions, predominantly through staff capacity building and direct implementation of activities such as awareness raising sessions, life skills curricula, case management services. Trained staff include Ministry of Social Affairs (MoSA) social workers, nurses and midwives. For instance, 110 MoSA SDC staff were trained on the child protection of including safe identification and referral and Best Interest Determination for refugee children. A further 68 SDC staff (case workers, social workers, and center directors) were trained on community mobilization, safe identification and referral principles, birth registration, working with older persons and persons with disabilities, preventing sexual exploitation and abuse (PSEA), and psychological first aid. 48 SDC staff were also trained on GBV core concept, safe identification and referrals, early marriage, sexual and reproductive health and communication skills, and MoSA's health frontline workers received trainings on Clinical Management of Rape to ensure they would facilitate timely access to life saving medical services for survivors requesting assistance. Lastly, some 11 MoSA staff were trained on the National Standard Operating Procedures for Juvenile Protection. To increase quality of services provided, MoSA social workers also received case management coaching throughout 2017.

Technical and financial support was provided by the Protection sector, including GBV and child protection, to MoSA at both central and field level with a total of 139 staff positions being funded and 117 staff

receiving financial incentives to support the implementation of the National Plan to Safeguard Women and Children in Lebanon, among which 65 were SDC directors and 65 were SDC based social workers. Better trained and informed MoSA and SDC staff has significantly improved the quality of GBV and child protection interventions. In 2017, over 97,000 women, girls and boys including SGBV survivors and persons at risk received psychosocial, medical, and legal services and participated to life skills activities. An impact evaluation conducted among selected participants showed 84 percent of women and girls accessing safe spaces feeling empowered.

### 2.2.3 Better support to livelihoods

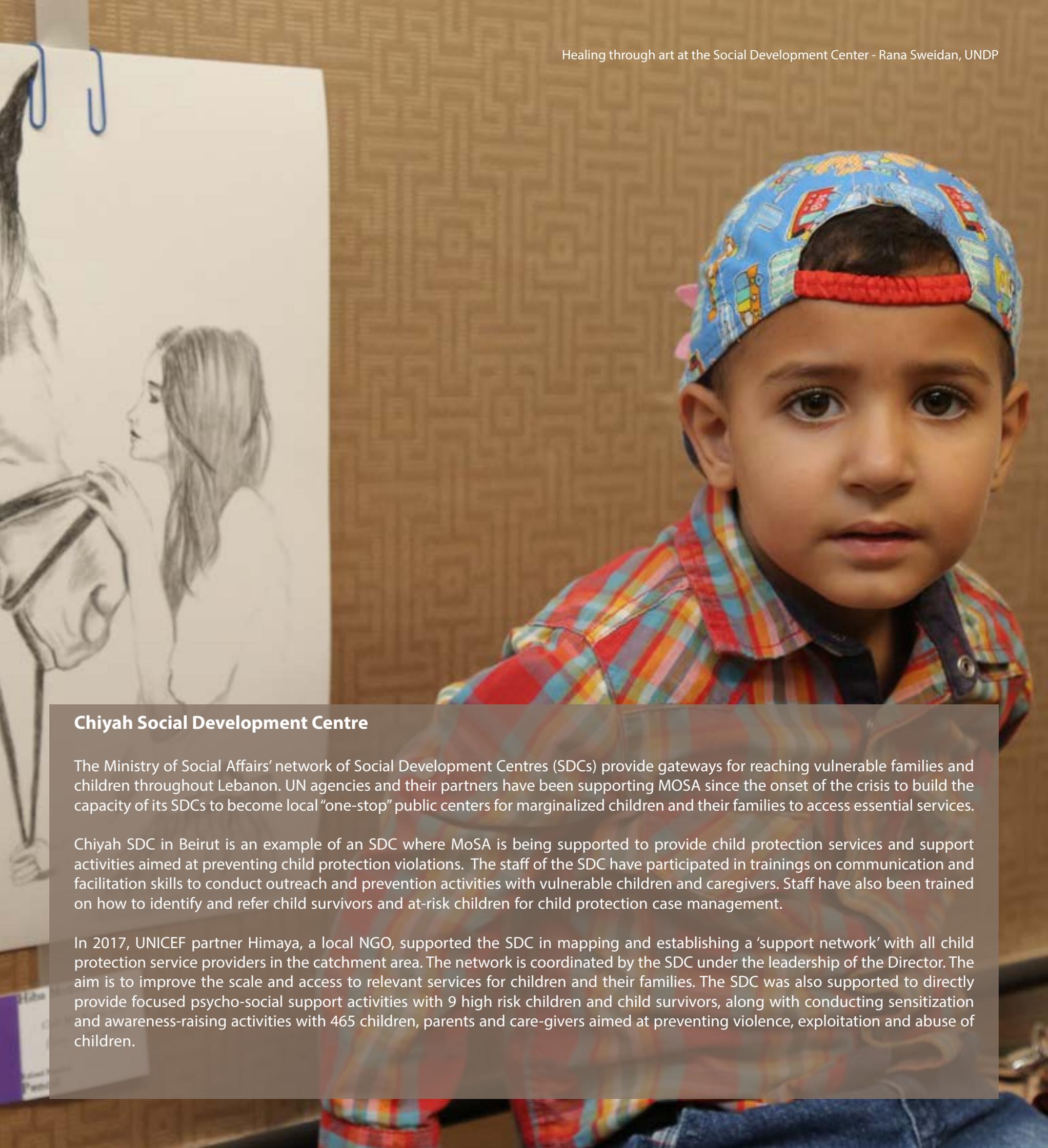
SDCs' capacities to provide high-quality livelihoods trainings for individuals who reside in the vulnerable areas surrounding the SDCs have been enhanced in 2017. Under the Alliance2015 Lebanon Consortium alone, 18 SDCs were supported through rehabilitation, provision of assets (including curriculums), capacity building of staff, and training of trainers, enabling them to continue providing livelihood-related support to their respective communities in a sustainable manner.

### 2.2.4 Enhanced Mechanisms for Social Stability (MSS)

The MSS is a locally driven process that allows communities to identify and resolve local vulnerabilities and sources of tension. Involving MoSA in the MSS process allows for regional entities that are already institutionalized under the mandate of the MoSA – Social Development Centers (SDCs) – to be involved in managing local tensions. This ensures that this support is building towards long – term and sustainable solutions. From a peacebuilding and social stability perspective, this primarily involves the training of local social workers to support the implementation of MSS.

In 2016, 120 MoSA staff were involved in an assessment of their capacities, followed by a capacity building program oriented on the MSS process, methodology and skills required. In 2017, the same social workers were provided with hands-on training to the full MSS process. The entire cycle of MSS implementation was carried out across 38 villages.

The first phase focused on identifying the strengths and weaknesses of the SDCs staff in relation to the MSS cycle and ended by equipping them with the needed skills such as critical thinking, conflict mapping and analysis, negotiation and mediation skills, and mapping of local actors to understand conflict dynamics. The second phase will start immediately after covering the practical training for the MSS and will be an opportunity for the SDC staff to practice and use the skills and values they acquired from the training at the community level.



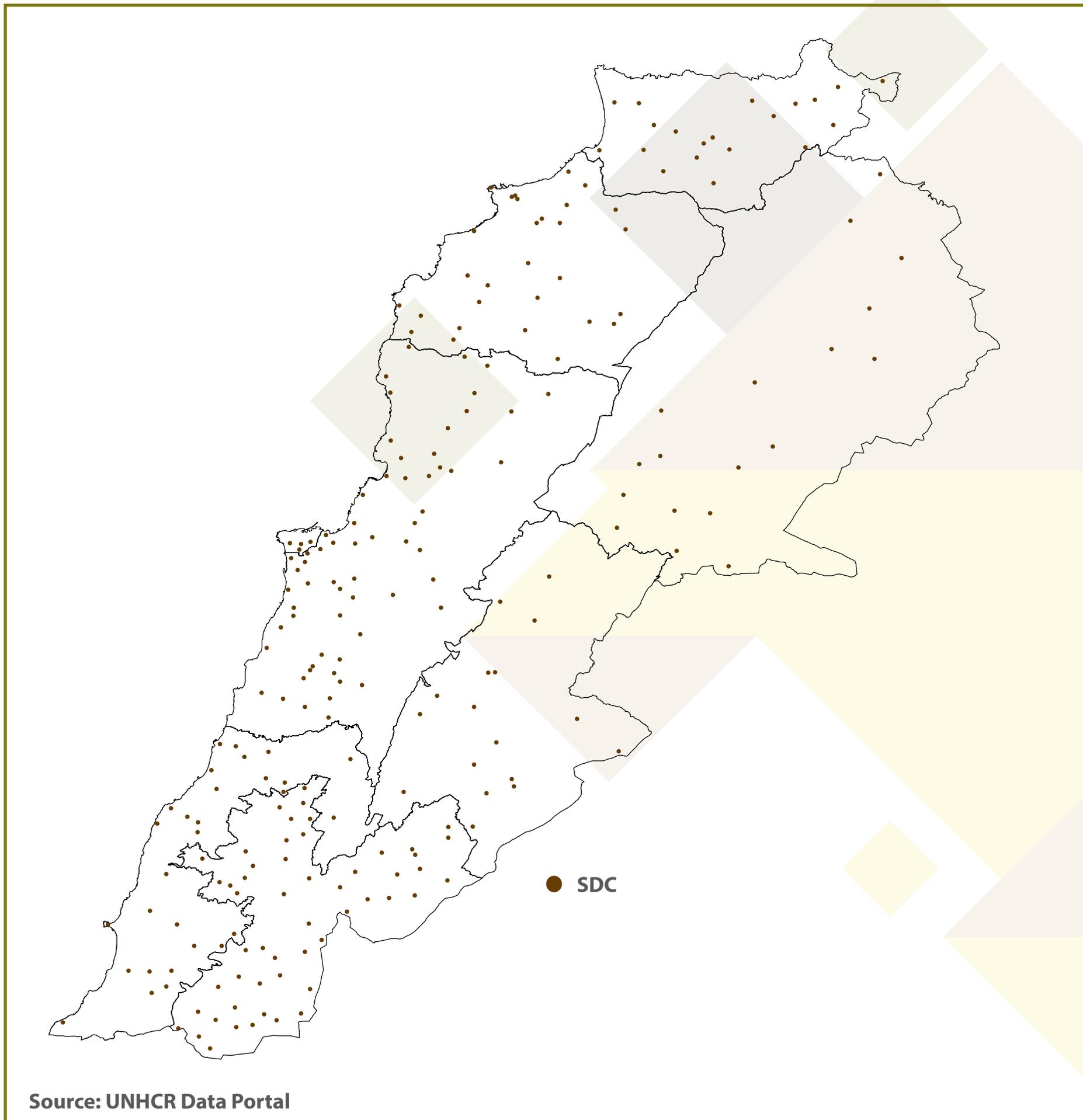
## Chiyah Social Development Centre

The Ministry of Social Affairs' network of Social Development Centres (SDCs) provide gateways for reaching vulnerable families and children throughout Lebanon. UN agencies and their partners have been supporting MOSA since the onset of the crisis to build the capacity of its SDCs to become local "one-stop" public centers for marginalized children and their families to access essential services.

Chiyah SDC in Beirut is an example of an SDC where MoSA is being supported to provide child protection services and support activities aimed at preventing child protection violations. The staff of the SDC have participated in trainings on communication and facilitation skills to conduct outreach and prevention activities with vulnerable children and caregivers. Staff have also been trained on how to identify and refer child survivors and at-risk children for child protection case management.

In 2017, UNICEF partner Himaya, a local NGO, supported the SDC in mapping and establishing a 'support network' with all child protection service providers in the catchment area. The network is coordinated by the SDC under the leadership of the Director. The aim is to improve the scale and access to relevant services for children and their families. The SDC was also supported to directly provide focused psycho-social support activities with 9 high risk children and child survivors, along with conducting sensitization and awareness-raising activities with 465 children, parents and care-givers aimed at preventing violence, exploitation and abuse of children.

## Locations of Social Development Centres in Lebanon - 2017



Source: UNHCR Data Portal

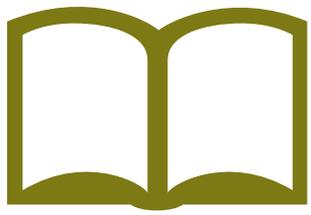
## 2018 Next Steps

To ensure sustainability of envisaged interventions, all implementing partners will align activities to national plans, such as the National Social Development Strategy, National Ten-Year Strategy for Women in Lebanon, and the new MoSA Strategy on Child Protection and Addressing Gender-Based Violence, with the coordination and support to the relevant national committees, i.e. MoSA's National Technical Task Force. The Protection sector will also work with national institutions and other sectors to ensure that a multi-sectoral response strategy to child marriage is in place.

Sustained and focused institutional support will continue to line ministries and their representatives at local levels in close coordination with MoSA at central level and in the field.

Support will encompass material, staffing, and capacity-building to meet the identified needs. Equipment will be provided to social development centres (SDCs) to deliver child, adolescent-friendly, and gender-sensitive services and provide safe spaces for persons at risk, including persons with disabilities, older persons, socially marginalized groups, youth, women and children, and all SGBV survivors. Fifty-seven SDCs have been selected in close collaboration with MoSA within the 251 most vulnerable cadastres. Resources will be allocated to ensure adequate coverage of host communities, mostly through support to MoSA SDCs.

The capacity of the National Poverty Targeting Programme to provide social assistance to the most vulnerable Lebanese will be improved through institutional support and capacity building. Overall, 35,000 Lebanese households will be targeted each month throughout the year, and up to 70,000 during the winter.



# SUPPORT TO EDUCATION INSTITUTIONS

Seven years into the Syria Crisis, the Ministry of Education and Higher Education (MEHE), in collaboration with sector partners, is providing access to structured formal and non-formal education to the vulnerable Lebanese and non-Lebanese children. Introducing positive regulations and opening of public school system to refugees assist thousands of children and youth to access learning opportunities. In 2017, sector partners continued to accompany MEHE as a strong technical and financial partner this year. Under the leadership of MEHE, the Education sector partners take forward the Emergency response strategy of Syria crisis through the RACE II five years plan. Structured over three outcome areas – Improving Access, Quality, and Systems of Education, the first year of the RACE II resulted in many successes.

Overall, \$87 million was channeled to public education institutions in 2017 to support the Ministry, public schools and children's enrollment, up from \$73 million in 2016. This support includes schools' rehabilitation work, policy development and systems strengthening, secondment of staff and capacity building. 73 staff were seconded to MEHE and national education institutions to fill key government positions.<sup>2</sup>

**\$87m** in support to MEHE and public schools, including for the enrollment of children (+19 percent compared with 2016, and +42 percent since 2015)

**73** MEHE staff supplied to implement Reaching All Children with Education strategy

**426,672** children and youth enrolled in formal education provided with learning materials (+8 percent from 2016)

**26,750** children enrolled in Accelerated Learning Programmes

**349** schools functioning as second shift schools in 2017-2018 school year



Ready to learn at a public primary school in Bint Jbeil- Rana Sweidan, UNDP

## **3.1 Support to the Ministry of Education and Higher Education (MEHE)**

### **3.1.1 Reinforced management and monitoring capacity of MEHE**

Over the last two years, the Project Management Unit (PMU) has established an improved data collection and performance monitoring system to support the implementation of RACE II Education programme. The Education partners supported PMU either through direct deployment of technical experts, or capacity building interventions to improve its system for data, evidence, programme planning, implementation support and policy. Partners assisted MEHE in designing a data-management system to track refugee students' data. This has improved MEHE's ability to plan ahead of each scholastic year, as well as improved the ability to report publicly on refugee education in a timely manner.

### **3.1.2 Improved regulations for the Non-Formal Education**

Building on success in 2016, CERD (a Research and Training institution of MEHE), in collaboration with technical experts from education partners, developed the content and guidelines for Community-Based Early Childhood Education (CB-ECE) and Retention Support programmes. The roll-out of the CB-ECE package was crucial to support children aged 3 to 5 access to quality early learning and development, in a country where parents tend not to prioritize early learning of children in public schools. The roll-out of the remedial and homework support packages, especially in the context of the refugee children learning in foreign languages, helps retention and continuation of education in formal education.

Education partners are collaborating with MEHE to finalize a National Policy on Alternative Pathways to Education which aims to identify key priorities and challenges related to Non-Formal Education in Lebanon.

### **3.1.3 Strengthened Technical and Vocational Education and Training (TVET) systems**

In 2017, support was provided to MEHE, MoL and MoSA to develop a roadmap and strategic paper for TVET in Lebanon<sup>3</sup>. 11 heads of departments and technical staff within the MEHE – DG TVET took part of the participatory consultation process. Furthermore, two consultants were placed within MEHE – DG TVET for 12 months to define a common approach and plans for TVET in Lebanon.

### **3.1.4 Enhanced Child Protection Policy**

An important policy contribution was the development of an inter-ministerial Child Protection Policy which provides an integrated, systems approach, to improving the protection of children inside and outside of public schools. The policy lays out referral pathways to support children experiencing violence, and/or abuse, coordinating with the relevant Ministries (Education, Social Affairs, and Justice).

Four key staffing positions were funded including a Child Protection Specialist, to strengthen the implementation of the Child Protection

Policy.<sup>4</sup> 20 MEHE staff from the Department of Scholar Pedagogy (DOPS) were trained on the policy and then trained an additional 550 school counsellors in order to be able to receive and respond to reports on cases of child protection abuses in the school environment. Two positions funded in 2017 were 'hotline operators' deployed at MEHE to receive complaints and refer cases of child protection concerns.

### **3.1.5 Better quality and relevance of Education response**

Enhancing the quality of education services and learning environments is central to the work of the Education sector partners. The key role of teachers and educators, the importance of school governance and the potential of community engagement are prioritized. As a result, in partnership with the Ministry of Education institution mandated for Curriculum Development, Training and Research (CERD) a Teacher Training Curriculum Model (TTCM) was designed, based on the national Lebanese competency framework and quality standards. Workshops for 240 Master Trainers have been completed with a vision to train 5,000 teachers on the three modules developed having at their core the child-centered pedagogical approach.

### **3.1.6 Stronger evidence on Out of School Children (OOSCI)**

MEHE, in collaboration with UN agencies, flagship Out-of-School-Children Study (OOSCI) is close to completion. The study was launched in 2017 and targets children aged 5-18 from all nationalities in Lebanon. The finding of this research will provide the evidence-base to support key education interventions to improve MEHE's reach of children left out of the education system. The report is expected to be launched in the first quarter of the 2018.

## **3.2 Support to Public Schools**

### **3.2.1 Education fee and associated cost subsidized**

MEHE through LCRP partners' support subsidized around 210,000 Lebanese and more than 217,000 Non-Lebanese children enrolled into public formal education both in first and second shift schools, and 3,905 Non-Lebanese youth in formal secondary education. These children further benefitted from learning supplies and a proportion of eligible beneficiaries with transportation support to ensure their daily access and attendance during the scholastic year.

### **3.2.2 Safer and child-friendly learning environment**

In 2017, a total of 123 public school buildings have been rehabilitated that includes improvement of WASH facilities and play areas. In addition, 187 secondary public schools were supported with the learning material.

Improvement of access and technical learning environment for youth was made through new equipment for 19 vocational public schools and donated computers to various campuses of university in Lebanon.

LCRP partners also supported the development of psychosocial support (PSS) tools and related capacity building to enhance

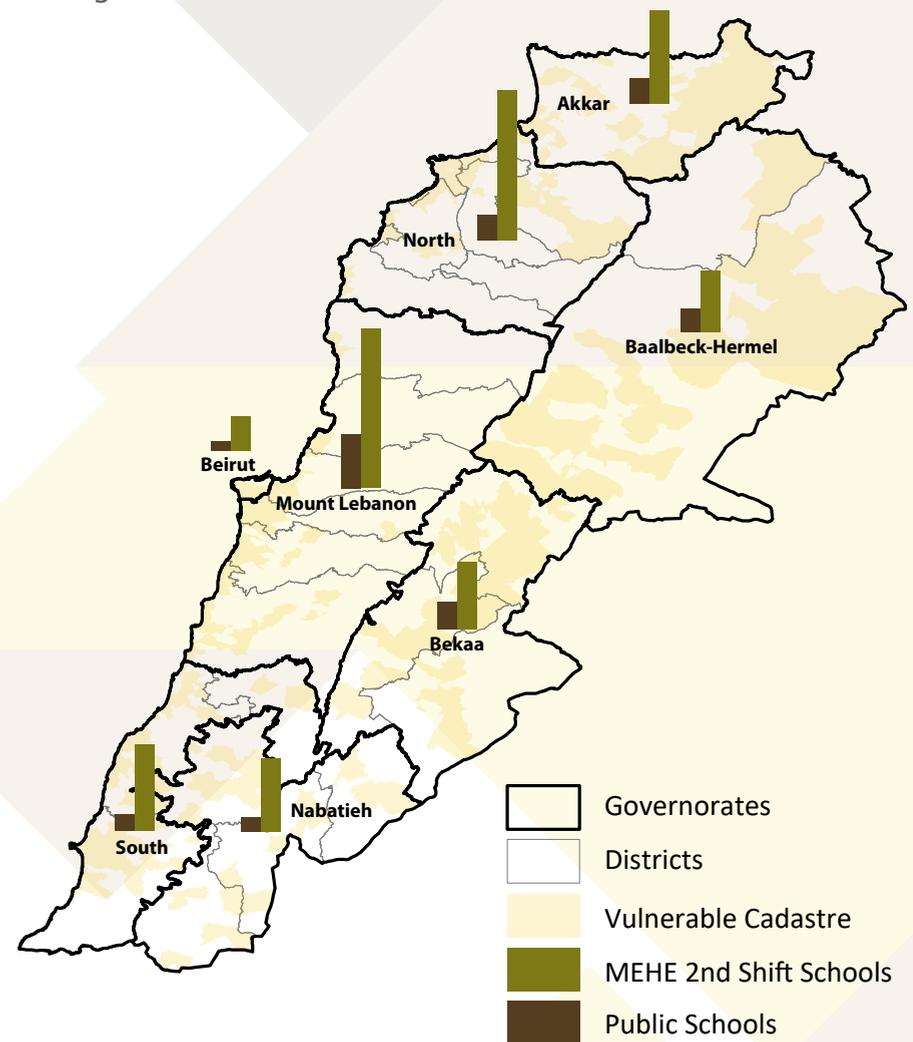
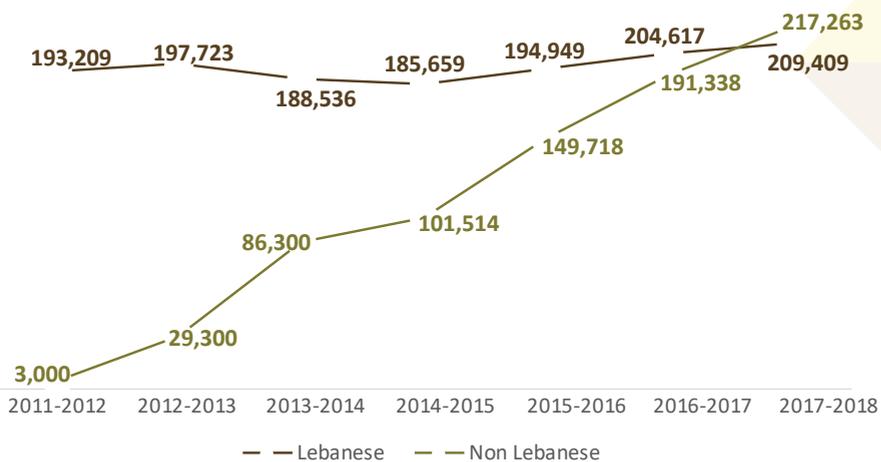
psychosocial wellbeing of children in schools (ref. inter-agency report). A soft skills guidance and handbook as well as activity tools were produced for counsellors to support children’s wellbeing. 550 school counsellors were trained on essential psycho-social skills with support from the MEHE staff from DOPS. These resources will help equip counsellors in both first and second shift schools with skills and tools to ensure both preventative and responsive capacities to the needs of vulnerable and high-risk children.

### 3.2.3 Improved participation and inclusiveness

To further reduce the number of children who are excluded or who are unable to attend formal learning or certified education, a UN agency partnered with the MEHE on an Inclusive School Pilot project, which comprises 30 public schools. This includes hiring and training special educators, paraprofessional teams, and therapists. Piloted over two scholastic years, this pilot project will inform an inclusive education policy for Lebanon. Of the 123 rehabilitated public schools, 55 were specifically rehabilitated to include accessibility components to mainstream children with special needs into existing classrooms.

Effective communication between schools and community forms the foundation of developing and maintaining partnerships. In 2017, Education partners trained and deployed 332 Education Community Liaisons (ECLs) inside public schools to facilitate better communication and resolve issues between refugee children and parents, and school management.

Governorate	Public Schools	2nd Shift Schools	Percentage
Akkar	165	45	27%
Baalbeck-Hermel	108	41	38%
North	265	46	17%
Bekaa	119	49	41%
South	153	30	20%
Nabatieh	130	26	20%
Mount Lebanon	282	96	34%
Beirut	61	17	28%
<b>Total</b>	<b>1283</b>	<b>350</b>	<b>27%</b>



## Education is their only weapon.

First, there is the language. In Lebanon, the curriculum is taught in French and English, while students in Syria learn in Arabic. Second, many Syrian refugee families live in overcrowded and often basic conditions. In Lebanon, more than 1 million Syrian refugees are scattered throughout more than 2,100 urban and rural communities, many living in substandard shelters. For a young person trying to concentrate on their homework, peace and quiet are scarce commodities.

For those lucky enough to encounter volunteers like Noor Ismail, however, it has become less of an ordeal. Homework support groups were introduced by UNHCR, the UN Refugee Agency, and several of its partner organizations as a way of helping refugee students keep up with schoolwork and encourage them to attend regularly. At present, there are 325 active homework support groups in Lebanon – in tents, shelters, community centers, living rooms and even outdoors.

Besides UNHCR, the aid organizations Save the Children, Caritas, Terre des Hommes and the International Rescue Committee are also involved in running activities in venues that children can attend. The unpaid volunteers, most of whom have backgrounds in education, are mainly refugees themselves, but Lebanese such as Noor have also become involved.

A 22-year-old Lebanese university student majoring in political science, Noor heard about the homework support sessions from a friend who was already volunteering. She first started helping out at a support group run by Caritas in the town of Saida, in southern Lebanon, in October 2016. "I've been a facilitator ever since," she says.

Twice a week, she works with groups of children aged between 10 and 15, not just to help them with homework, but to talk through any problems they may be having in class.

She loves her responsibilities and cares strongly about her new charges, aware of the pressures refugee children, particularly girls, are under to support their families.

More than 2,500 children attended homework support programmes across Lebanon in the 2016-2017 academic year. About three-quarters of the groups continued throughout the summer, even after school was over. The volunteers and students went over what was covered in lessons to make sure the children were ready to move on to the next grade.

One of Noor's students, 10-year-old Maria, found the transition from the Syrian education system to her Lebanese school difficult because of the language barrier. "When I was in Syria, our curriculum was all in Arabic, but here it is mostly in English. When I came here, I didn't know a word of English, but Noor taught me everything. I love these sessions."

For Noor, the sessions are about more than school work. "I give them moral support," she says. "I talk to them about their future and the importance of education."

"I consider them as my siblings and want them to thrive." Noor,  
Homework support volunteer in Saida, UNICEF



## 2018 Next Steps

The “Reaching All Children with Education” (RACE) II strategy provides a joint framework for government and development partners which will seek to maximize the effectiveness and sustainability of the education system in Lebanon moving forward. To further this objective, an appeal of \$367m was made to directly strengthen education institutions and public schools in 2018. The RACE II five-year plan continues to guide the Sector response as the Syrian Crisis reaches its seventh year. Building on the success of last year, the Education sector response focuses on ensuring the quality of and equitable access to educational opportunities for all children and youth in Lebanon. The strong mobilization of the international community following the London and Brussels conferences held in February 2016 and April 2017 respectively, improved resource mobilization for MEHE and partners to scale up the Education response and efficiency of social and protective services for vulnerable children and youth. The RACE II strategy systematically addresses structural weaknesses and gaps through a qualitative shift in the approach towards more sustainable and strategic interventions to ensure that education results are irreversible in Lebanon.

The main features of this ambitious plan are centered on the following four strategic orientations:

- Ensuring that quality education opportunities are available for the most vulnerable Lebanese and displaced children and families.
- Implementing systemic and holistic interventions aimed at addressing both the demand for, and the availability of, quality public education services.
- Ensuring that all children and youth aged 03-18 years are enrolled in quality and inclusive education opportunities (including early childhood education, life skills trainings and primary, secondary and vocational education).
- Integrating human rights and child protection principles as key components of RACE interventions.

In 2018, the implementation of RACE II will contribute to enhancing the quality of teaching and learning while ensuring equitable access to formal educational opportunities in 1,263 schools across the country. This five-year strategy will pave the way for the durable and sustainable reinforcement of national education systems, policies and monitoring in Lebanon.







# SUPPORT TO HEALTH INSTITUTIONS

Under the LCRP 2017, health sector partners extended their support to the public health system to increase access to and quality of health services. The financial, technical and operational assistance provided to healthcare institutions was essential to withstand the pressure caused by increased demand on services. Overall, \$29 million was injected to support the Ministry of Public Health at central, peripheral and healthcare centers level (including PHCCs and hospitals) and 240 staff were seconded to strengthen the system as well enhance service delivery across the country.

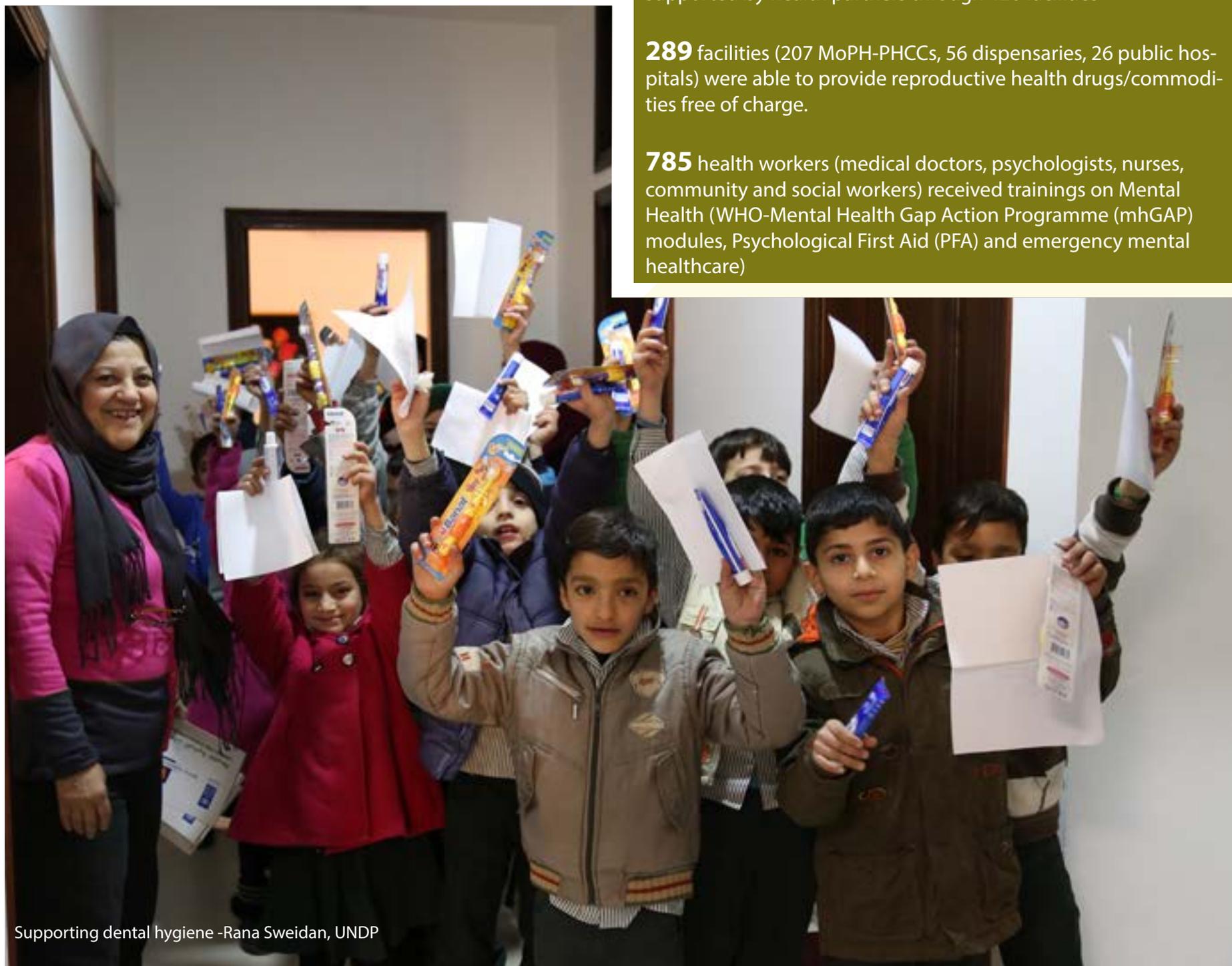
**\$ 29m** in support to MoPH and Healthcare Centres, up from \$14.4m in 2016 (+104 percent)

**240** staff seconded to MoPH at central, peripheral and health care centers level (incl. PHCCs and hospitals), up from 151 in 2016

**175,276** individuals received chronic disease medications supported by health partners through 420 facilities

**289** facilities (207 MoPH-PHCCs, 56 dispensaries, 26 public hospitals) were able to provide reproductive health drugs/commodities free of charge.

**785** health workers (medical doctors, psychologists, nurses, community and social workers) received trainings on Mental Health (WHO-Mental Health Gap Action Programme (mhGAP) modules, Psychological First Aid (PFA) and emergency mental healthcare)



Supporting dental hygiene -Rana Sweidan, UNDP

## 4.1 Support to the Ministry of Public Health (MoPH)

### 4.1.1 Better service delivery

In 2017, 165,000 patients gained access to non-communicable diseases (NCDs) medications through additional procurement of medication to MoPH.

In line with the National Health Response Strategy, namely to use existing systems of health services delivery, the medications were purchased and distributed (as per the updated MoPH, NCD Essential drug list) across all the 420 health facilities. In addition, LCRP partners filled a gap in insulin and deferoxamine for chronic diseases not included in the MoPH-NCD Essential drug list of the National Chronic medications program<sup>5</sup>.

### 4.1.2 Improved access to Reproductive Health (RH) services for vulnerable populations

RH medical equipment and supplies including all modern contraceptives which, under the supervision of the Ministry of Public Health (MoPH), were procured and made available to vulnerable populations free of charge through more than 267 PHC across the country as well as 26 public hospitals.

Also, an integrated approach for linking Reproductive Health (RH) services including Family Planning (FP) services with services for survivors of Gender-based Violence (GBV) at health/social service delivery outlets as well as in community settings was piloted and adopted.

### 4.1.3 Enhanced human resources in support of MoPH

Part of the staffing support to MoPH aimed at strengthening decentralization through supporting the district health system. As such, in each of the 24 MoPH district offices (Caza/Qada Physician's offices) at least one registered vaccination nurse, one public health officer, and one; information manager officers were recruited.

Additionally, in order to strengthen governance in the provision of series related to the "Expanded Programme on Immunization" (EPI) and "Maternal, Child and Adolescent Health", the Primary Healthcare (PHC) department of the MoPH benefited from secondment of 10 staff (PHC officers, information management officers, data analysts and drivers).

In order to fill in the critical gaps within the MoPH PHC department to support Maternal Mortality (MM) surveillance, data collection, analysis and reporting as well as performing other functions to support the PHC central coordinator on both technical and operational level in regard to other RH interventions and activities, 2 Assistant Public Health Officers were seconded at the MoPH central level.

127 other staff were provided throughout the year in support of several initiatives such as the MoPH's National Tuberculosis Programme, the Acute Flaccid Paralysis (AFP) Surveillance, the National Non-

Communicable Diseases (NCDs) Program, or the Mother and Child Initiative, including 20 nurses and midwives based in PHCs.

### 4.1.4 Strengthened research and evidence base

The NCD STEPwise survey which uses a specific approach and methodology for the surveillance of NCD risk factors and prevalence among both Lebanese and Syrians residing within the Lebanese communities was carried out. Preliminary data showed almost similar prevalence of impaired fasting glycaemia, diabetes (known and/or on treatment), obesity and hypertension both among Lebanese and Syrians. However, the study showed that the prevalence of smoking and high cholesterol levels is higher among Lebanese. This warrants special attention as to ensure the continued access to NCD medications and good quality of care including early detection and awareness raising.

In order to generate evidence to enhancing the family planning (FP) component in healthcare facilities and in programs, a study was carried looking into the knowledge, attitudes and practices related to Family Planning among Syrian refugees in Lebanon. The study included key recommendations such as strengthening counseling related to FP, specifically postpartum family planning counseling among others.

### 4.1.5 Better MoPH Strategy and Guidelines

LCRP partners supported the development of strategies relating to Maternal, Child and Adolescent Health. This included the development of an "Infant and Young Child Feeding (IYCF)" policy, and the establishment of the "Baby Friendly Hospital Initiative", it also included the development and implementation of a communication strategy, the development, piloting and finalization of a Family Planning Counseling Manual using a Human Rights-based approach to be used by the midwifery workforce across 26 PHCs and in 12 hospitals.

Additional support was provided in developing a program aiming at improving Maternal and Child Health through support to service delivery as well as in the development of SOPs and guidelines for the PHC services package, outpatient and inpatient management of malnutrition guidelines, referral pathways, and reporting, monitoring and evaluation systems. The use of the Mental Health (MH) registry was expanded to a bigger number of professionals.

### 4.1.6 Strengthened Health security/ International Health Regulations (IHR)

An extensive range of expertise and support was provided to the MoPH in 2017 to move its agenda forward in health security and international health regulations. This includes the strengthening of:

- Points of Entry (POE): as part of the national IHR plan, a health unit at the Port of Beirut was built. Preparations for the construction of the main land crossing health unit was initiated.
- National health contingency and preparedness plans: one health contingency plan was elaborated in each Governorate/Mohafaza,

including rapid situation and risks assessments conducted using a participatory approach.

- Moreover, the National Polio Preparedness and Response Plan was updated, taking into consideration the Vaccine Derived polio outbreak that occurred in Syria in 2017. In addition, the national EBOLA Preparedness plan was updated, as well as the rehabilitation of two isolation rooms at the national referral Governmental hospital in Beirut (the Rafic Hariri University Governmental Hospital). In parallel, the national Influenza Pandemic Plan was updated.
- Chemical, biological, radiological and nuclear (CBRN) defense/ Hazardous Materials and Items (HAZMAT): the training of a Hazards Management Team (HAZMAT team) took place in Beirut and in Tripoli and provided the required personal protective equipment (PPE) and other safe transport equipment.
- Surveillance and Early Warning and Alerts Response System (EWARS): the surveillance and reporting system at the central and peripheral level was digitalized and 1,000 health workers from 200 health facilities (laboratories, PHCs, and hospitals) were trained.
- Pandemic Influenza Preparedness: procurement of reagents and consumables and selected laboratory and IT equipment, production of Information, Education and Communication (IEC) material, including the SARI protocols, SOPs and posters targeting health professionals, training of 30 staff from NIC and sentinel sites personnel on data management, rapid response, pandemic preparedness plan.
- Infection Prevention and Control: development of a national guidebook for infection prevention and control, clinical management recommendations (algorithms and memory aids) for four categories of Infections (Community pneumonia, Febrile neutropenic, Hepatitis C, antimicrobial prophylaxis, and Urinary Tract Infections), a national Infection Prevention and Control Strategic Plan and its framework of action.
- Polio and Acute Flaccid Paralysis (AFP) Surveillance: training of around 1,000 health workers from mobile and fixed vaccinators and community outreach team, development of an intra-activity monitoring tool, implementation of post-activity Assessments and Monitoring.
- AFP Surveillance: development and printing of IEC material targeting various health professionals including physicians, nurses, social and community workers, as well as parents; training sessions on circulating vaccine derived poliovirus (cVDPV) and AFP surveillance targeting 500 health workers (medical doctors, nurses and surveillance teams).
- Environmental Surveillance of AFP: establishment of a monthly environmental surveillance to detect Wild Polio Virus, Vaccine

Derived Polio Virus (VDPV), and Sabin viruses in three areas considered high risk for polio. The support included the training of 5 MoPH staff, the provision of necessary equipment and supplies and the shipment of samples collected to the regional reference lab in Jordan.

- Antimicrobial resistance (AMR) surveillance: development the Standard Operating Procedures for AMR surveillance in laboratories. Around 120 staff from medical laboratories were trained on AMR surveillance and SOPs.

Moreover, 21 staff from hospital-based laboratories were trained on the use of WHONET which a software is developed for the reporting, management and analysis of microbiology laboratory data. The data from WHONET will be reported to the Global Antimicrobial Resistance Surveillance System in order to present AMR data from Lebanon on an international platform.

#### **4.1.7 Enhanced human resources at central level**

In 2017, various capacity building initiatives directed towards over 620 health professionals were carried out a central level on a variety of health topics, including: food safety, supply chain management, maternal mortality surveillance, FP counselling and IUD insertion.

## **4.2 Support to PHCs and public hospitals**

### **4.2.1 Increased routine vaccination among vulnerable populations**

Various Health partners contributed to the “Accelerated Immunization Activities” through community outreach efforts, additional human resources and/or incentives as well as vaccine commodities to allow the provision of vaccination services free of charge. By securing the gratuity of the vaccination services in some 250 vaccination points during a period of 2 months, the accessibility of the vaccination services by the most vulnerable children was ensured as the cost barrier was addressed.

### **4.2.2 Increased access to primary healthcare (PHC) services**

A multitude of Health partners contributed to increasing access to PHC through their provision of subsidized consultations and laboratory diagnostics at PHC level, spreading awareness amongst the community on the available services at the centers, supporting maternal and child health services at the facilities by hiring skilled midwives, providing one-on-one counseling sessions to pregnant and lactating women attending the PHCs on antenatal and postnatal care, topping up essential drugs in instances where there was a stock out of MoPH essential drugs among other activities.

### **4.2.3 Better service delivery through staffing support, some examples:**

- Neonatal nurses were appointed to governmental and contracted hospitals’ pediatric intensive care units
- 20 nurses and midwives were appointed in PHCs across the

country.

- 3 midwives were recruited in PHC Bireh (Akkar), PHC Kfartoon (Akkar) and PHC Al Karameh (Tripoli). The support is anticipated to continue through 2018 to support RH services delivery including FP counseling through the PHCs.

#### 4.2.4 Capacity building at decentralized level

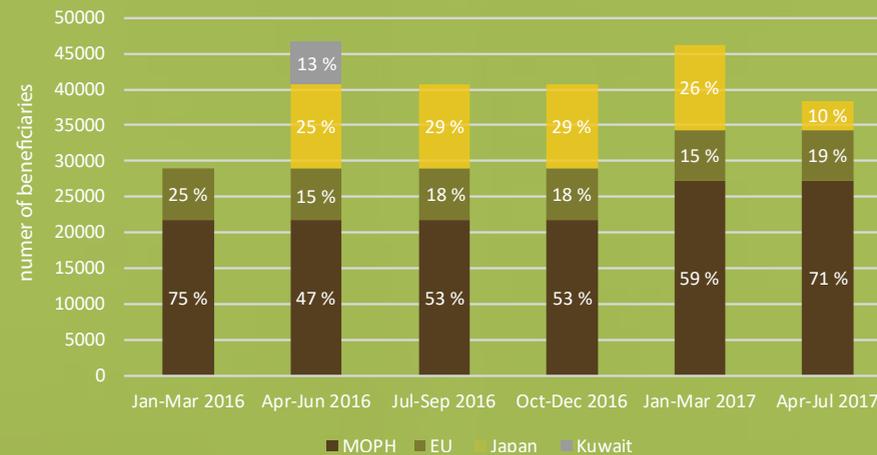
In 2017, various capacity building initiatives took place at PHC level, including on outpatient management of acute malnutrition in children, newborn resuscitation, infant and young children feeding and breastfeeding support in addition to inpatient management of severe complicated malnutrition, effective vaccine management and on malnutrition screening and detection, etc. 785 health workers (medical doctors, psychologists, nurses, community and social workers) were trained on mhGAP-related modules, Psychological



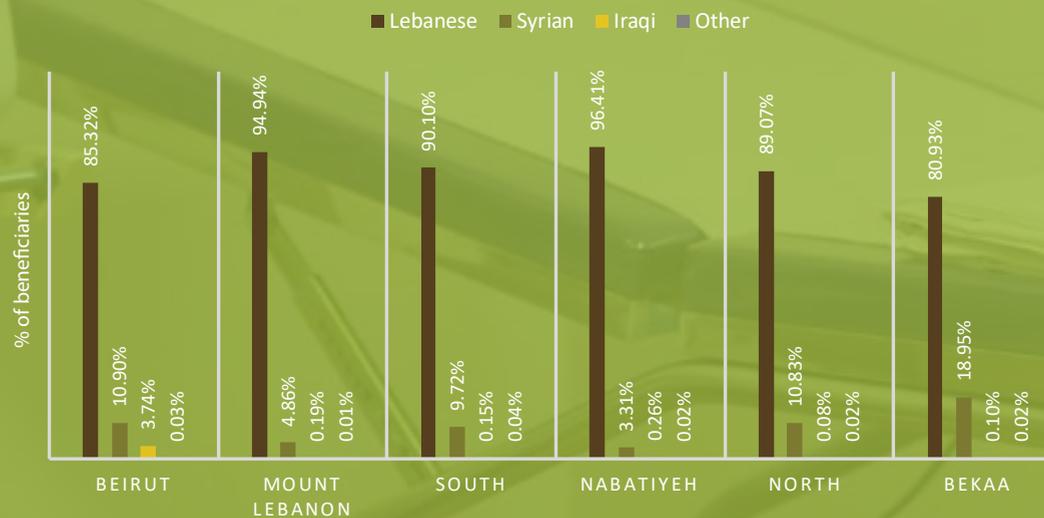
Providing dental care at the Bissariyeh SDC - Rana Sweidan, UNDP

## Meeting the needs for medications for Non- Communicable Diseases for the most vulnerable Lebanese and Syrian refugees (WHO)

Meeting the needs for medications for Non- Communicable Diseases for the most vulnerable Lebanese and Syrian refugees (WHO)  
 Since the advent of the Syrian refugee crisis, the number of beneficiaries from the MoPH-YMCA chronic medications program for non-communicable diseases (such as hypertension, diabetes, gastric ulcers, musculoskeletal diseases, endocrine diseases, etc) has doubled; jumping from 78,000 beneficiaries in 2012 to 168,000 in 2017. 57 percent of the beneficiaries are females and 43 percent are males. Syrian beneficiaries who benefit from the program contributed 28 percent to this increase. The MoPH covered around 73 percent of the Lebanese beneficiaries whereas around 27 percent of vulnerable Lebanese beneficiaries and all Syrian refugees were covered by external donor support. The graph below shows the percentage of Lebanese and Syrian beneficiaries covered by external donor support (European Union, Japan, Kuwait).



Lebanese beneficiaries are almost equally distributed in all governorates, with a higher concentration in Mount Lebanon and Nabatiyeh, while Syrian beneficiaries are mostly concentrated in the Bekaa followed by Beirut and the North.



WHO, with the support of the donors, was able to ensure that supply and provision of medication was not interrupted throughout 2017. The wide geographical distribution of the primary health care facilities supported by the YMCA-MOPH chronic medications program facilitated easy access across the country. No shortages of those medications were formally reported.

By ensuring access to affordable and quality NCD medications disability due to chronic diseases was prevented and consequently the quality of life of many vulnerable Lebanese and Syrian refugees was improved. Due to access to these medications patients are able to prevent the deterioration of their health and do not need hospitalization. Access to NCD medications also contributes to reducing the vulnerability of Syrian and of poor Lebanese, by reducing out-of-pocket expenditures on health. The humanitarian support for access to healthcare in general, and to medicines in particular, reduces the competition for these services among the most vulnerable host and refugees communities, and is therefore believed to have contributed to reducing the social tensions. Close and timely coordination between partners in the humanitarian system can produce results and impact - as illustrated by the joint support to the non-communicable disease medication program.

## 2018 Next Steps

The Ministry of Public Health (MoPH) Health Response Strategy, drafted in 2015, and updated in 2016, serves as the guiding document for the LCRP Health sector<sup>6</sup>. Activities in the LCRP fall within the scope of this strategy starting from community outreach, awareness and preventive activities to curative and referral services. By 2020, the strategy aims at full integration of services in the existing national healthcare system.

- The MoPH-Health Response Strategy serves four strategic objectives:
- Increase access to healthcare services in order to reach as many displaced persons and host communities as possible, prioritizing the most vulnerable.
- Strengthen healthcare institutions and enable them to withstand the pressure caused by the increased demand on services and the scarcity of resources.
- Ensure health security and control of outbreaks.
- Improve child survival.
- The Health sector's overarching aim is to respond to the health needs (primary, secondary and tertiary healthcare) of displaced Syrians (whether non-registered or registered as refugees) and Palestine Refugees from Syria as well as the most vulnerable within the Lebanese and Palestine Refugees in Lebanon host communities, and to strengthen national institutions and capacities to respond to those needs while simultaneously enhancing the resilience of the health system as a whole. The main focus in 2018 will be on:

- Improving access to comprehensive primary healthcare (PHC)
- Improving access to hospital (incl. ER care) and advanced referral care (advanced diagnostic laboratory & radiology care)
- Improving Outbreak Control
- Improving Adolescent & Youth Health

In 2018, the overall Health sector appeal amounts to \$290m.

The overall objective of LCRP partners is to ensure the full integration of services in the existing national healthcare system, in line with commitments reflected in the Grand Bargain and the World Humanitarian Summit



# SUPPORT TO ENERGY, WATER AND ENVIRONMENT INSTITUTIONS

Partners throughout 2017 have supported the Ministry of Energy and Water (MoEW) and the Water Establishments as well as other government institutions from national to local level that are responsible for various aspects of water, sanitation and hygiene related service provision.

In supporting government authorities, the United Nations, donors, and local and international NGOs have implemented programs, projects and activities so that more vulnerable people in Lebanon are accessing sufficient, safe water for drinking and domestic use with reduced health and environmental impacts from unsafe wastewater management. This can only be achieved through strengthening institutional capacities from national to local level. In 2017, a total of \$34 million was received, including 2017 tranches of multi-year projects (for water sector related projects that have been either completed in 2017 or are ongoing into 2018), down from \$38 million in 2016. Overall, 17 additional staff were provided to Energy, Environment and Water institutions to support the development of the sector.

## 5.1 Support to the Ministry of Energy and Water (MoEW), Water Establishments and Electricite du Liban

Water sector leadership by MoEW has strengthened in 2017. MoEW human resource capacity for water was extended through engaging a groundwater approvals specialist and a senior level Advisor. MoEW was supported by strategic research and technical studies to better inform decision making. The first ever national household water quality survey and an audit of large and medium size wastewater treatment plants were both completed providing baseline data for Sustainable Development Goals for drinking water and sanitation respectively. These studies revealed that only 36 percent of the population has access to safely managed drinking water and that only 3 percent of wastewater in Lebanon is treated for biological contamination before release into the environment.

In partnership with the Ministry of Education and Ministry of Public Health, a baseline study for WASH in public schools, PHCs and SDCs was undertaken. Preliminary findings suggest that 60 percent of schools and 61 percent of PHCs have access to improved drinking water sources, whereas 47 percent of schools and 18 percent of PHCs have basic sanitation services.

National capacity to deliver quality electricity supply to households affected by the Syrian crisis was enhanced in 2017. The reinforcement of distribution networks is one of the key achievements. The current

**\$34m** in support to Water and Energy institutions for service delivery and infrastructure, down from 38\$m in 2016

**17** additional staff provided to MoEW, MoE and Water Establishments, up from 13 in 2016

**208** km of public water supply distribution networks constructed or rehabilitated, up from 201km in 2016

**10,000** households newly connected to water supply systems

**100,715** of persons reached through installation of necessary equipment to reinforce the power distribution network

**42** municipalities have access to off-grid solar street lighting

distribution networks are overloaded and damaged due to a sudden surge of population connecting the electricity network. Overloading the distribution network is not only worsening the quality of electricity supply, but also increasing the risk of accidental fire. To this end, the rehabilitation of existing equipment or installation new transformers and relevant parts was conducted in the vulnerable communities, and approximately 98,700 individuals are now benefiting from improved quality of grid electricity.

In addition to the rehabilitation of distribution network infrastructure, it is also important to prevent illegal connections because they undermine the grid network and increase the non-recoverable cost for EdL. Through a project that aims at preventing illegal connections, EdL is now capable of recovering costs from 403 households in Bekaa, Akkar, Baalbek and North region.

Off-grid street lighting has been installed in 42 municipalities, where it was found that street lighting was limited, or the available public infrastructure had fallen into disrepair.

While increasing the production of renewable energy, street lighting plays an important role in reducing crime, and making residents and pedestrians feel safer during the night.

## 5.2 Support at the sub-national level

The four Water Establishments (plus the Litani River Authority), which are responsible for the design, implementation, operation and maintenance of water and wastewater services, have been key institutions for implementing the sector response. A total of 17 experts have been seconded to these Government Authorities, including one engineer, one information officer and 3 communications officers.

A comprehensive 3-year communication and branding strategy is being implemented currently with NLWE, SLWE and BWE. This aims at improving the relationship between the service providers and the customers. A longer-term outcome of this should be an increase in cost recovery for public services that the government struggles to maintain partly due to lack of funds.

2017 saw an increase in safely managed water and sanitation as well as better storm drainage and irrigation efficiency through strengthened national service delivery systems. Notably more than a dozen large multi-year and multi-million-dollar infrastructure projects were completed in 2017.

The service delivery of North Lebanon Water Establishment (NLWE) was boosted by the completion of a number of large water, wastewater and irrigation projects in Akkar in addition to several water supply projects in Tripoli. These large investments resulted in 14km of irrigation canals rehabilitated; 15km of sewers constructed; and 12km of pumping line, 14km of transmission, 34km of distribution network constructed as well as new pumping stations, reservoirs and 2,700 households connected to water supply.

The Bekaa Water Establishment (BWE) services were augmented by the conclusion of several large multi-year projects resulting in 140km of new water supply networks and 6,300 new household connections to water supply, as well as pump stations and reservoirs.

Beirut and Mt Lebanon Water Establishment (BMLWE) benefited from service augmentations by means of water supply network construction and rehabilitation in 9 municipalities; 3 new water storage reservoirs, and 9kms of irrigation canal rehabilitation. For South Lebanon Water Establishment (SLWE) two major results were the refurbishment of a critical pumping station in Nabatieh and the rehabilitation of a water treatment plant, whilst other water infrastructure projects remain ongoing.

Many other smaller projects were undertaken across the country in 2017; improving access to safe water in water-scarce communities, improving storm water drainage in flood prone areas, reducing the environmental health risks by augmenting wastewater management systems and increasing irrigation efficiency to ensure increased water availability elsewhere. These projects varied from constructing new water towers and increasing water supply pumping capacities to construction of spring catchments and connecting households

to school hygiene sessions, water saving and hygiene mass media campaigns to wastewater collective septic tanks.

## 5.3 Support to the Ministry of Environment (MoE)

The Syrian crisis is putting enormous pressure on Lebanon's natural resources and ecosystems, leading to increased environmental degradation and pollution.

In 2017, the Ministry of Environment (MoE) benefited from the technical, financial and operational support of international partners to mitigate the impact of the crisis on the environment and protect biodiversity. Two additional staff were provided in 2017 to support the Environment Task Force (ETF). The ETF has focused on piloting specific activities with a view to scale up in the future, such as:

- To support MoE for the inspection and follow up of environmental complaints arising from the Syrian crisis;
- Development of environmental plans for 2 Unions of Municipalities most affected by the Syrian crisis (Union of Sahel Bekaa and Union of Dahieh);
- Development of 2 environmental guidelines on (i) the Environmental Impact Assessment and Strategic Environmental Assessment (EIA/SEA) system; and (ii) filing of environmental complaints;
- Assessment of the environmental risk sensitivity of the Union of Municipalities within the "Most Vulnerable Cadasters".

## Increased Ownership: Water Establishments implement communications strategy and plan of action 2017 – 2020

In 2015, UNICEF initiated a program for developing a standard communications strategy for Lebanon's water authorities. The objective was to raise the Water Establishments' public profiles and strengthen their communications and relationships with beneficiaries of their water services to contribute to the achievement of the sustainable development goal 6: Ensuring availability and sustainable management of water and sanitation for all. The program has resulted in the development of in-house capacity in the Bekaa, North and South Water Establishments (WEs) and the acceptance to modify the management structure and establish a new unit called the Communications and Customer Relations Unit (CCR).

The first phase of the plan is intended to build the infrastructure of the CCR program within each WE through the following: revising managerial functions, recruiting a CCR dedicated team at each WE and conducting a WE branding exercise. Through UNICEF's support, this phase has been almost completed through the development of new branding, a customer guide, a corporate profile, and several brochures describing the services for each of the three Water Establishments. It is planned to be fully completed by mid 2018.

The organogram of the CCR has been finalized, including job descriptions. Each Water Establishment is planned to have a team of three communication officers, one of which is planned to be supported by UNICEF for the first year. The WEs are directly in charge of hiring and managing two other staff, as their contribution to the initiative. UNICEF is in the process to finalize the hiring of the embedded communications officers within Q1 2018.

The second phase of the Plan consists of building an efficient customer experience by continuing the implementation of the communications plan of action, supporting the modernization of customer care and customer relationship practice in the WEs and establishing a community engagement practice to support and strengthen the participation of local communities in improving water and sanitation management. The overall objective of this phase is to increase awareness about water services, contribute to the provision of safe water to all children and families in the most vulnerable localities and mitigate social tensions among the marginalized populations through equitable and improved access to more efficient and sustainable safe water supplies, advocating the right of access to clean water, and by adopting a new customer relationship management approach to transform the customer experience and be an example for the utility sector in Lebanon. It will involve the following actions:

1. Sensitization of customers on improved water demand management and payment of water bills, promoting cost efficient schemes;
2. Strengthened governance of institutional stakeholders for sustainable provision of basic services and the implementation of a new system for complaints and issues management, consolidated call centers, and upgrade telecom and communications platforms to facilitate communications and connectivity in each of three WEs, as part of regaining customers' trust and confidence with WEs;
3. Update and upgrade customer database to a real time customer database system which will be reflected in planning, business development, billings and collections;
4. Develop mobile applications for WEs and enforce online payment as a new payment method for WEs in their websites and mobile applications;
5. Launching a community engagement practice by establishing customer committees in the targeted projects areas to ensure the participation of the community stakeholders in the process and communications about services upgrade and water network improvements.



## 2018 Next Steps

An appeal for \$349 million was made within the Water and Energy sectors of the LCRP to primarily support the Ministry of Energy and Water, the Ministry of Environment and the Four Water establishments in 2018. One of the main objectives will be to ensure that all vulnerable people in Lebanon have access to safe drinking water whilst mitigating environmental degradation.

At the institutional and policy level, the sector will fill existing gaps and empower the MoEW and Water Establishments to launch a long-delayed strategy to monitor water quality and quantity. The response will also develop a stronger evidence-based approach to water investments, notably through the elaboration and implementation of a water and sanitation vulnerability framework, integrating health related data.

At the service delivery level, partners will increase the efficiency of water and sanitation systems while rehabilitating and extending water infrastructures. As part of the support provided to host communities, the response will aim to build the capacity of Water Establishments to recover costs through appropriate tariff systems and deliver a higher standard of service that ensures better quality, quantity and improved operation and maintenance capacities.

At the community level, partners will promote awareness-raising practices targeting human health, environment protection and water security, and engage beneficiaries in the planning and identification of sustainable solutions to their water and wastewater needs.

As mentioned above, priority interventions will focus on policy development and service delivery support and notably include: 1) Update of the 2010 National Water Sector Strategy (NWSS) by MoEW, factoring in progress towards the strategic roadmap and the added burden of the Syria crisis, 2) Development of a National water quality monitoring plan, and 3) Development of a National ground water resource monitoring plan.



# SUPPORT TO MUNICIPALITIES AND UNIONS OF MUNICIPALITIES

Municipalities benefited from the continuous support and guidance of LCRP partners. Capital investments and capacity building support were provided to enhance the delivery of basic services in 94 municipalities through labour-intensive projects, including small-scale infrastructures, public spaces, hospitals and healthcare centers, public schools and housing. These interventions directly contributed to raising the confidence and trust placed in local institutions. This growing sense of legitimacy was further reinforced following the municipal elections held in 2016 which made municipalities the only directly elected institutions in the last seven years. Over \$21 million was invested into the work of Unions and municipalities in 2017, down 40 percent from 2016, along with the provision of 27 additional staff. Labour-intensive interventions focusing on small-scale infrastructure rehabilitation and environmental assets improvement were conducted at municipality level. The 40 percent decrease observed in 2017 needs to be put in perspective, as a gradual transition towards larger projects and more labour intensive ones was started to materialize, and these projects need more time to be completed. Since 2014, 932 projects have been completed, showing that the immediate needs of service support to municipalities have been addressed, necessitating the move towards larger investments.

## 6.1 Better systems in place

35 percent of Lebanese now identify competition for services as a source of intercommunity tensions – an increase of 12 percent compared to 3 months ago – and 85 percent feel that vulnerable Lebanese have been neglected by international assistance (ARK-UNDP Perception Survey on social tensions). Given these realities, the Social Stability sector provided the most vulnerable municipalities with support to alleviate resource pressure and address priority host community needs. A total of 169 projects were completed 2017, with a total investment of \$10 million across 83 municipalities, including a number of interventions in solid waste management. The average size of each investment increased to over \$150,000 in 2017.

These larger projects, such as larger solid waste management initiatives involving multiple municipalities, are now necessary to create economies of scale to deliver greater impact on sources of tensions, particularly in smaller municipalities. This approach stands in contrast to earlier years of the response, which were dominated by smaller interventions delivered in a more scattered manner. While larger interventions have their benefits, these interventions have a much longer design phase, especially as they often require collaboration between several municipalities. Nevertheless, 60 such projects are currently ongoing and when completed in early 2018 will nearly double the investments made in 2017. This type of investment

**\$21m** in support to Municipalities and Unions, down from \$34.9m in 2016 (-40 percent)

**27** additional staff provided to municipalities and Unions of municipalities, down from 97 in 2016

**100** Municipalities and Unions benefitting from capacity building and mentoring programmes to improve community outreach and strategic planning

**83** municipalities benefited from service delivery projects

**\$10m** invested in 169 municipal services projects aimed at alleviating resource pressure and enhancing service delivery

**210** tons of solid waste sorted and/or recycled through environmentally sound sorting facilities

is much needed to ensure that the sector is contributing to the LCRP objective to preserve social stability in Lebanon.

Perception surveys conducted in 2017 confirmed that such investments are leading to positive impact, not only in strengthening municipalities as one of the country's most trusted institutions, but also because respondents who benefitted from assistance not only displayed more positive perceptions of institutions, but also less prejudice towards other communities and a lower propensity to turn to violence.

## 6.2 Rehabilitation of infrastructures through labour-intensive interventions

Support to municipalities was provided through labour intensive interventions in public infrastructures. In total, 406 cadasters benefitted from improved infrastructures and environmental assets. These projects have dual benefits: better infrastructures and more livelihoods opportunities.

In total, \$2.3 million was invested in public infrastructure rehabilitation in 2017, with some examples:

- 60 km of canals/network were rehabilitated and/or maintained
- 335 public parks, playgrounds and other public social

- infrastructure were created,
- 59 buildings were constructed and/or maintained,
  - 540 km of roads were cleaned, and 9 km of roads were paved.
  - 11.65 km of roads sidewalks were rehabilitated.
  - Also, \$0.7 million was invested in environmental assets, with some examples:
    - 108 hectares of forest were reforested and/or maintained
    - 14 km of canals were constructed /rehabilitated for flood prevention and/or rainwater harvesting,
    - 35 km of canals were cleaned.

### **6.3 Improved response to tensions and stability management**

On another encouraging note, other 'softer' interventions of the Social Stability sector have been significantly scaled up in 2017. This is notably the case for dialogue and conflict prevention mechanisms (typically local committees), which are now operational in 100 municipalities throughout the country. These mechanisms are increasingly linked to local systems and institutions, notably with SDCs, with nearly 300 staff trained to facilitate such approaches. Partners are also increasingly building the capacity of local civil society and grassroots groups to participate and take charge of these dialogue and confidence building processes, with 109 CSOs supported compared to only 12 in 2016. These initiatives also led to tangible local impact throughout the year, most notably by supporting municipalities to defuse escalating tensions during particularly tense periods of the year – for example in mediating host community frustration with Syrian labour competition in the Bekaa, which manifested itself in protests and shop closures, or in preventing ripple effects of evictions in the Zgharta area following a murder in Miziara.

### **6.4 Better trained security forces**

The Ministry of Interior and Municipalities (MoIM) was supported through targeted assistance to both the Internal Security Forces (ISF) and the Municipalities Directorate. Support to security services came in multiple forms; by developing the work of Municipal Police, the ISF Anti-Torture Committee, and by supporting the emergency civil works at Roumieh prison. The work with the Municipal Police in 2017 included the development of Standard Operating Procedures (SOPs) and Codes of Conduct (CoC), as well as the rolling out of these guidelines in pilot locations across the country.

## Promotion of female municipal police

The recruitment of women is perceived by a number of municipalities as a way to better engage with the population - notably with vulnerable groups - and to turn municipal police into an institution that better reflects the diversity and differentiated needs of the population.

In 2017, the UNDP Community Security and Access to Justice Project identified three municipalities with female police personnel: Burj Hammoud, Mina, and Zahle. Those municipalities encourage the promotion of women within municipal police forces. The Community Security and Access to Justice Project organized with those municipalities Audio-Visual Exhibitions in order to showcase the role and impact of female municipal police both within the municipal police and in their communities. Through the exhibitions, the municipalities (i) encouraged Mayors and Head of Municipal Police of neighboring municipalities to hire female Municipal Police; (ii) sensitized citizens on the importance to count women within Municipal Police forces; and (iii) encouraged women to consider Municipal Police as a job like any other.

The Mayors and Head of Municipal Police in those 3 municipalities emphasized the importance to have women in the municipal police which reflect the diversity of the community. It was reported that women were generally better at communicating with the population, mediating small conflicts, overall servicing the population, and engaging with communities, said the Mayor of Zahle. Serving the people, and especially the most vulnerable, women help provide services to the population which is at the core of the "community policing", he emphasized. Both Mayors of Zahle and Al Mina pointed out that recruiting female municipal police personnel reflects the Lebanese society and the demand of the population to service their needs. Women say that becoming part of the municipal police gives them self-confidence and strength; and has empowered them to lead the lives they value.



## Solid Waste Value Chain Work with Municipalities

In August 2015, waste collection services ceased in the entire Chouf resulting in waste piling up in the streets, illegal dumping and garbage fires from informal dumpsites. The Union of Municipalities (UoM) Upper Chouf invested in a sorting facility (Ba'adran) but was quickly overwhelmed with waste due to lack of equipment to deal with daily collection. The facility was burned months after, leaving 13 municipalities without waste collection services. The UoM Chouf Shoujani opened a facility (Slayyeb) that was built in 2009 with EU funds, but never opened. This facility was designed for 20 tons/day of waste and was suddenly receiving upwards of 50 tons/day overwhelming the operations. The equipment at the facility was undersized and did not function properly turning the Slayyeb area into a large landfill.

Mercy Corps, through the implementation of INTAJ Programme (Improved Networks, Training and Jobs), starting November 2016, Intervened in the area through:

- Household awareness and sorting in 11,512 households in 24 municipalities through their local partner LHEE
- Rehabilitation and upgrade of the burnt Ba'adran Sorting Facility and Slayyeb Facility with the Union of Municipalities
- They managed to achieve the below results:
  - 155 tons of recyclables and \$10,500 in revenue
  - 30 jobs created
  - 60,000 residents with improved waste management services
  - 12% Sorting rate up from less than 1% just 12 months ago.

Recycling solid waste - Rana Sweidan, UNDP

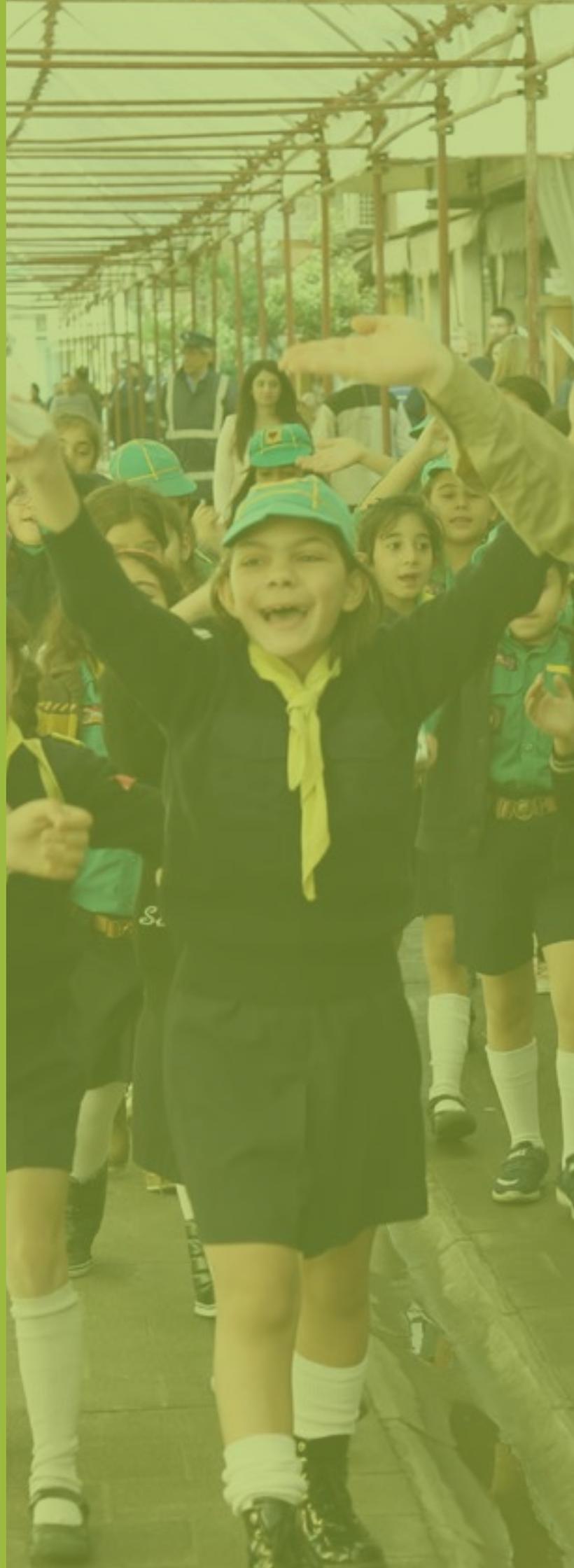


## 2018 Next Steps

Through the Social Stability sector, partners have appealed for \$109m to continue their support to municipalities and Unions in 2018. Partners will seek to strengthen national and local service delivery systems to build confidence in the quality and accessibility of public services. Local institutions' ability to mitigate tensions and alleviate resource pressure will be enhanced through the provision of technical, financial and operational support to 46 Unions and the 244 Municipalities located in the 251 vulnerable cadasters.

To cope with the unfolding shelter crisis, 200 municipalities and 30 Unions will be supported through capacity building and/or the rehabilitation and upgrading of substandard buildings. LCRP partners will also improve sites and infrastructure conditions in poor urban areas and neighborhoods, where an increasing number of vulnerable individuals reside. Through the implementation of pilot projects, the living conditions of the population in these poverty belts will be ameliorated.

To sustain the impact of such projects and strengthen the role of municipalities, partners will facilitate participatory processes and reinforce the capacities of 244 municipalities and 46 unions in terms of planning, mediation and conflict prevention and management.





Bringing Marach street back to life - Rana Sweidan, UNDP



# SUPPORT TO AGRICULTURAL INSTITUTIONS

As the fourth largest employer in Lebanon, agriculture is a key economic sector having a direct impact on food security and livelihoods opportunities among the most vulnerable communities. LCRP partners are in line with the MoA Strategy 2015-2019 and they have continued to provide institutional support to those involved with food security, including but not limited to Ministry of Agriculture offices, centres, the Lebanese Agricultural Research Institute (LARI), the Green Plan, the agricultural and technical schools. Overall, \$3m was channeled to MoA and agriculture institutions, up from \$1.8 million in 2016, along with the provision of staffing support. Around 7,000 vulnerable individuals have been employed as casual (84 percent) and seasonal labourers in the agriculture sector.

Support to government institutions were provided mainly to the Ministry of Agriculture Regional offices (7), Agricultural centres (30), and agricultural technical schools (7) and to the Green Plan central office and regional offices (8) to enhance their implementation of service and technical support to vulnerable Lebanese farmers in enhancing their capacities and productivity; improve their information management for enhanced interventions and policies and improve educational system and support enrolment to improve the employability of the youth.

## 7.1 Strengthened educational capacities

All seven of the Ministry of Agriculture technical schools were supported, where more than 3,000 youth were enrolled in both short and long-term courses receiving trainings on agriculture, employability skills as well as basic literacy and numeracy.

MoA education and extension services have been supported through the development of a roadmap and strategic paper for TVET. Moreover, MoA was supported in creating better linkages with the private sector regarding its technical and vocational education and training (Baccalaureat Technique and short-term course). Finally, the capacity of MoA's teachers and related management departments with regards to decent work issues pertaining to agriculture has been enhanced, through Training of Trainers' (TOT) course related to Decent Work in agriculture, in particular on competency-based training, gender mainstreaming and child labour.

**\$3m** in support to MoA (including staffing, technical and material assistance), up from \$1.8m in 2016

**1,000** MoA staff trained on food security, information management and statistics, as well as monitoring of plant diseases

**7,526** jobs were created in the agricultural sector, both as casual and seasonal labour



## 2018 Next Steps

Under the Food Security sector, an appeal of more than \$507m was made for 2018 to support primarily the Ministry of Agriculture in addressing the basic needs of 920,821 vulnerable Lebanese and displaced.

The main objective of partners will be to reduce food insecurity and improve agricultural resilience by 2020. Key priorities under the stabilization dimension of the sector response plan will focus on enhancing food security, availability and access mainly by: 1) supporting the agricultural labour market, value chains and investments; 2) enhancing Lebanese social safety net systems and farmers' social protection; 3) promoting sustainable food production; 4) and supporting national institutions and actors' capacities.

In 2018, food security partners will continue to support the implementation of MoA strategy 2015-2019 with regards to the promotion of agricultural livelihoods and capacity building of national and local agricultural institutions and stakeholders (i.e., the LARI, the Green Plan, technical agriculture schools, and so forth). The main objective will be to increase productivity, food safety, quality and competitiveness of the Lebanese agricultural products (both from plant or animal origin). This will be achieved by strengthening value chains, enhancing food processing and marketing and encouraging market linkages through public-private partnerships. In parallel, support will be provided to national institutions and other actors involved in food security with regards to safety nets, contingency planning, disaster and crisis management, monitoring, analysis and information management. Agriculture authorities at both the central and local levels (among which 7 MoA offices and 27 MoA centres) will be supported to strengthen food security assistance.



# SUPPORT TO OTHER PUBLIC INSTITUTIONS

In 2017, an additional financial contribution of \$8 million along with 45 additional staff were provided, up from \$3.1 million in 2016.

## 8.1 Strengthened disaster risk management and early warning

In 2016 the Prime Minister's Office was assisted in the implementation of the National Response Plan for disaster risk management, through the organization of national and field-level simulations, as well as the provision of equipment. In addition, national and mobile operation rooms were equipped to be able to test the systems in 2017.

In 2017, the updated National Response Plan was launched through trainings and workshops over 20 National Response Task Force with members representing various ministries, sectors and agencies. In addition, support was offered to the mainstreaming of CBRN (Chemical, biological, radiological and nuclear defense) into national disaster risk reduction plans. This has resulted in CBRN first responders and technical teams (Lebanese Army Forces, Lebanese Red Cross, Civil Defense, Internal Security Forces and Directorate of General Security) having enhanced capacities for identification and definition of hazardous substances including containment and suppression.

Moreover, a full field simulation to respond to a flooding emergency was conducted in Baalbek-El Hermel Governorate in 2017. This simulation was based on a risk assessment study that tested disaster understanding and preparedness. The 2017 simulation showed enhanced disaster preparedness to achieve effective response based on a good understanding of hazards and risks.

## 8.2 Support to Lebanese industrial sector

Technical assistance was provided to the Ministry of Industry to assess the feasibility and design masterplans for three industrial zones in Baalbek, Tourbol and Jleiliye. This development could potentially lead to 31,000 additional jobs in these areas, representing a sizeable opportunity for the Lebanese industrial sector to access to modern and reliable manufacturing infrastructures. The Technial Institute of Zagharta has been rehabilitated and 10 Trainers have been trained to deliver carpentry trainings. As a result, more than 100 youth have been trained during these trainings.

## 8.3 Support to the Ministry of Labour

Nine social safeguard officers are working for the MoL to facilitate, support, coordinate and monitor social safeguard measures and

**\$8m** support to other public institutions, up from \$3.1million in 2016

**45** additional staff provided

community engagement activities of the Lebanon Employment Infrastructure Programme (LEIIP) in close collaboration with the Labour Inspection Department, regional offices of the Ministry of Labour, the Ministry of Social Affairs, Municipalities, contractors and LCRP partners. Moreover, two advisors have been engaged to support decent work principles and work permit issuance at MoL. Continued support is also provided to the child labour unit at the MoL.

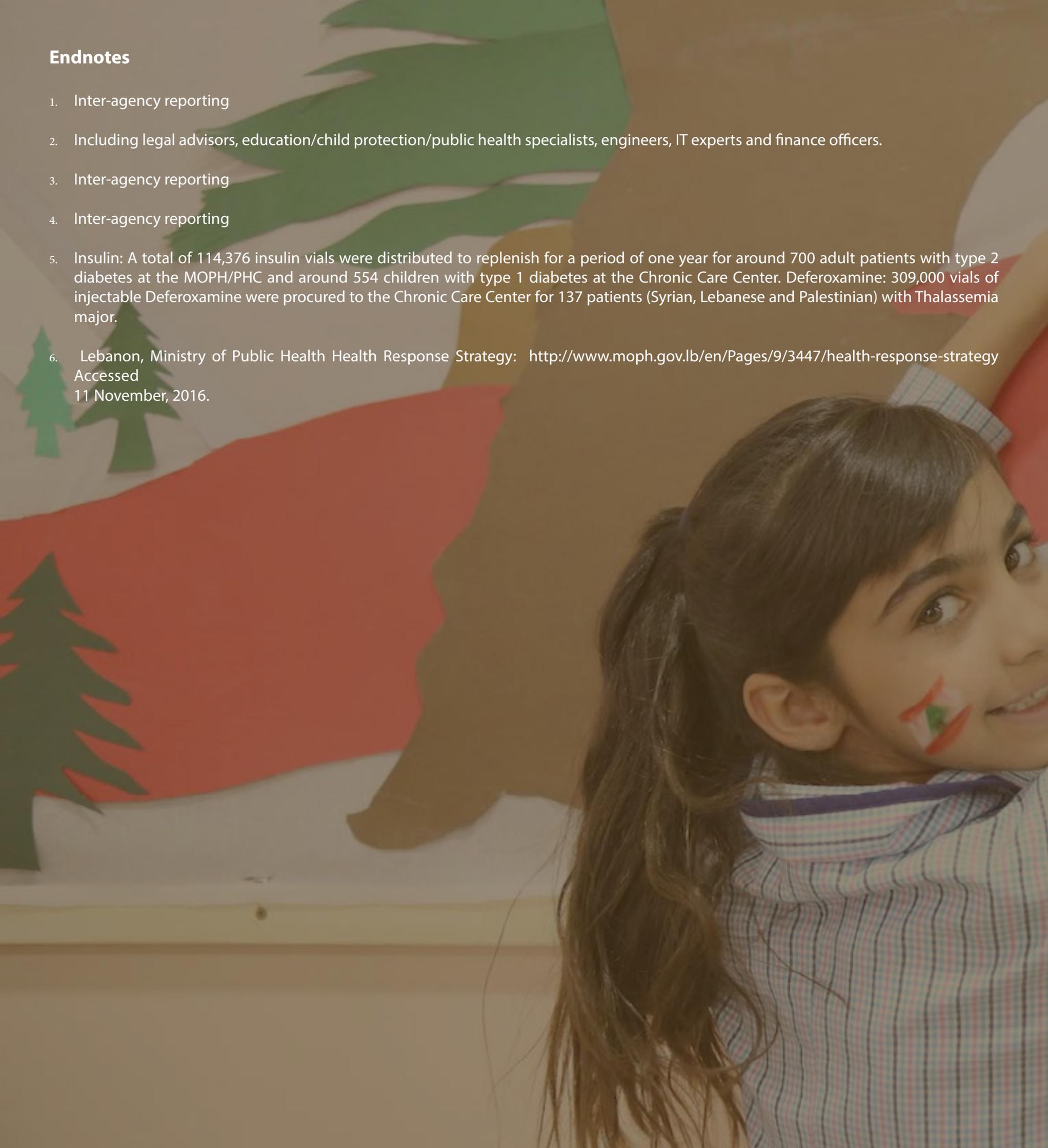
In addition, support has been provided to the development of the roadmap and strategic paper for TVET in general, as well as for the National Employment Office (NEO) and the National Trade Certificates (NTC) of the MoL in particular.

## Response to flood in Baalbek-Hermel

Following a simulation response in Baalbek-Hermel to the risk of flooding, on the 4th of November 2017, six months after the simulation, an actual flooding incident occurred on the Assi river in Baalbek-Hermel. In response, the Baalbek DRR team was mobilized following the Governors command, and preventative measures were immediately taken. Several Syrian refugees in informal settlements were evacuated and provided with shelter and food through agencies and partners working within the Governorate Committee. Moreover, experts were assigned to evaluate the damage along the river and a needs assessment was developed and presented to concerned agencies to ensure an evidence-based rapid recovery. Local media picked up on the efficiency of the response, highlighting the importance of preparedness and community resilience.

## Endnotes

1. Inter-agency reporting
2. Including legal advisors, education/child protection/public health specialists, engineers, IT experts and finance officers.
3. Inter-agency reporting
4. Inter-agency reporting
5. Insulin: A total of 114,376 insulin vials were distributed to replenish for a period of one year for around 700 adult patients with type 2 diabetes at the MOPH/PHC and around 554 children with type 1 diabetes at the Chronic Care Center. Deferoxamine: 309,000 vials of injectable Deferoxamine were procured to the Chronic Care Center for 137 patients (Syrian, Lebanese and Palestinian) with Thalassemia major.
6. Lebanon, Ministry of Public Health Health Response Strategy: <http://www.moph.gov.lb/en/Pages/9/3447/health-response-strategy> Accessed 11 November, 2016.





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