



**Inter-Agency  
Coordination**  
Lebanon

## **INTER-AGENCY MEETING**

**MARCH 10, 2017**



**Inter-Agency  
Coordination**  
Lebanon

# Agenda

- **Protection Update (UNHCR);**
- **Winter Support Update And Results (BA);**
- **Participatory Assessments Results (UNHCR);**
- **UNRWA Operational Update (UNRWA).**



# Protection Update

On 10 February, GSO published an announcement on the waiver of renewal fees for refugees holding UNHCR certificates. The circular states:

***First:** Displaced Syrians in Lebanon who are holders of valid UNHCR certificates may be granted six-month temporary residency, free of charge and renewable several times, and not subject to late fees, according to the specified conditions and documentation, if they were previously granted temporary residency in 2015 or 2016 based on the UNHCR certificate, or by presenting any document proving registration with UNHCR prior to 01/01/2015.*

***Second:** The above provisions are not applicable for displaced Syrians who previously obtained residency (tourism, shopping, visit, ...) or through pledge of responsibility (personal/work) or through title deed or rental contract.*



## منح إقامات للسوريين حاملي شهادة تسجيل لدى المفوضية العليا لشؤون اللاجئين

**أولاً:** يمنح السوريون النازحين في لبنان من حاملي شهادة تسجيل صالحة صادرة عن المفوضية العليا لشؤون اللاجئين إقامة مؤقتة ستة أشهر مجانية قابلة للتجديد عدة مرات **وحدون رسوم تأخير** وفق الشروط والمستندات المحددة، شرط أن يكون قد **منحوا سابقاً إقامة مؤقتة خلال العام 2015 أو العام 2016** إستناداً إلى شهادة التسجيل الصادرة عن المفوضية العليا لشؤون اللاجئين أو بعد إبراز أي مستند يثبت التسجيل لدى المفوضية العليا لشؤون اللاجئين قبل تاريخ 01 / 01 / 2015.

**ثانياً:** لا يستفيد من هذه الأحكام النازحين السوريين الذين سبق أن استحصلوا على إقامات دخول (سياحة، تسوق، زيارة ...) أو بتعهد بالمسؤولية عمل/ شخصي أو بموجب سند ملكية أو عقد إيجار .



# Protection Update

This was followed by a second circular on 6 March, which stated that all GSO renewal centers would:

Receive renewal applications from displaced Syrians holding valid UNHCR certificates according to the requirements [of previous residency circulars], provided they meet one of the following conditions:

- Previously granted temporary residency in 2015-2016 based on registration with UNHCR
- Present documentary proof of registration with UNHCR prior to 1/1/2015 (renewed and valid)

The above provisions are not applicable for displaced Syrians who previously obtained residency based on pledge of responsibility (work or personal) or through title deed or rental contract or those who benefited from the temporary regularization in Arsal.

Beneficiaries of this free of charge decision also include:

- Syrians who entered irregularly, provided they did not engage in any form of labor (excluding daily workers in agriculture and construction)
- Spouses and minor children who meet the above conditions, regardless of the status of their husband



## منح إقامات للسوريين حاملي شهادة تسجيل لدى المفوضية العليا لشؤون اللاجئين

- أولاً:** إستانداً إلى مذكرة التفاهم الموقعة بين وزارة الداخلية والبلديات والمفوضية العليا لشؤون اللاجئين، سوف تقوم كافة المراكز الإقليمية و مراكز السوريين بـ:
11. إستقبال طلبات تجديد إقامات السوريين النازحين في لبنان من حاملي شهادة تسجيل صالحة صادرة عن المفوضية العليا لشؤون اللاجئين وفق الشروط والمستندات المحددة في مذكرة الخدمة رقم 99/2014 وملفاتها، في حال توفر أحد الشرطين التاليين:
- أن يكونوا قد منحوا سابقاً إقامة مؤقتة خلال العام 2015 أو العام 2016 إستانداً إلى شهادة التسجيل الصادرة عن المفوضية العليا لشؤون اللاجئين.
  - إبراز أي مستند يثبت التسجيل لدى المفوضية العليا لشؤون اللاجئين قبل تاريخ 01 / 01 / 2015 (محدد وصالح لدى تقديم الطلب).

لا يستفيد من أحكام هذه البرقية النازحون السوريون الذين سبق أن إستمحلوا على إقامات عملاً بمذكرة الخدمة رقم 99/2014 ووفق أحكام البنود المتعلقة بتعهد بالمسؤولية عمل شخصي أو بموجب سند ملكية أو عقد إيجار أو الذين إستفادوا من التسوية لدى مركز عرسال المؤقت.

**ثانياً:** يستفيد كل من أحكام هذه البرقية مجاناً كل من:

31. السوريين الداخلين خلسة شرط عدم قيامهم بأي عمل مأجور (من غير العمال اليوميين في الزراعة و البناء)
32. السوريات المتزوجات وأولادهن السوريين القاصرين المستوفين أحد شروطين المذكورين في البند 11/ بغض النظر عن وضع إقامة الزوج (تعهد مسؤولية، خارج لبنان، ...)



# Protection Update

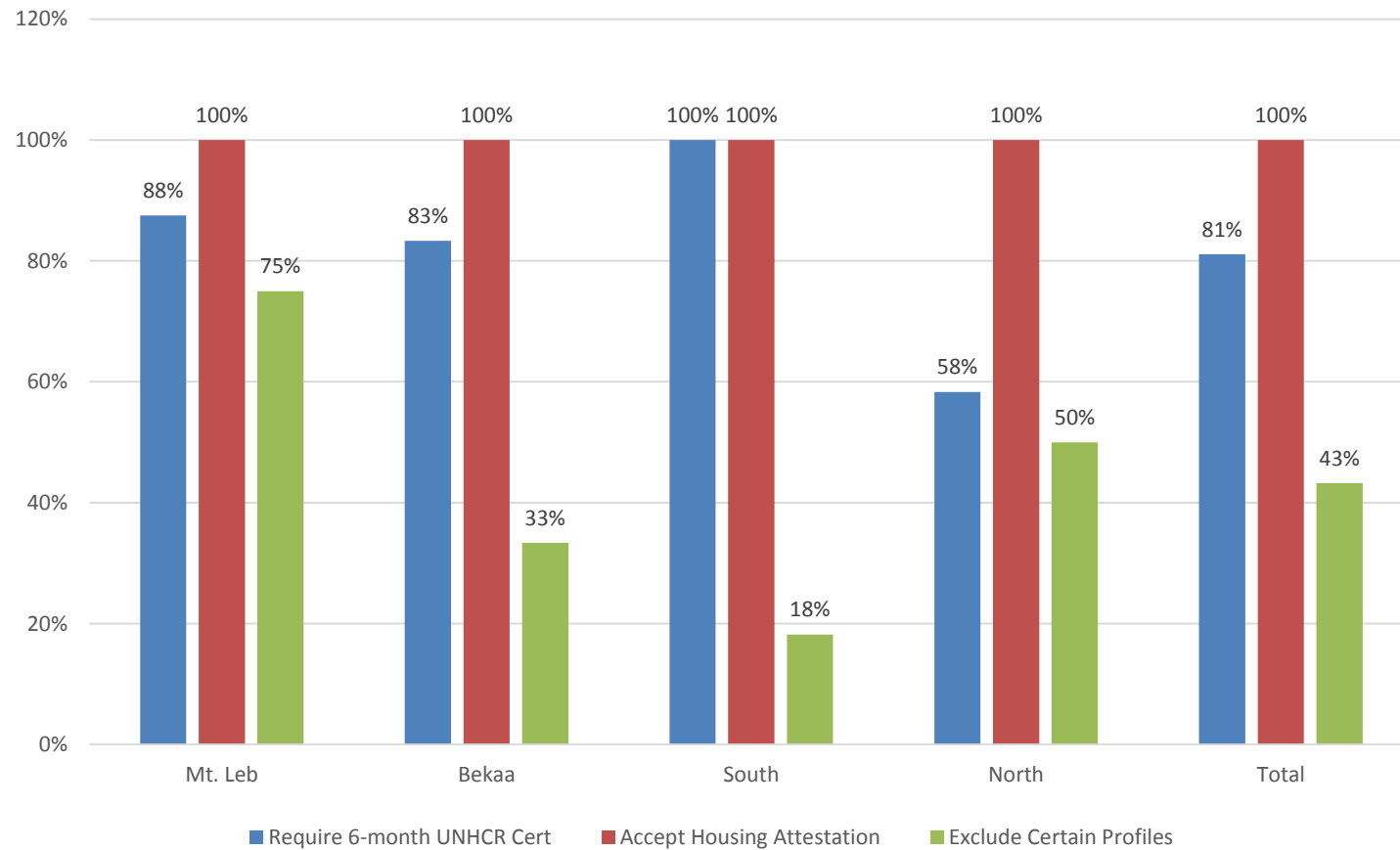
## Key Points

- **No deadline on circular:** waiver of renewal fees for UNHCR registered refugees expected to be in place indefinitely.
- **Included:** refugees registered with UNHCR prior to 1/1/2015, including those who entered unofficially
- **Currently NOT included:** refugees not registered with UNHCR, refugees who renewed on another basis, e.g. sponsorship
- **Documentation required:** currently valid UN certificate, housing attestation, national ID or passport, 2 passport photos, pledge to abide by Lebanese laws



# Protection Update

Observation of GSO Renewal Practices





# Protection Update

## Additional requirements by GSO Renewal Centers

|                | Pledge not to Work   | Housing Commitment (signed by landlord plus lease/title deed) | Housing certificate (signed by Mokhtar) | Proof of income   |
|----------------|--|---|---|---|
| <b>Mt. Leb</b> | N/A  | N/A   | Chhime and Aley                         | Aley  |
| <b>Bekaa</b>   | N/A  | N/A   | N/A                                     | N/A   |
| <b>South</b>   | N/A  | N/A   | Tebnin and Jezzine                      | N/A   |
| <b>North</b>   | Tripoli, Menieh, Zgharta, Bsharre, Koura, Baino, and Batroun | Tripoli, Zgharta, Koura, Bsharre, Doniyeh and Batroun         | N/A                                     | Menieh, Meshmesh, Halba, Qobayet, Minyara and Baino offices |



# Protection Update

## **Initial Observations of Regional Practices**

- All GSO offices monitored aware of and applying the new circular, except for one in Mt Lebanon. Another office monitored interprets the circular to mean that refugees are required to pay USD 200 to cover the period before their date of registration at UNHCR
- High percentage of GSO offices monitored in the North and Mt. Lebanon (50-75%) were still requesting refugees to find a sponsor (43% at national level).
- Majority GSO offices monitored (81%) were requiring 6 month validity of the UNHCR certificate (not technically required).
- Significant reports of varying practices and additional requirements.
- GSO offices currently processing around 60 applicants daily (high of 110 in Bekaa).





# Protection Update

## Significant increase at UNHCR reception centers since GSO circular

- Messaging/counseling for refugees
- Strengthen reception center staffing capacity countrywide
- Accelerate verification/renewal interview and document issuance procedures

## Prioritization

- **Housing Attestation:** Cases with valid certificate and require housing attestation. Renewal verification interview is not required hence document issuance is expedited.
- **Expired Registration Certificate:** Cases possessing expired certificate need verification interview in order to receive new document. Priority is given to cases that have already obtained an appointment.

## Appointments

- Mt. Lebanon – Call helpline to get appointment.
- South and North – walk-ins for same-day issuance of housing attestation.
- Bekaa – SMSes to be sent directly to refugees giving appointments for housing attestation / renewal.



# Protection Update

## **Communication with Communities**

- **Q&A being finalized in consultation with GSO**
  - Distributed to all humanitarian actors
  - Refugee website
  - Facebook of refugees followed by UNHCR
  - Whatsapp communication tree
  - Info desks and reception staff
  - Winter Call center and all hotline
  - OV's and refugee committees
- **Leaflets and posters, tailored to region, in development**
- **Communication to refugees approaching UNHCR reception centers**



# Protection Update

## Summary Points

- **Objective:** Ensure the maximum benefit to refugees from the waiver of residency renewal fees.
- **UNHCR engagement with GSO at national level:** a) clarification to GSO offices for consistent practice; b) ease documentary requirements; c) refugees who renewed on other categories; d) unofficial entries
- **Local level monitoring, advocacy and legal assistance at GSO Offices:** a) consistent practice; b) legal assistance; c) complex cases
- **Efforts to boost capacity at UNHCR reception centers**
- **Communication with communities:** refugees <-> GSO and refugees <-> UNHCR reception centers

**THANK YOU.**

# **BASIC ASSISTANCE SECTOR WINTER SUPPORT UPDATE**


9/3/2017

# INTERAGENCY WINTER SUPPORT PLAN 2016/17

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## POPULATION TARGETED / CASH PACKAGES

### TARGETED POPULATION

|   |          | Households |
|---|----------|------------|
|  | Targeted | 265,260    |
|   | Reached  | 220,035    |

### WINTER CASH PACKAGES / CRITERIA

|  |                         | SYR            | LEB            | PAL            |
|--|-------------------------|----------------|----------------|----------------|
| Full winter assistance cash package        | <b>\$147 x 4 months</b> | ●              |                | ●              |
| Altitude based winter cash package         | <b>\$100 x 4 months</b> |                |                | ●              |
| Top-up winter assistance cash package      | <b>\$75 x 4 months</b>  | ●              |                |                |
| One-off cash for winter top-up (clothing)  | <b>\$40/child</b>       | ● <sup>1</sup> | ● <sup>2</sup> | ● <sup>3</sup> |
| Fuel cards in lieu of cash (mainly Aarsal) | <b>\$100 x 4 months</b> | ●              |                |                |

1 Syrian refugees in informal settlements / collective shelters

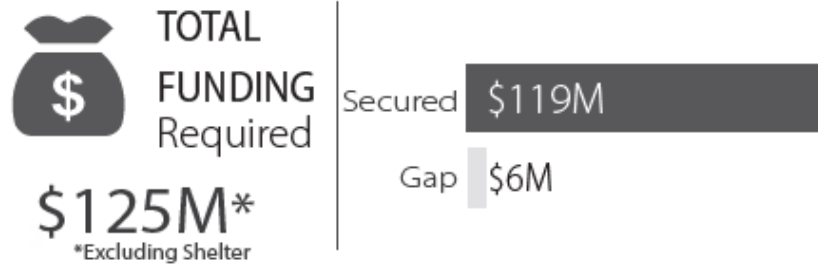
2 NPTP beneficiaries

3 Palestine refugees from Syria

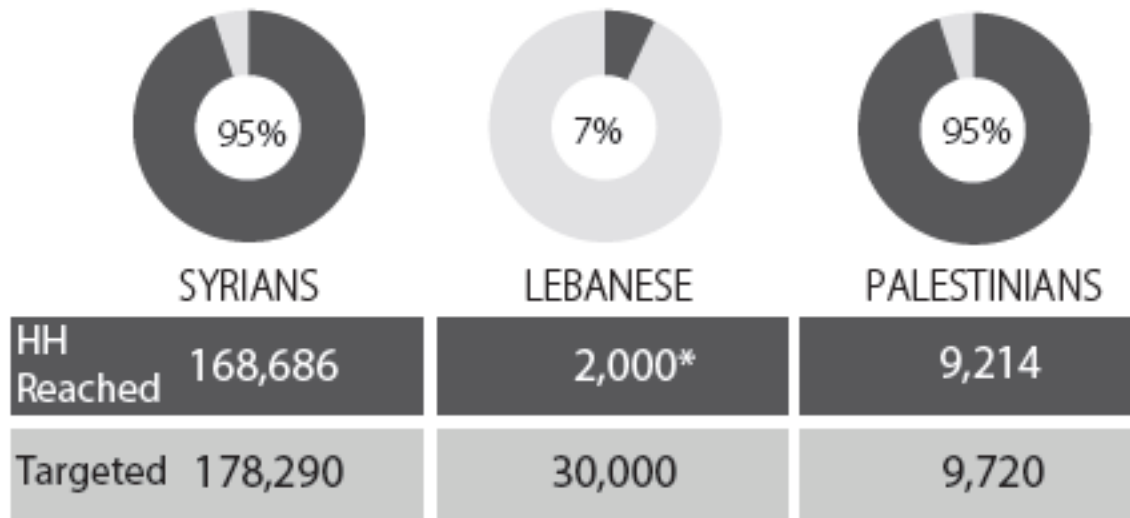
# INTERAGENCY WINTER SUPPORT PLAN 2016/17

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## FUNDING SECURED / REACH PER POPULATION GROUP



## % REACHED BY POPULATION GROUP (cash)



\* in-kind assistance to NPTF families

# INTERAGENCY WINTER SUPPORT PLAN 2016/17

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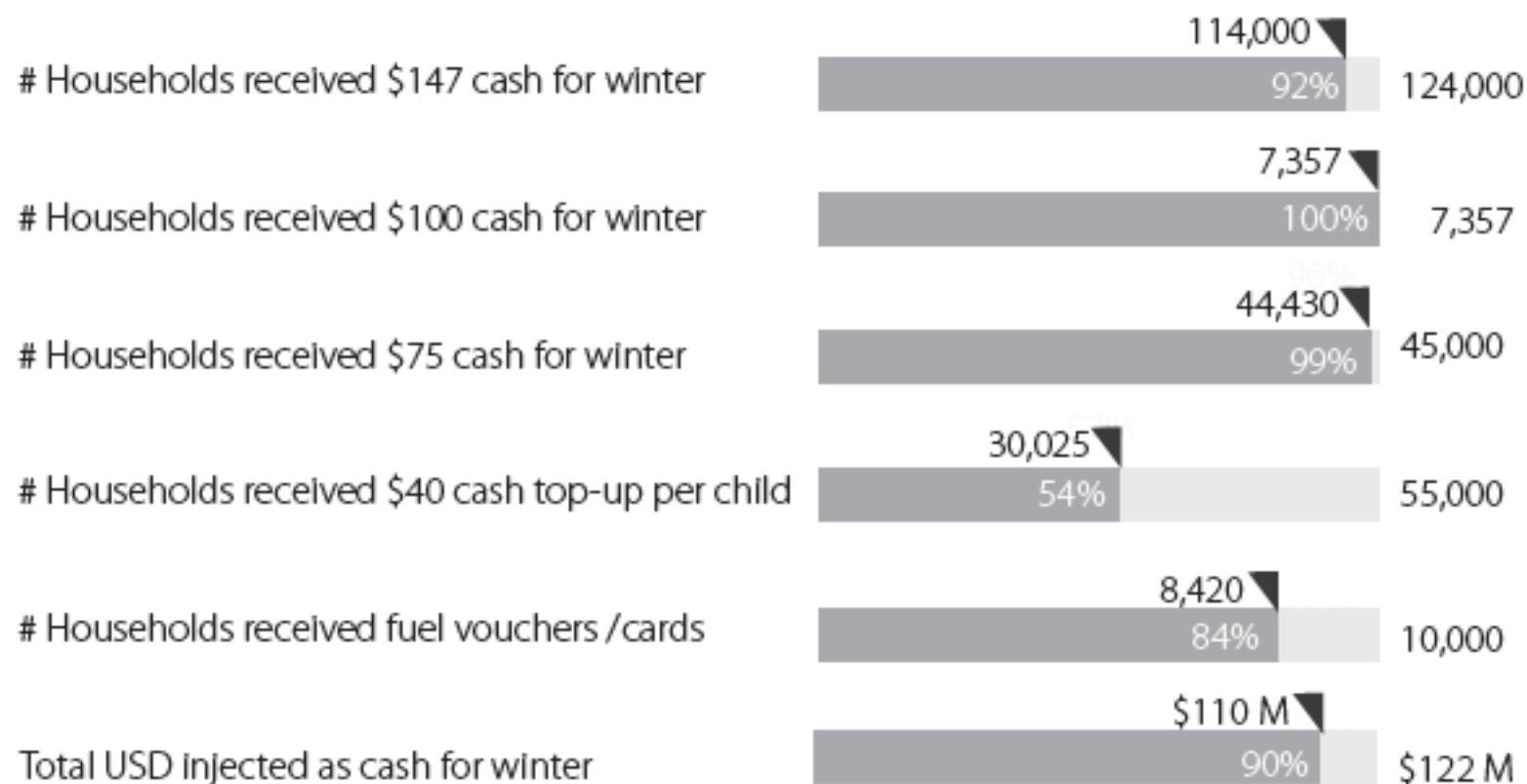
## ACTIVITIES / CASH AND VOUCHERS



### CASH & VOUCHER ASSISTANCE

Progress

Targets





## INTERAGENCY WINTER SUPPORT PLAN 2016/17

### ACTIVITIES / CORE RELIEF ITEMS AND IN-KIND FUEL

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## CORE RELIEF ITEMS & CLOTHES\*

\* Distribution of items is based on ad-hoc needs

|   |        |       |
|---|--------|-------|
| High thermal blankets                           | 70,000 | \$196 |
| Stoves  | 4,900  |       |
| In-kind clothing                                | 46,653 |       |
| Public schools benefiting from fuel for heating | 527    |       |

# INTERAGENCY WINTER SUPPORT PLAN 2016/17

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## NEXT STEPS

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- Last month of implementation / distribution for Basic Assistance sector partners;
- Post distribution monitoring activities planed; data collection started;
- Reach families who failed to attend distributions; for cash caseloads retroactive payments may be considered;
- High coverage of the poor compared to last year coupled with good funding levels;
- One-off cash packages for Lebanese postponed due to operational delays; the programme will be redesigned in agreement with MoSA;
- Interagency lessons winter support learned workshop to be planned in April;

**THANK YOU.**



## KEY FINDINGS OF THE FOLLOW-UP PARTICIPATORY ASSESSMENT

FEBRUARY 2017

# THEMES

The focus this year was around targeted themes, notably:

- Community and household decision-making processes  
(to understand how community structures impact individual and collective decision making)
- Exploitation and Abuse
- Social stability

# GROUPS CONSULTED

- Working boys and girls (8-13 years old)
- Adolescent boys and girls (12-14 years old)
- Male and female refugee youth or young adults (15-24 years old)
- Male and female Lebanese youth (15-24 years old)
- Female headed household with more than one vulnerability
- Older persons
- Male and female persons with disabilities (physical, sensory, mental) and their caregivers
- LGBTI

*(The groups selected for the consultations were based on persons who are most likely to be affected by the aforementioned issues and for whom little information was available.)*

# METHODOLOGY

- Consultations held with 1,587 refugees (1,326 Syrians, 189 non-Syrians mainly Iraqis and Sudanese, in addition to 72 Lebanese.)
- 60% were women and girls
- 55% were children and youth
- 180 FGDs and Follow up Key Informant Interviews distributed as follows:
  - Mount Lebanon: 20%
  - Bekaa: 30%
  - North: 30%
  - South: 20%
- 29 partners

# Decision-making processes

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## Key Issues:

- Limited decision-making due to structural factors
- Decision-making in general lies with the father or elder male of the family at the individual, household and community level
- Social norms and practices hamper the female's engagement
- The increasing vulnerabilities of men in terms of irregular status, unemployment and restriction of movement is shifting gender roles
- Female-headed households residing in the North and Mount Lebanon are more engaged in decision making at the individual and household level compared to their counterparts in the Bekaa and the South



# Decision-making processes

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## Key Issues:

- Changing dynamics at the household level resulting in domestic tensions in some locations.
- LGBTI refugees in Mount Lebanon and Beirut take their own individual decisions while their counterparts in the North are bounded by their families' choices.

## Capacities /opportunities:

- Empowering women and girls and engaging men and boys in gender equality programming
- Increasing the involvement of refugees in decision-making processes by consulting them more frequently

# Access to information

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## Key Issues:

- SMS system seen as the preferred means to access information
- Busy hotlines with calls rarely going through making it a source of frustration
- OV's are requested to make more field visits
- Lack of information on assistance and services for persons with disabilities and older persons
- Limited access of LGBTI persons in Mount Lebanon and Beirut to health services. Some reported abuse from doctors who ask them unethical questions related to their sexual orientation and who even report them to police for being LGBTIs

# Access to information

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## Capacities/Opportunities:

- Enhance complaint and feedback mechanisms e.g. CDC/SDCs, (Follow-up)
- Enhance group counseling sessions at the Reception Center
- Improve the access of refugees of all nationalities and Lebanese to CDC/SDCs
- Expand the variety of activities in the CDC/SDCs and inclusive programming e.g. men and youth
- Enhance quality of information provided including reviewing hotline, maintain SMS and strengthen systematic outreach to persons with disabilities, female-head of households and older persons

# Exploitation and abuse

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## Issues:

- Worst forms of child labour – exploitative conditions with physical, verbal and emotional violence and abuse by the employers
- Children obliged to work in order to support their families, often at the request of parents or extended family members
- Violence and discrimination at schools in addition to corporal punishments
- Inability to approach local authorities because of the lack of legal residency
- Refugees do not report or seek support if subjected to exploitation or abuse due to lack of belief that the Lebanese authorities can protect them

# Exploitation and abuse

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## Issues:

- Escalating numbers of early marriages due to social norms and deteriorating economic situation/ perceived as a protective measure
- Adolescents feel unsafe due to widespread stories/rumours about kidnapping and rape (North, Bekaa)
- Domestic violence, abuse by *Shawish* and landlord, and exploitation by sponsors
- Risk of detention and restriction of movement due to lack of regular status
- LGBTI at higher risk of exploitation, discrimination, sexual harassment and abuse resulting in more isolation

# Exploitation and abuse

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## Capacities/Opportunities:

- Formal reporting structures and mechanisms for addressing violence at schools
- More strategic engagement of local religious men and Lebanese community leaders given their capacity to protect and support refugees
- Activities conducted in community centres (awareness and PSS) raise awareness among parents, adolescents and youth to prevent early marriages

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# Social Stability

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## Issues:

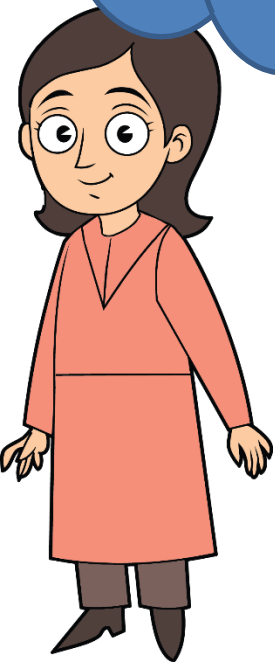
- Perceived market competition between the two communities is escalating the tension
- Syrian refugees perceived as easy potential targets due to their vulnerabilities
- Sudanese children in Mount Lebanon reported that Lebanese and Syrians perceive Africans as slaves or cleaners
- Syrian youth reported feeling discriminated/ rejected from the Lebanese community

## Capacities/Opportunities:

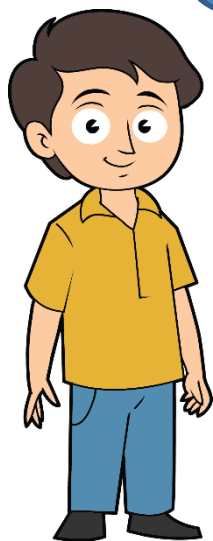
- Increase joint activities and home visits to improve relations and reduce tensions
- Engage media to showcase positive examples of social stability
- Document lessons learned in social stability from North Lebanon and the Bekaa, and build on them to address protection risks in the community e.g. child labor and early marriage

# Voices from the field

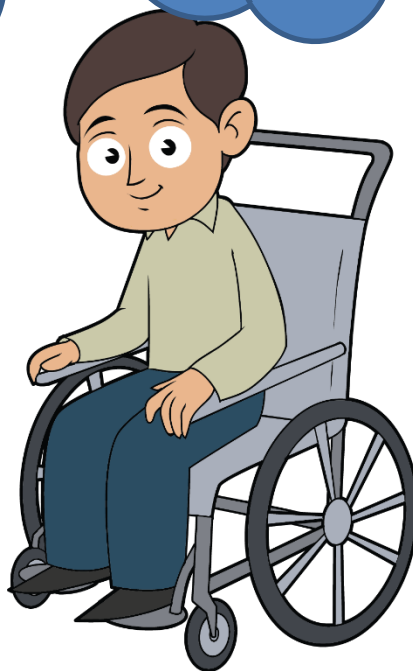
"We don't have the pleasure of personal decision making. We don't interfere in the decisions, everything is always up to family leader (male) who is also influenced by the community and the circumstances we are living under." (A Syrian youth on Decision Making, Bekaa)



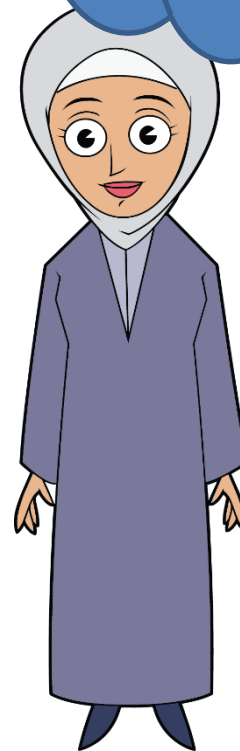
"We are all one person/one human". (A Syrian child on Exploitation and Abuse, Mount Lebanon)



"we cannot do anything; we do not have any means or capacities". (A Syrian person with disability, South)



"I wish they are at school, but this is not a choice under my control. If they don't work we will be expelled from our tent". (A Syrian women on Working Children, South)







**PARTICIPATE.**  
**ACT.**  
**IMPACT.**

**THANK YOU.**