Inter-Agency Coordination Lebanon

Inter-Sector Meeting

15 FEBRUARY 2018

Agenda

- **Protection Mainstreaming**
- **Participatory Assessments by UNHCR and KAP Results by UNICEF - Followed by Discussion on Implications for CwC for Inter-Sector;**
- **Neigbourhood Profiling by UN-Habitat & UNICEF - Followed by Discussion on Relevance for IS and Guidelines for Neighborhood Approach.**
- **A.O.B.**
  - **LHF**

PWG Protection Mainstreaming Light-Touch Capacity Assessment

Presentation of Initial Findings to Inter-Sector WG: 15 Feb 2018

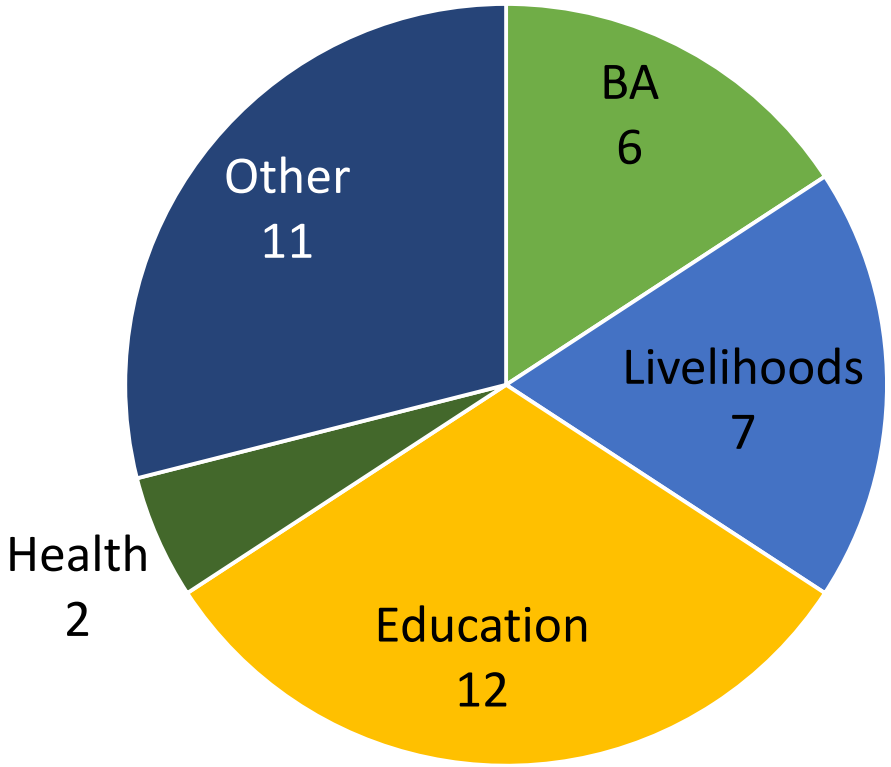
Outline

- PWG work plan for 2017 prioritized support for protection mainstreaming with key non-protection sectors:
    - Basic Assistance
    - Livelihoods
    - Education
    - Health

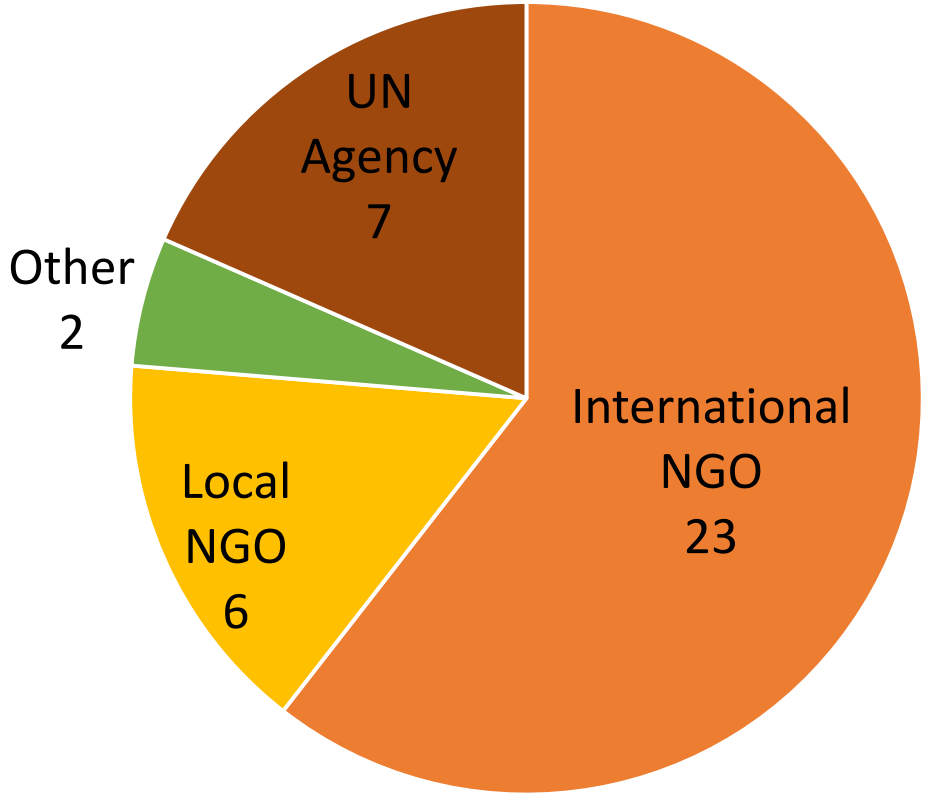
- In order to better understand protection mainstreaming needs across the targeted sectors, a light-touch capacity assessment was conducted

Capacity Assessment: Uptake

Sectoral Participation



Stakeholder Participation



11 out of 38 participants indicated that either their agency does not work in Protection or they were unsure whether or not their agency works in Protection.

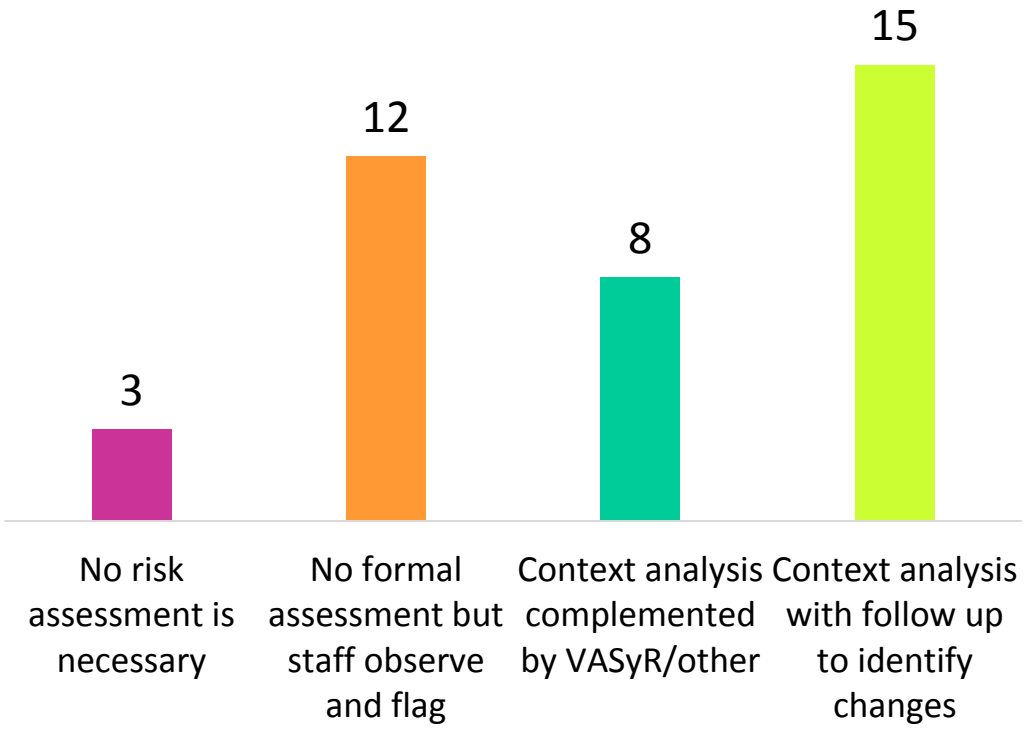
Safety, Dignity and ‘Do No Harm’

Two key metrics were assessed:

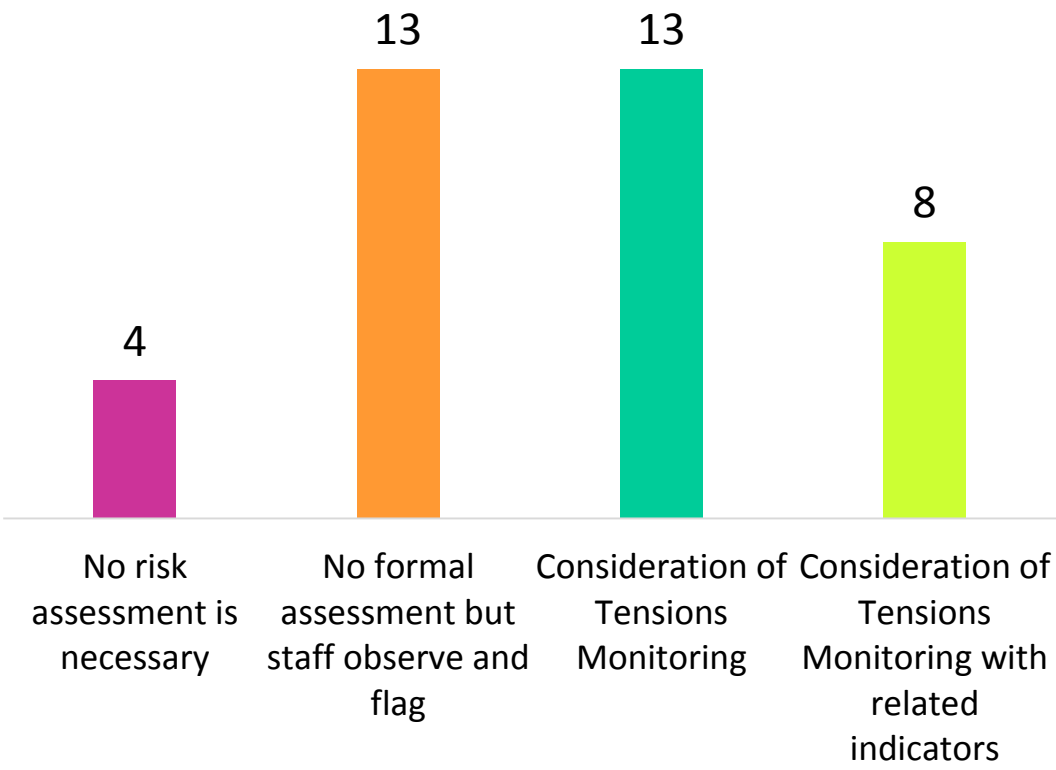
- (1) whether agencies assess risks refugees may face when accessing their services; and
- (2) whether agencies assess risks that service provision may create or exacerbate tensions within the refugee community and/or between the host and refugee communities.

Safety, Dignity and ‘Do No Harm’

Identification of Risks Refugees May Face When Accessing Services



Assessment of Risks that Activities May Cause or Exacerbate Community Tensions



Safety, Dignity and ‘Do No Harm’

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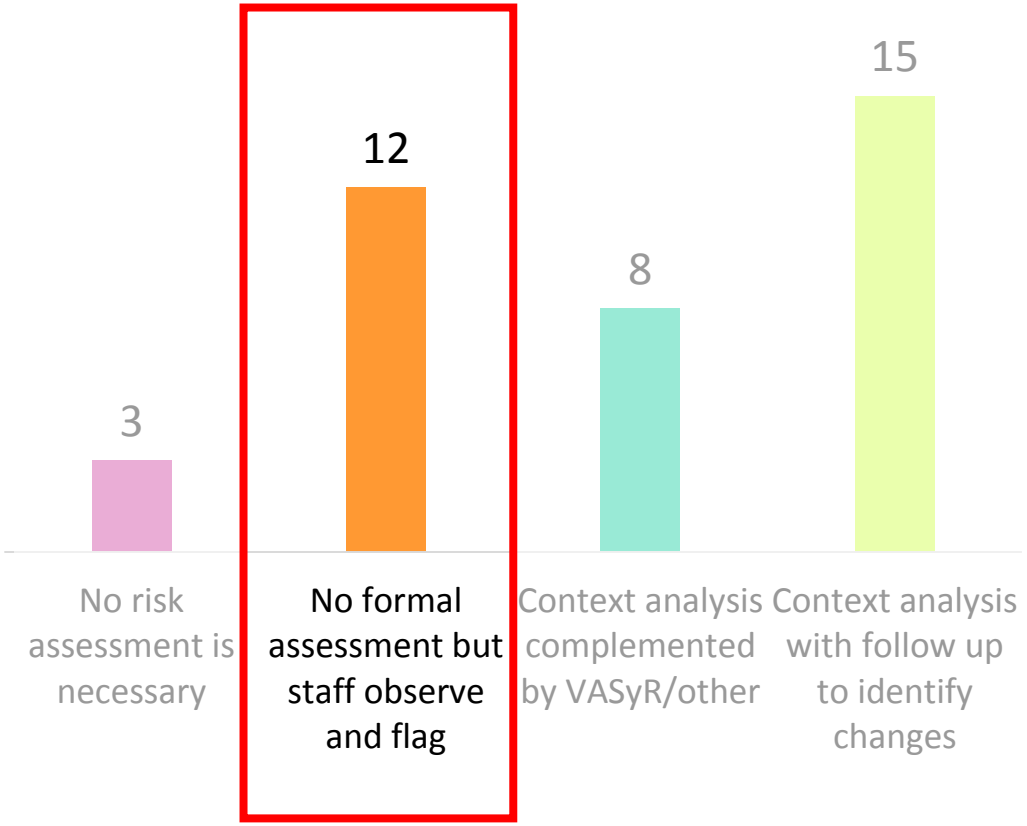

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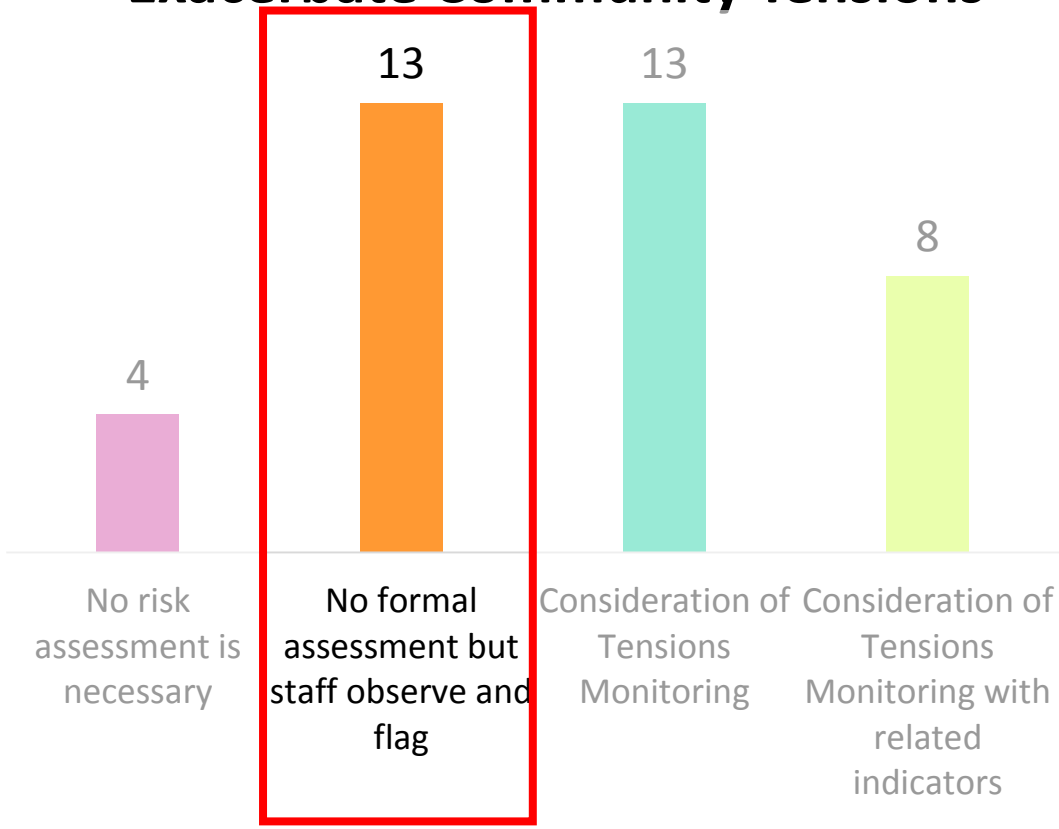


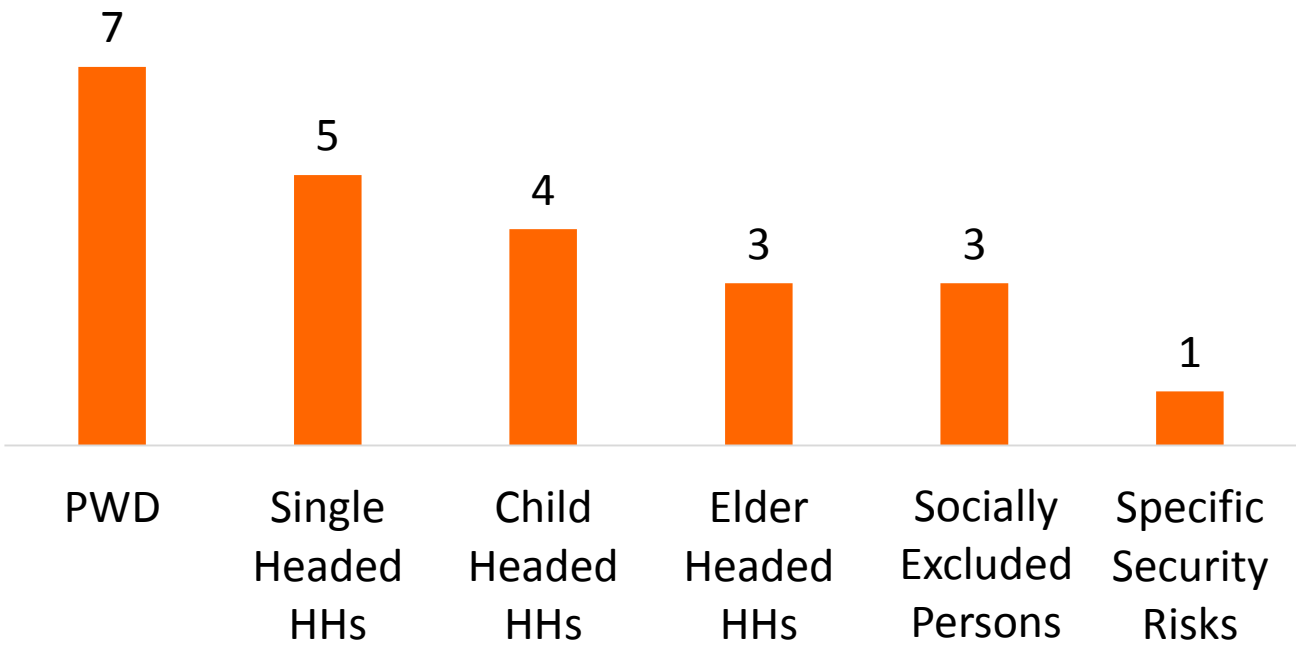
Meaningful Access & Non-Discrimination

Three key metrics were assessed:

- (1) whether agencies take proactive measures to make their services available to individuals/groups who may face specific barriers;
- (2) whether agencies take into account the specific vulnerabilities of individuals/groups when determining eligibility for services; and,
- (3) whether agencies take any special measures to ensure that information about their services and eligibility criteria reach those who may face specific barriers or experience specific vulnerabilities.

Meaningful Access & Non-Discrimination

Implementation of Measures to Increase Access for Those Facing Specific Barriers/Risks



Meaningful Access & Non-Discrimination

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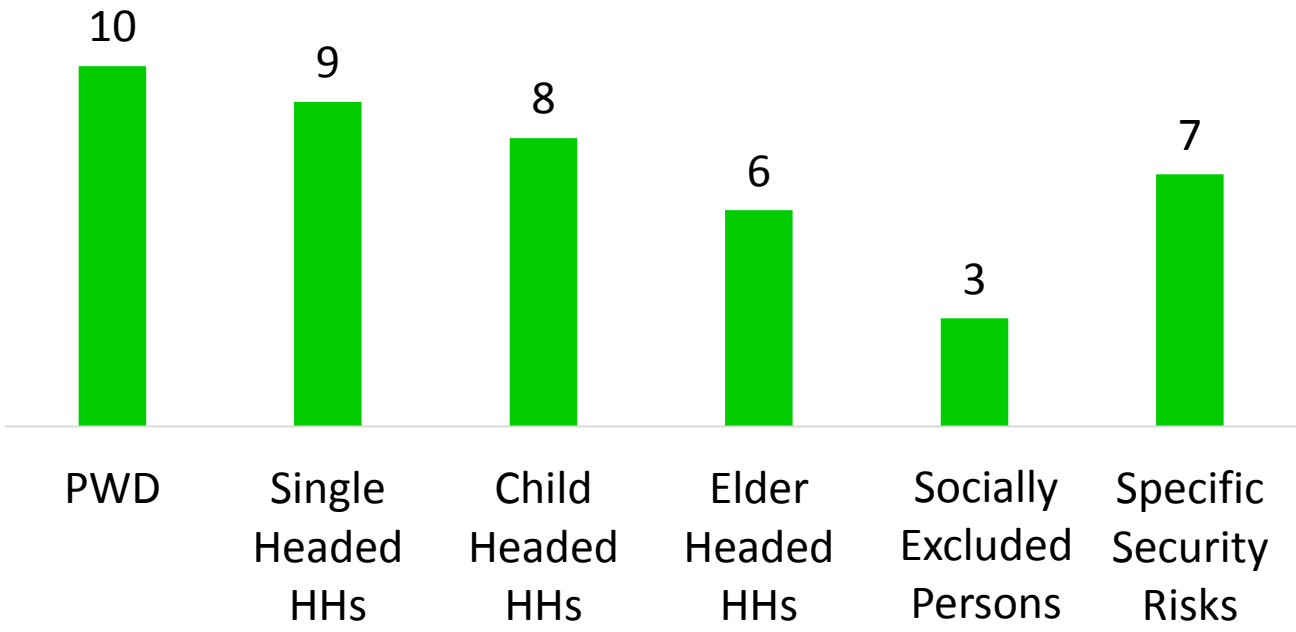
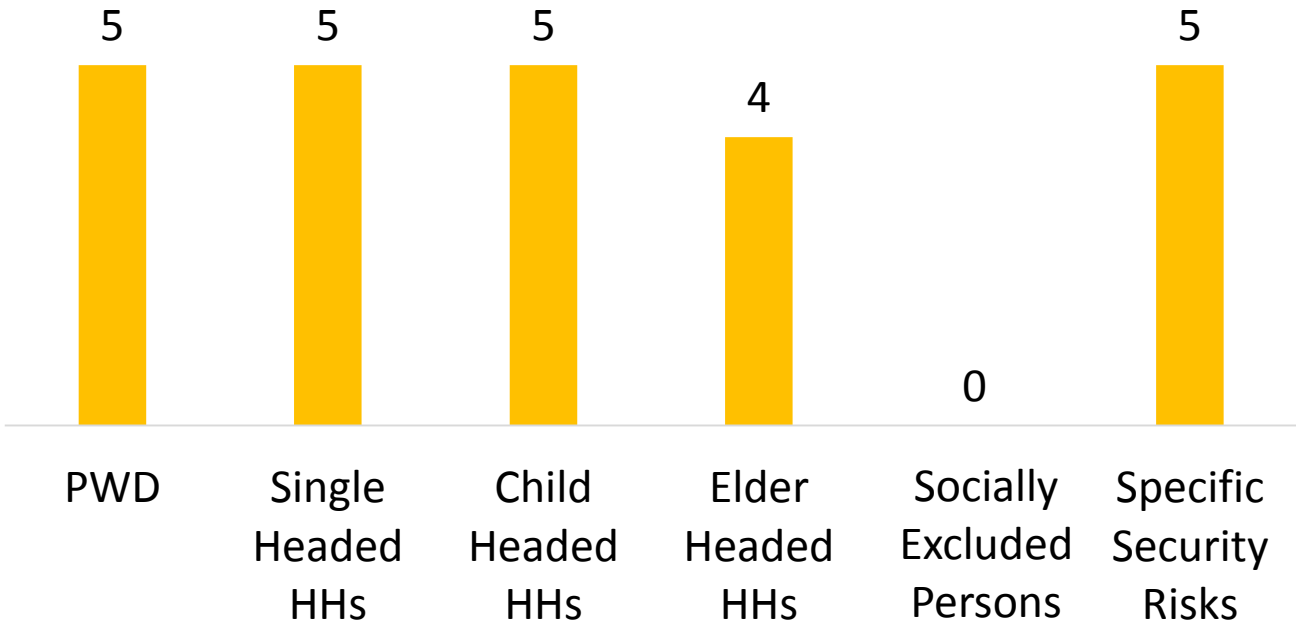


Meaningful Access & Non-Discrimination

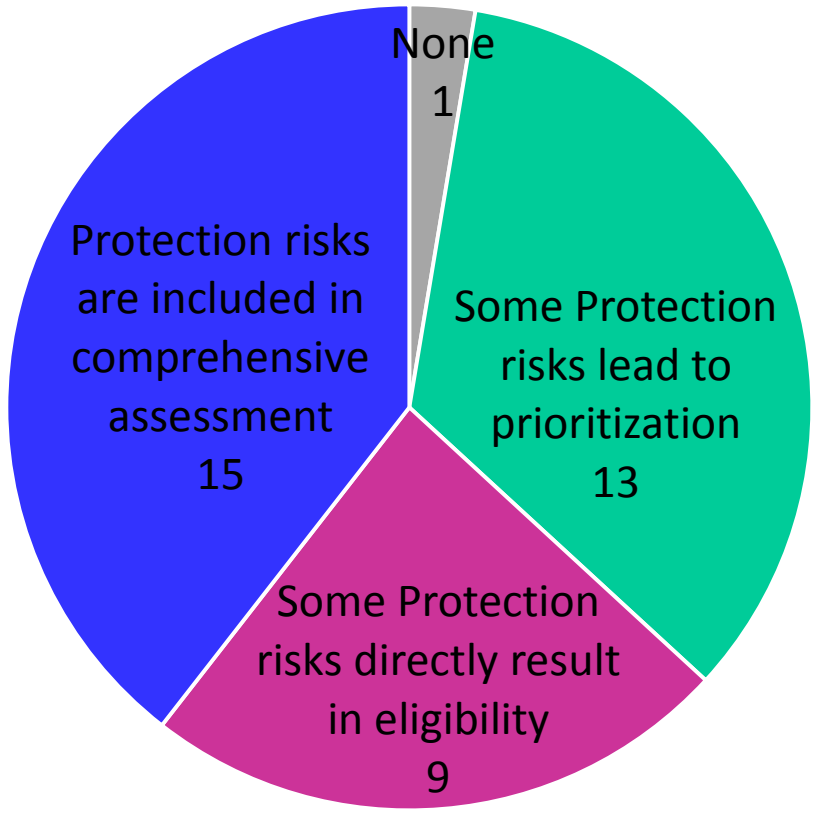
Implementation of Measures to Increase Access for Those Facing Specific Barriers/Risks



Meaningful Access & Non-Discrimination

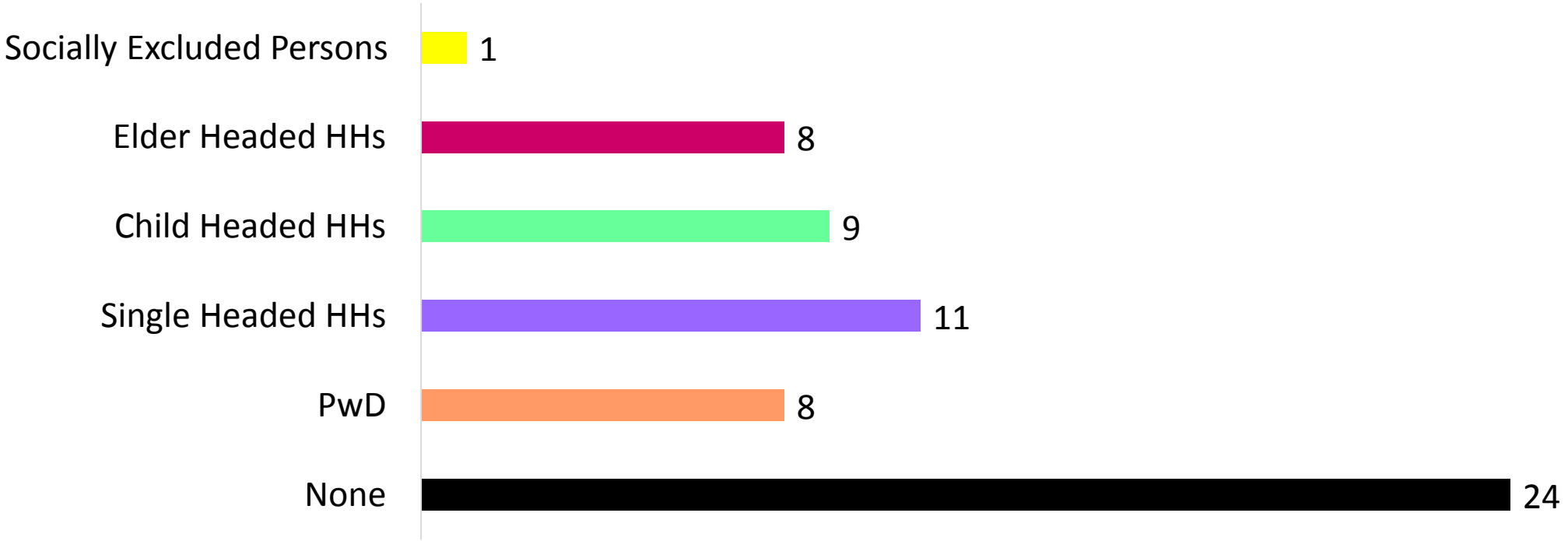
Meaningful Access & Non-Discrimination

How effective is this in practice?
5 out of 6 BA actors provided this response



Meaningful Access & Non-Discrimination

Tailoring of Information Dissemination to Reach Specific Individuals/Groups



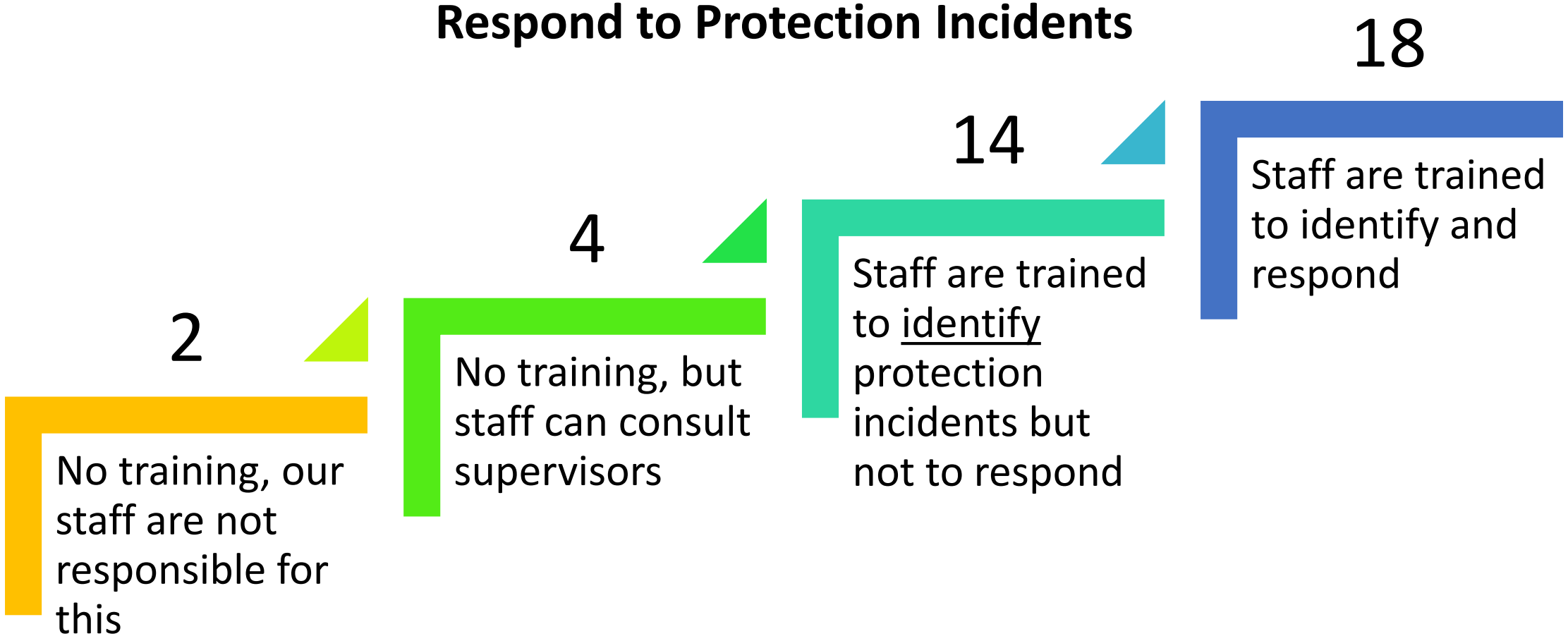
Accountability

Three key metrics were assessed:

- (1) whether agencies train staff to identify and respond to protection incidents identified in the field;
- (2) whether agencies track and document instances of SEA identified in the field; and,
- (3) whether agencies have a mechanism through which members of the communities they serve can raise concerns/complaints.

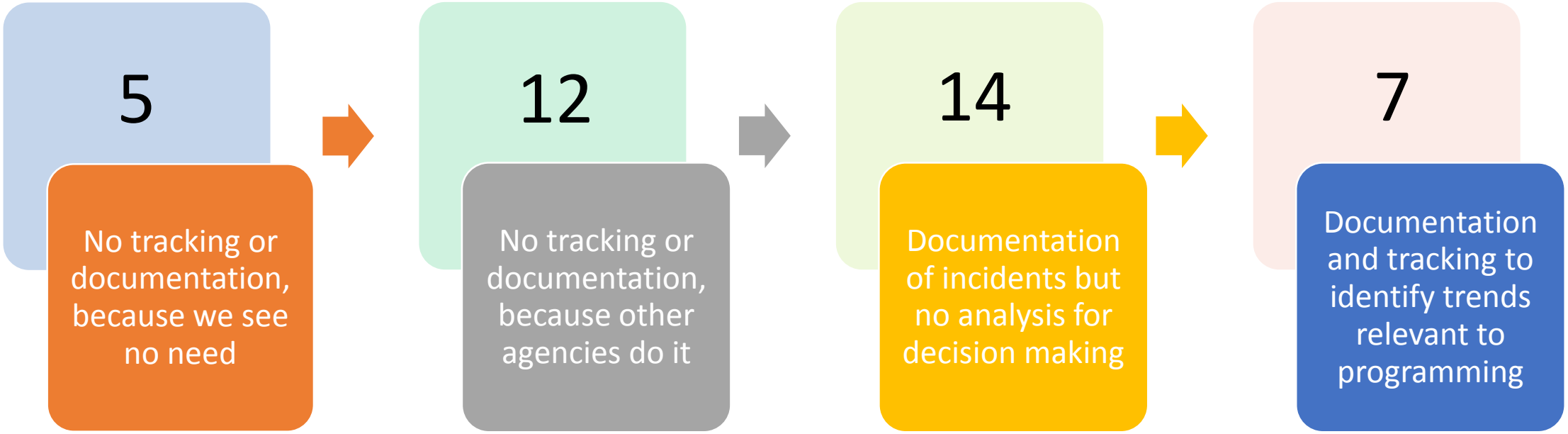
Accountability

Extent Staff Are Trained to Identify and Respond to Protection Incidents

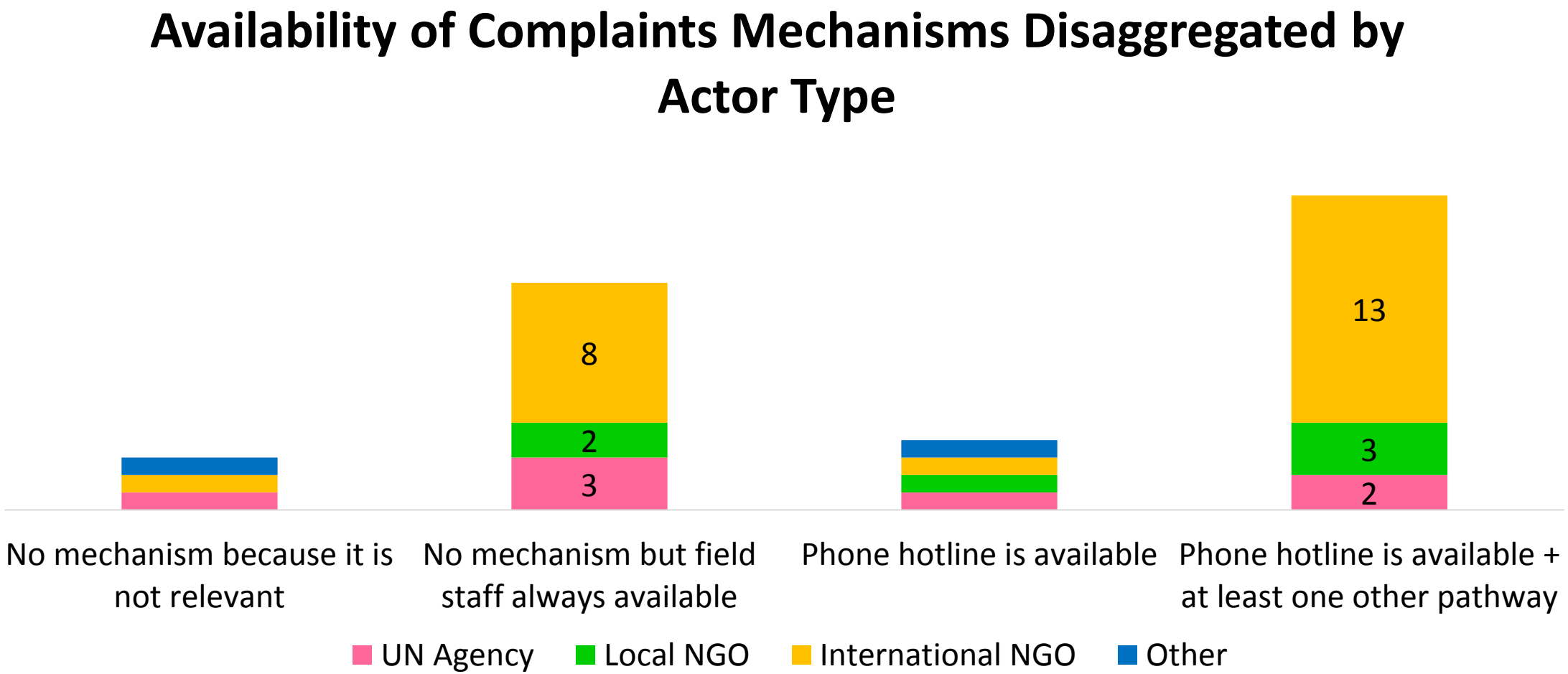


Accountability

Tracking and Documentation of SEA



Accountability

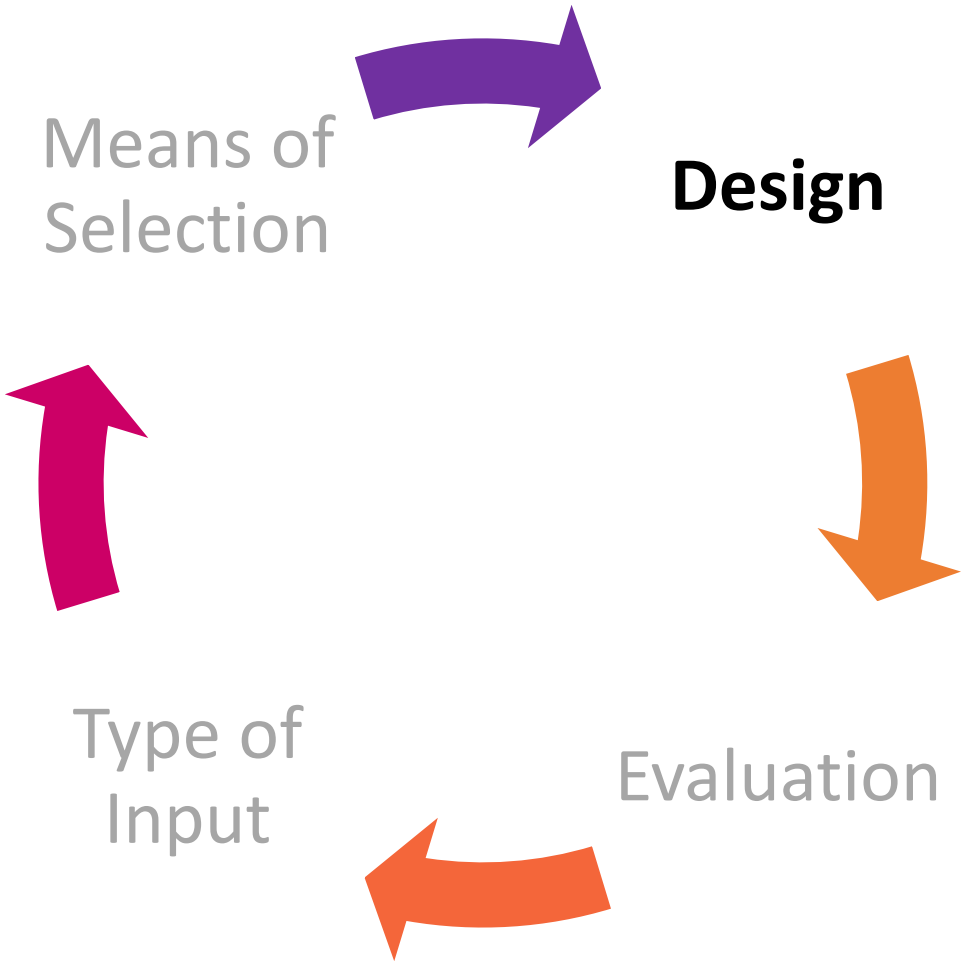


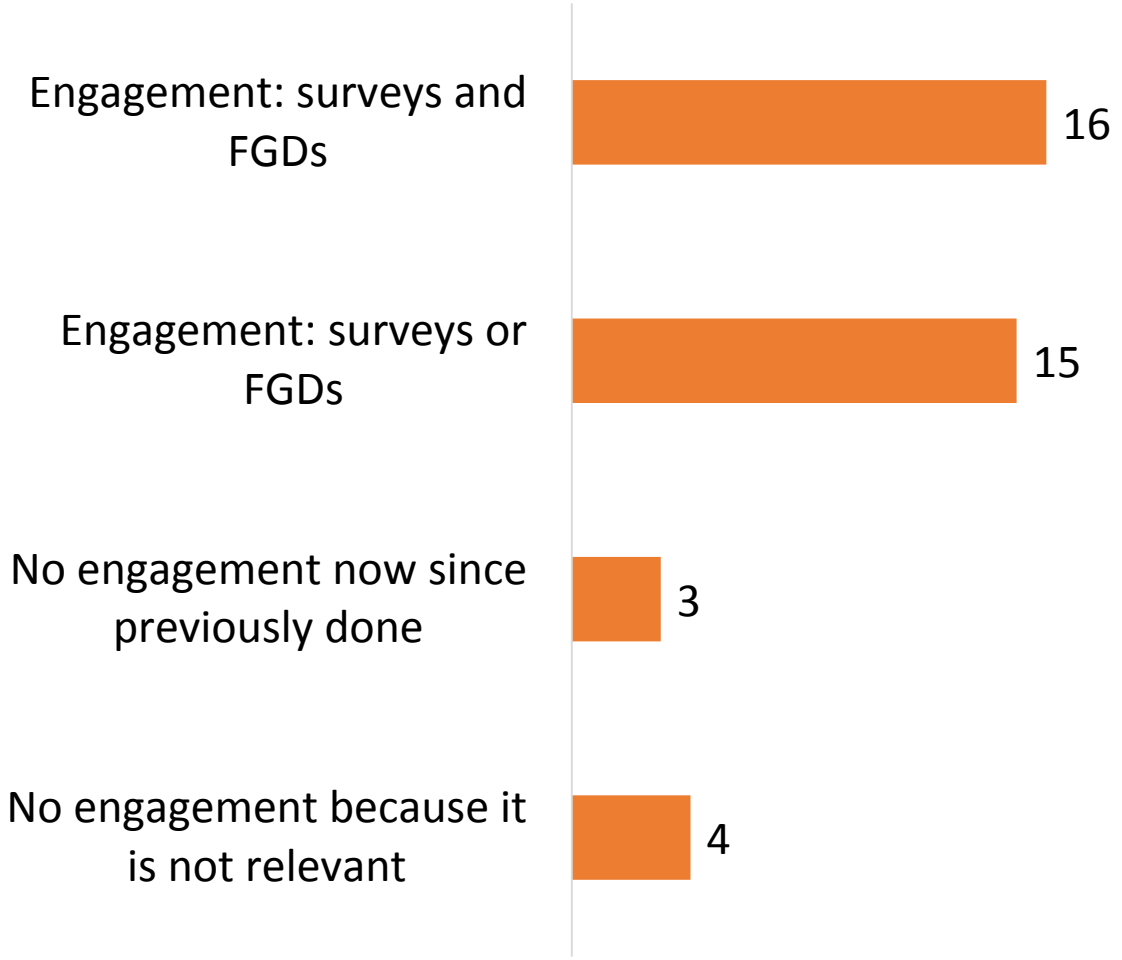
Participation & Empowerment

Four key metrics were assessed:

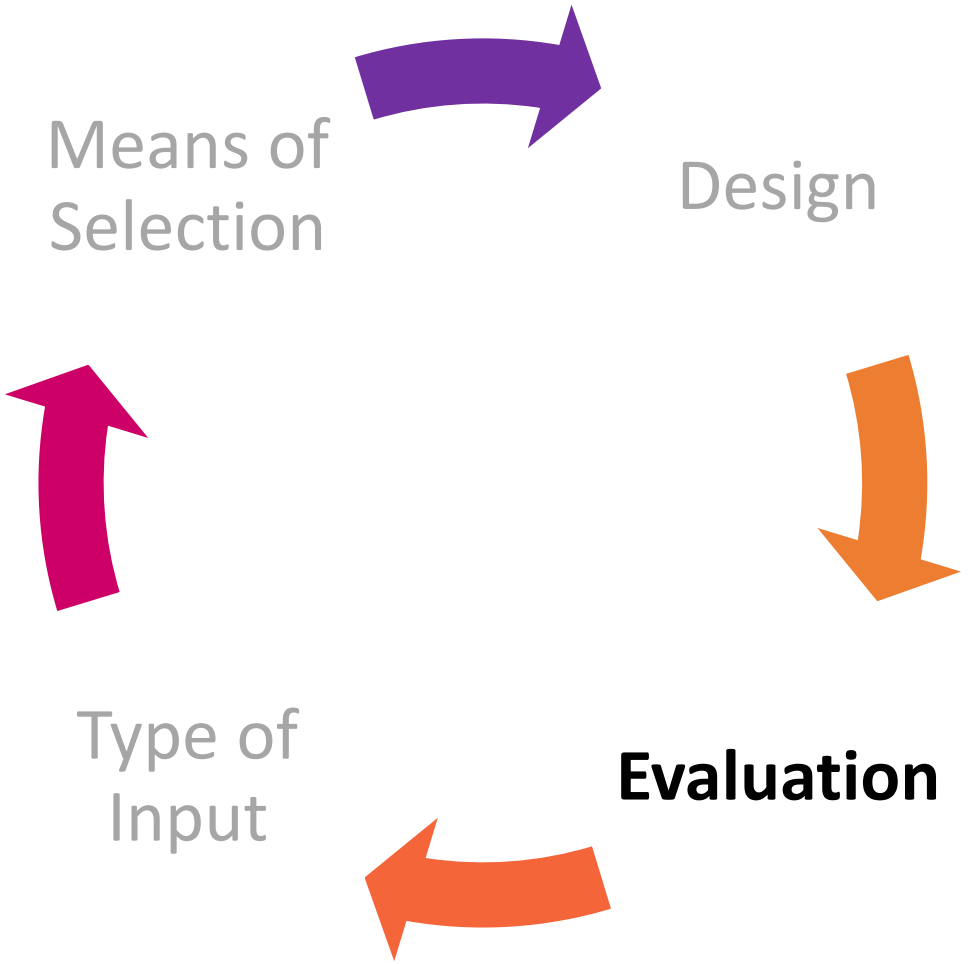
- (1) whether agencies engage beneficiaries in program design;
- (2) whether agencies engage beneficiaries in program evaluation;
- (3) if beneficiaries are engaged, whether they are selected in ways that take protection risks/vulnerabilities into account; and,
- (4) whether agencies seek substantive input.

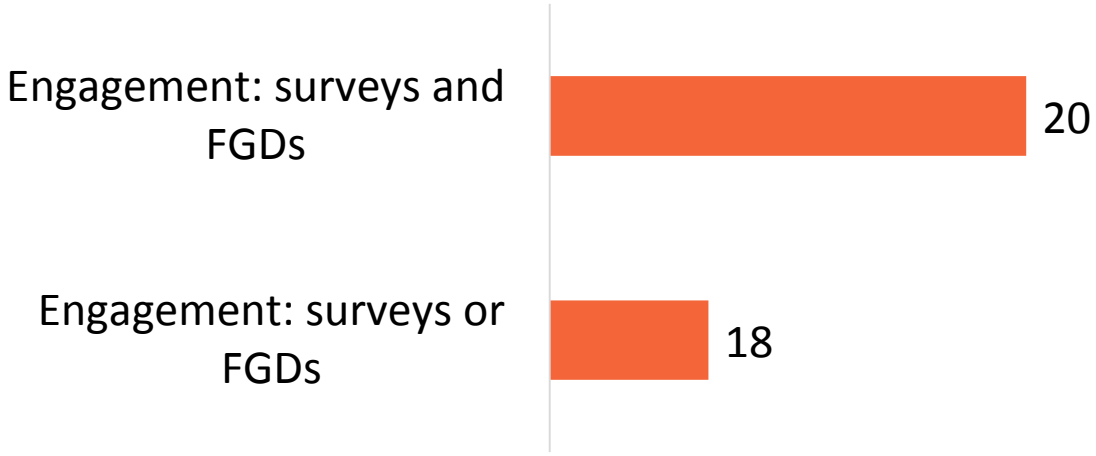
Participation & Empowerment



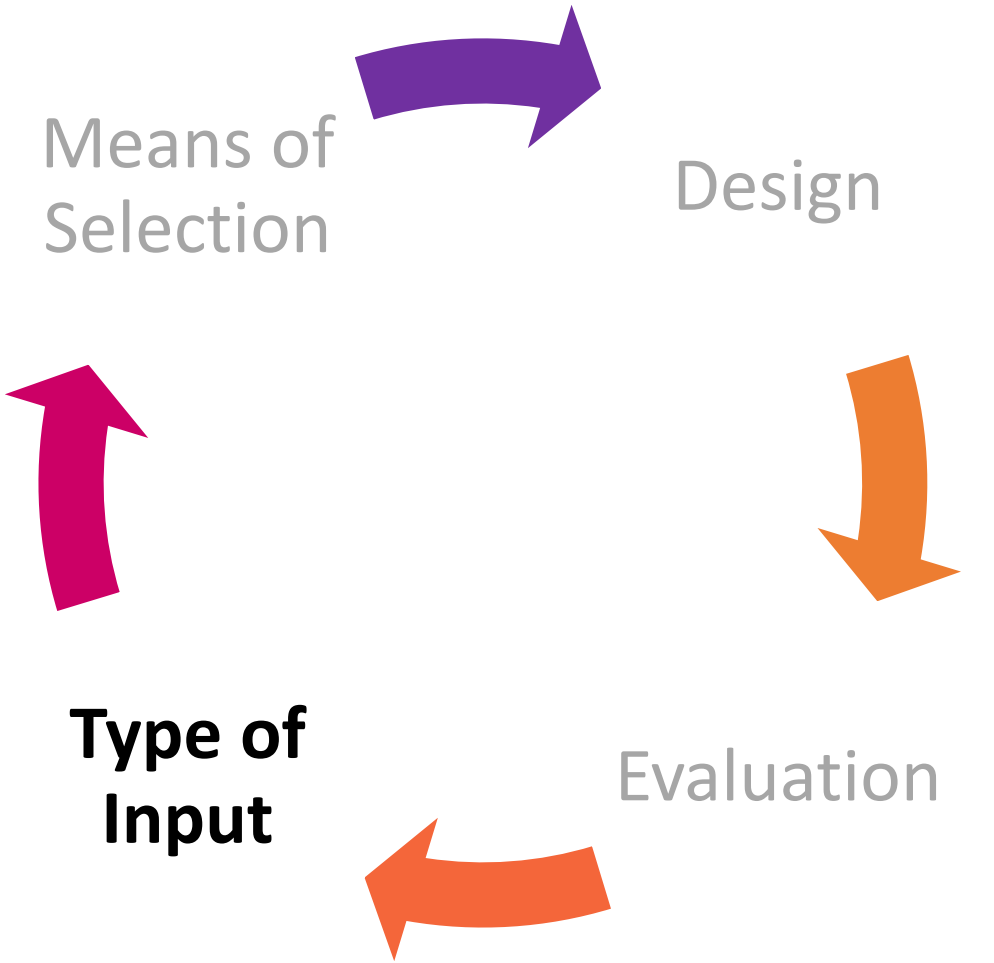


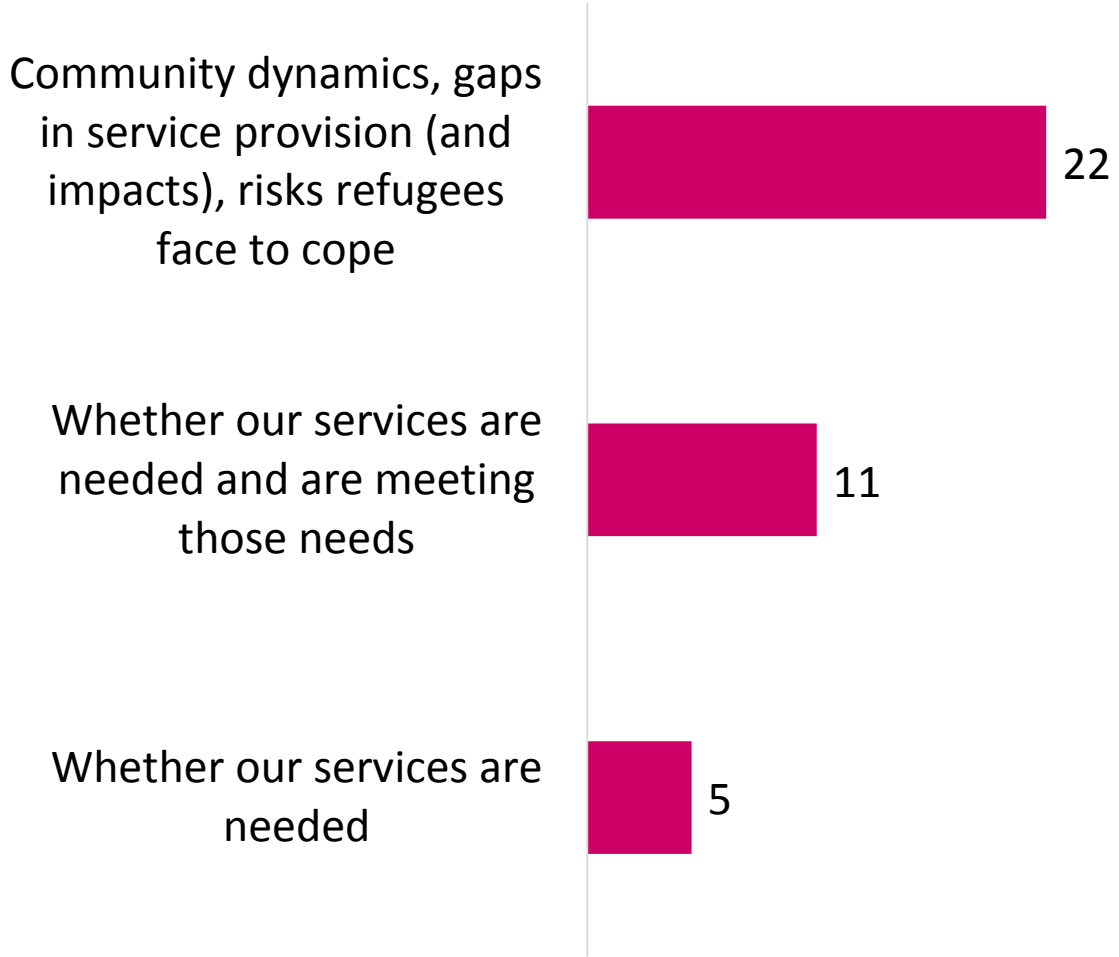
Participation & Empowerment



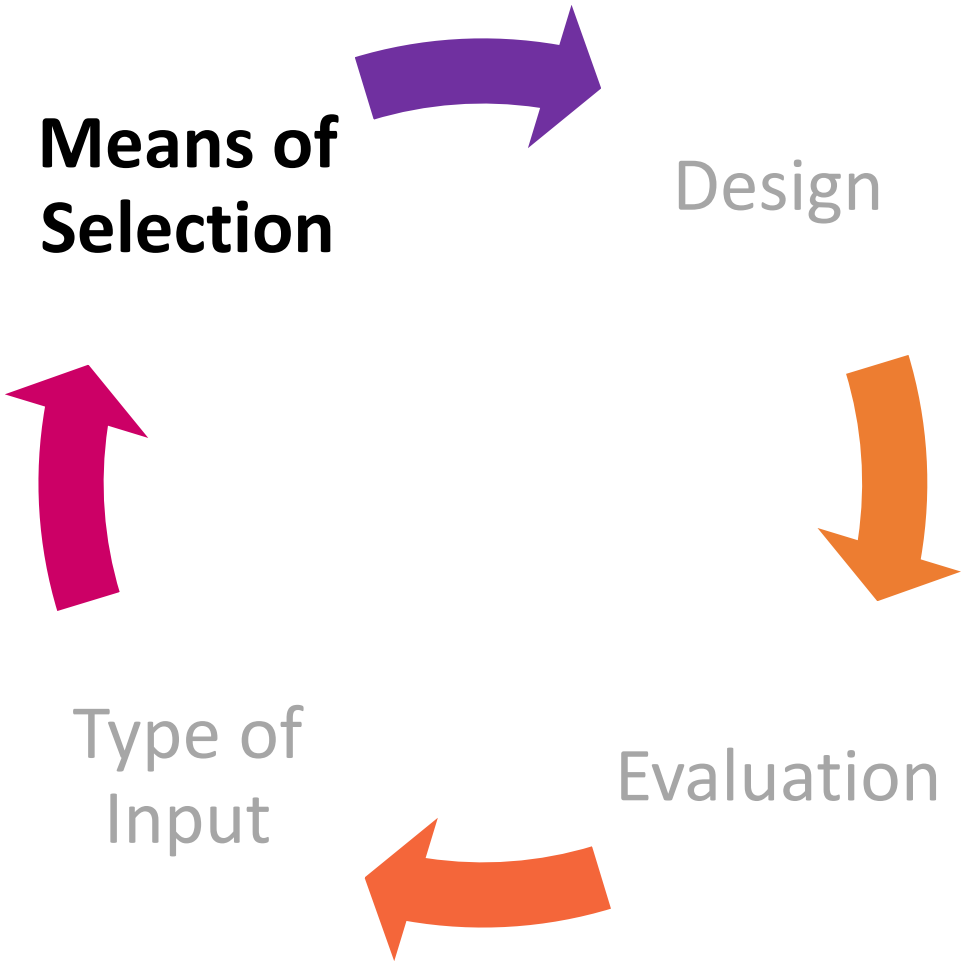


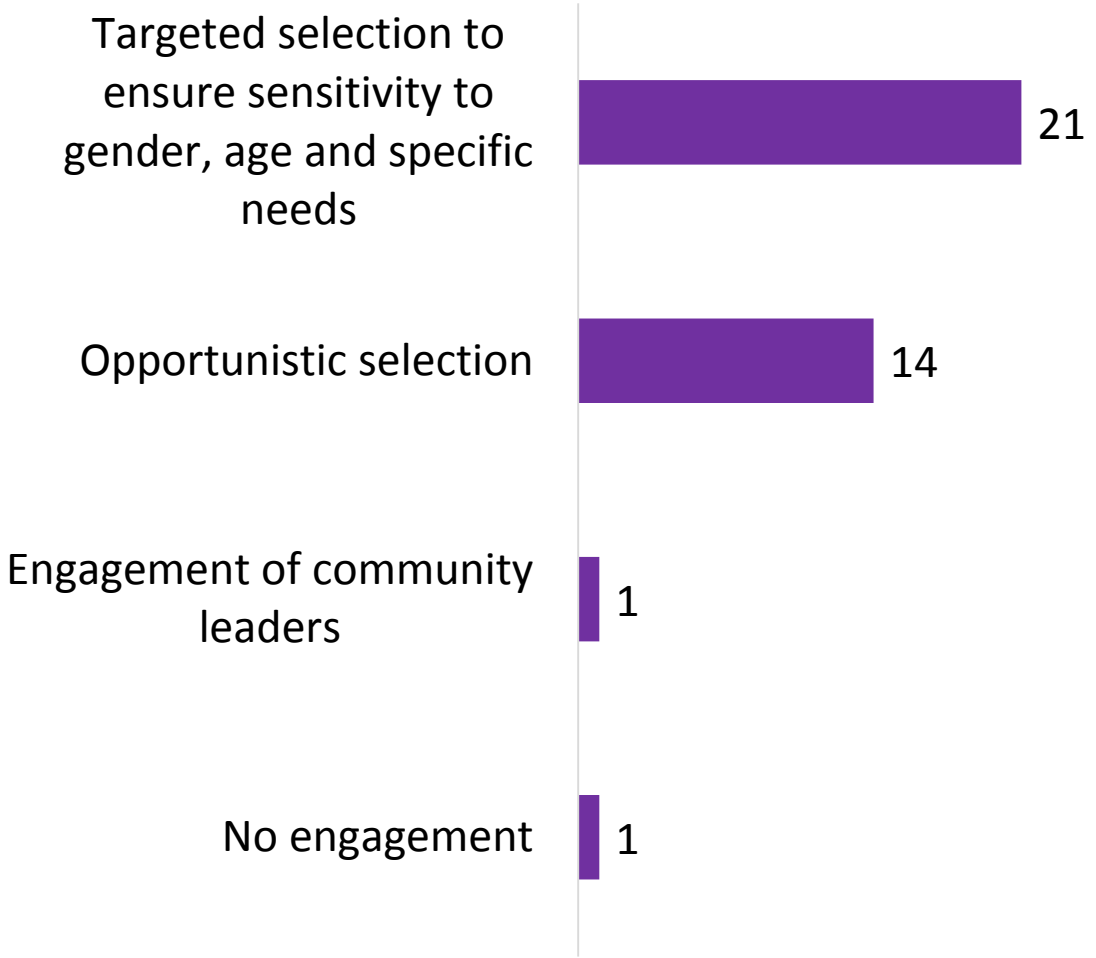
Participation & Empowerment





Participation & Empowerment





Next steps…

Protection mainstreaming will remain a key priority of PWG in 2018.

- What are the key takeaways for your sector?
- What additional information gathering might be useful?
- What support might be relevant for your sector?

UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

RESULTS OF THE 2017-2018 PARTICIPATORY ASSESSMENTS

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Overview

- **21 agencies:** UNHCR, ABAAD, Amel Association, AJEM, Caritas Lebanon, Concern Worldwide, Danish Refugee Council, Frontiers without Borders, International Rescue Committee, Ministry of State for Displaced Affairs, Ministry of Social Affairs, Norwegian Refugee Council, Ruwad Frontiers, Sanabel Al Janoub, Save the Children, SHEILD, Terre des Hommes, UNICEF and UPEL, Makhzoumi and INTERSOS
- **Groups:** 1,279 refugees and stateless persons (53% females)
- **Themes:** safety/security, access to services and information
- **Methodology:** FGDs and site visits
- **Timeframe:** October – December 2017

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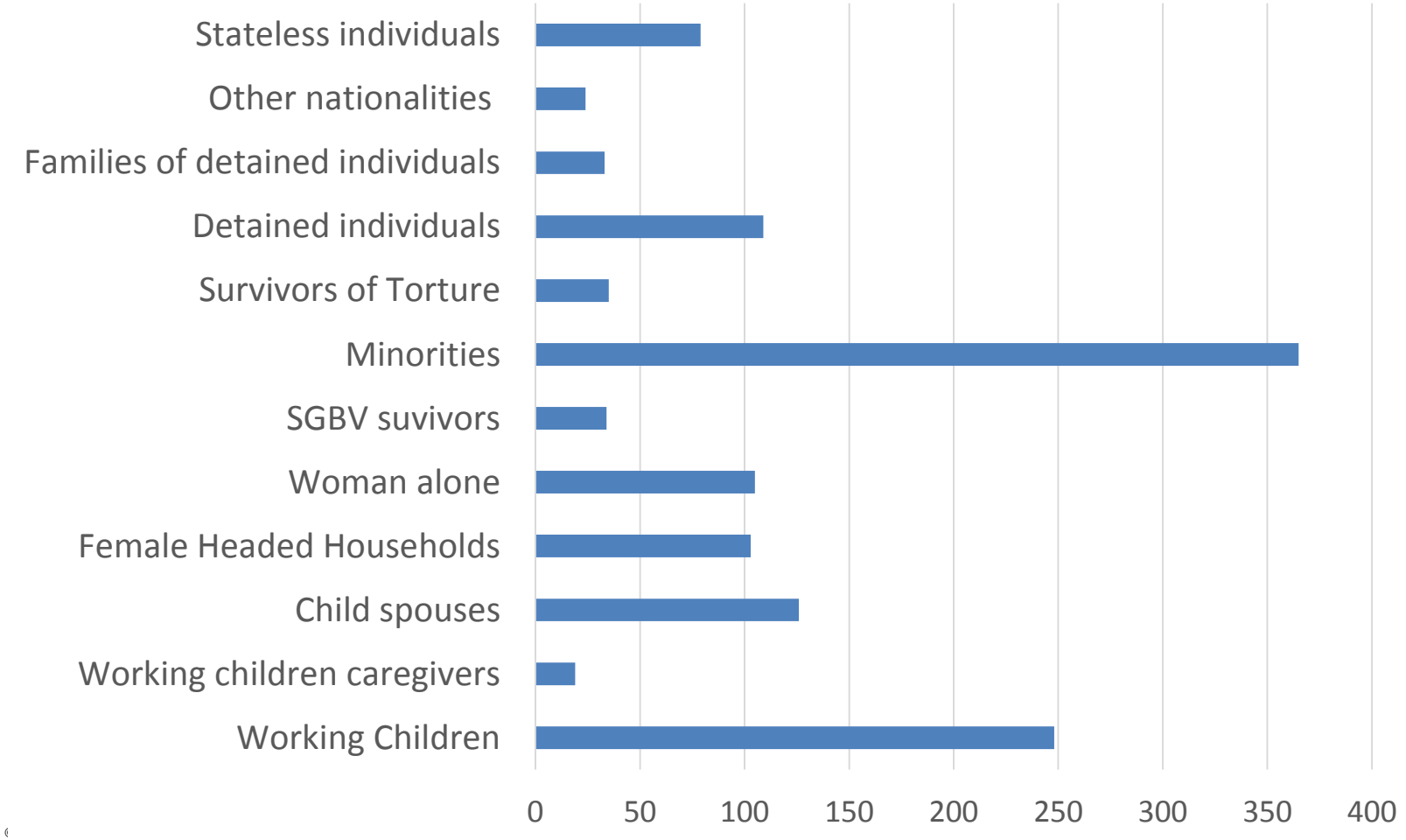
Profiles of persons



Safety and security

Key Issues:

- Generally feeling safe at home, except for raids, celebratory shootings, shelter conditions and parent/spouse treatment
- Increased raids in the middle of the night by either ISF or local actors, inability to have Wifi routers and having to inform municipalities of visitors
- Sexual, emotional and verbal harassment
- Tense relations, limited interaction with Lebanese except for emergency situations and for minorities
- “Frequent” and “organized” kidnapping and killings reported by children

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Safety and security

Key Issues:

- Exploitation by employers (6-14 hours per day), 2-4 USD/day, including violence, 16 USD/day for adults; confiscation of documents for refugees of African origin
- Mugging and stealing reported by Chaldeans, Syriacs and others
- Most incidents go unreported to police for fears of detention/deportation or to families to protect them from reprisals
- Female-headed households and families with medical situations at most risk of having working children and child spouses
- Limited access to services (knowledge, information, proximity)

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Safety and security

Key Issues:

- Lengthy and more residency renewal process for women applicants, difficulties to reach UNHCR for housing attestation
- GSO asking for fees of previous years and when unable to pay results in document confiscation (Kurds)
- Sense of limited access to UNHCR reported by child spouses, refugees of African origin and minorities, requests for regular contact report incidents, to clarify issues, info sessions

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Safety and security

Key Issues (detention):

- Lack of safety in detention, discrimination, violence and exploitation as servants - *shawish*
- Interaction limited to same nationality
- Female detainees felt safer in detention and feared the outer community
- Overcrowded, take turns sleeping
- Insufficient food, lack of warm water, lack of proper health treatment (legal assistance available), lack of clothes
- Preferential treatment, assistance given to others and not equally distributed by *shawishes*, only two five minute visits/week
- Difference in treatment between LAF (no food, water, toilets) and GSO

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Safety and security

Capacities/opportunities:

- Inter-community solidarity high, request to set up committees
- Family applying protective measures, local church providing Chaldeans with cards which allow them to pass checkpoints; women heads of households working; minorities providing free services to local community to secure good will
- Street and working children programmes
- Trainings for ISF and security forces
- Access to detention for monitoring and assistance, expedite legal procedures
- Requests for resettlement and returns (?)

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Basic assistance

Key Issues:

- Loans, child marriage, working children, eating less, are coping mechanisms
- Survival sex mentioned as a resort
- Knowledge of cash and material support
- Formulas considered as “inhumane” and criteria unclear
- Minorities perceive Syrians as receiving higher assistance

Capacities/opportunities

- Support from relatives abroad, especially non-Syrians
- Support from religious institutions
- Enhanced targeting

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Education

Key Issues:

- Inability to afford education related expenses
- Unsafe school environment: to/from school, verbal abuse and bullying and beatings by teachers and Lebanese students (air guns)
- Teachers playing with phones, drinking coffee and smoking in class
- Preference of minorities not to mix with Syrian children
- Down prioritization by parents given limited economic means and legal status
- Some children have lost many years but want to learn
- Increased enrolment of children in religious and non-formal education institutions, including Christians and Kurds

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Education

Capacities/opportunities

- Municipal police to monitor school roads in the afternoon
- Willingness of children at risk to go back to school
- Requests for livelihoods activities: skills training and apprenticeships – targeted programs for children out of school for prolonged periods
- Suggestions to cover school transportation for families with more than 4 children
- Increased engagement in quality and safety of education (monitoring), advocacy, interventions)

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Health

Key Issues:

- Work-related injuries among street and working children, no coverage
- Limited financial resources to seek medical care
- Frustration with health referral pathways (moving between services, lack of clarity on types of services provided, NextCare unwillingness to explain, expensive fees, advanced payment by hospitals)
- Lengthy approval process
- Limited knowledge of health services, including minorities
- Discrimination at health services preventing access

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Health

Key Issues:

- Harsh treatment at primary health care centers, limited chronic medication supply
- Lack of beds at some hospitals, charging over 25%
- Lack of specialized medical care for victims of torture outside of Beirut, associated stigma

Capacities/opportunities

- Review health referral pathways
- Step-by-step guides
- Monitoring access to PHCs

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Information

Key Issues:

- False rumors and imposters
- Limited information on actors, services and criteria - including info on specialized services, resettlement and health care
- Illiteracy of caregivers and children which affect school enrolment
- Sources of information included neighbours, relatives, SMS, household visits and OVs, child spouses reliant on husbands
- SMS ranged from most trusted to least trusted, especially among minorities who preferred face to face contact and considered SMS unclear

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Information

Key Issues:

- No reply at hotlines, long waits on UNHCR helpline and inadequate answers, unable to reach UNHCR
- No feedback on complaints

Capacities/opportunities

- Step-by-step guides, videos and cartoons
- Role of community in passing information
- Facebook group for minorities already set up, requests for WhatsApp groups
- Preference for one-to-one information

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DELIGAO

Stateless persons

Key Issues:

- Safety and security varied between area of residence, level of documentation and community support
- Financial challenges: inheritance, informal work, bank accounts
- Lack of affordable health care – births through midwives, borrowing money, fraud
- Low education levels, mostly vocational
- Lack of knowledge and information on rights and services, including access to schools

Capacities/opportunities

- Limiting movement
- Submitting nationality requests in court
- Positive relations with the community and marriages
- Legal aid and awareness on rights and services
- Advocacy with health care providers and schools

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actionaid
منظمة أكشن ايد
HOPE

Coping mechanisms

Positive

- Sharing information and food
- Learning new skills
- Community solidarity
- Supporting each other e.g. accompaniment, taking care of each other's children
- Support from relatives abroad

Negative

- Not seeking services
- Street and working children
- Child marriage and survivor sex
- Returns, involuntary
- Restricted movement
- No interaction with local community, public or social events

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Recommendations

- Continue advocacy with GSO on residency, including for women at risk - Continue advocacy and monitoring of detention facilities
- Explore structured engagement with religious leaders and municipalities for social cohesion and preventing/addressing risks e.g. school enrollment
- Strengthen engagement in safe and quality education
- Target persons at risk in protection and community engagement activities e.g. awareness sessions, legal aid, birth registration support, skills training, apprenticeships, life-skills - as well as assistance in/out of detention
- Diversify information-sharing methods to reach persons at risk, using community-based structures, direct contact and other communication methods
- Promote greater inclusion of minorities and other groups (ethnicities, other nationalities, stateless persons), including in information

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Refugee voices

"When it come to verbal harassment, we choose to distance ourselves and ignore it,… but then when it deteriorates to physical harassment, then we are faced with the real trouble." – focus group discussions with women alone in the North.

"Safety means not to be afraid of anything, to live in peace and to have good health" – a girl from South Lebanon.

"I lost my future the day I came to Lebanon." – refugee boy in the Bekaa while explaining that he had to leave school to start working to support his family.

"Such activities made us feel safer. We can be doing this for a living" – a child spouse from South Lebanon after participating in skills at a community center.

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NEIGHBOURHOOD PROFILING PROCESS

UN HABITAT – UNICEF

Inter-sector presentation

Thu 15 Feb

suzanne.maguire@un.org / dani.harake@un.org

BACKGROUND

- Area-based approach to crisis/development response
  - Geographical entry point; Multi-sectoral; Participatory
  - Particularly suited to complex, multi-cohort urban settings
  - Importance of context sensitivity means investing in data gathering
  - ABAs: can characterize data-gathering stage +/or programming & implementation stage

- Urban profiling ongoing at city & neighbourhood scales (UN-Habitat 2015 onwards)

- Temporary Technical Committee on Neighbourhood Approach [Technical Guidelines on N'hood approach – draft produced] (Jan 2016 start)

- Urban Crisis Response Conference under patronage of MoSA (Oct 2016)
  - UN-Habitat role in 'urban' issues in UN family
  - RCO / Area-based Pilot – Tripoli City

- LCRP
  - Ascendence of neighbourhood / urban theme from sectoral (shelter) to cross-cutting issue in consecutive 3 editions from 2016
  - UNICEF – UN-H Joint Project (scope: Data-gathering)

Urban Areas

Hosting one out of five displaced Syrians and already strained by high levels of deprivation, inadequate access to basic services and social stability challenges, poor urban areas have been particularly impacted by the Syrian crisis.

By expanding multi-sectoral needs analysis, such as the already ongoing Neighbourhood Profiles developed in 2015-2016, partners will expand their coverage into urban areas and look at addressing gaps using a coordinated and comprehensive approach.

‘Urban areas’ is one of 6 ‘Cross-cutting Issues’ identified under ‘Part I / Response Strategy’

LCRP (GoL & UN, 2018 p25)

Urban profiles: 6 main cities; several neighbourhoods*
[*early versions – structure enhanced post-UNICEF partnership]

Reports available on UNHCR data portal eg
http://data.unhcr.org/syrianrefugees/download.php?id=14429
http://data.unhcr.org/syrianrefugees/download.php?id=13864
http://data.unhcr.org/syrianrefugees/download.php?id=13863
http://data.unhcr.org/syrianrefugees/download.php?id=13862

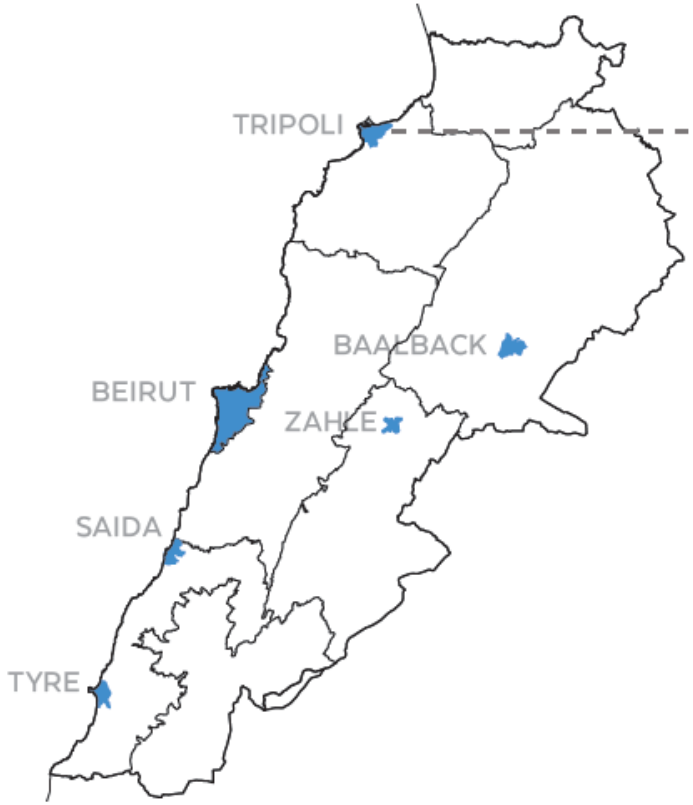


Figure 3 Cities behing profiled in Lebanon

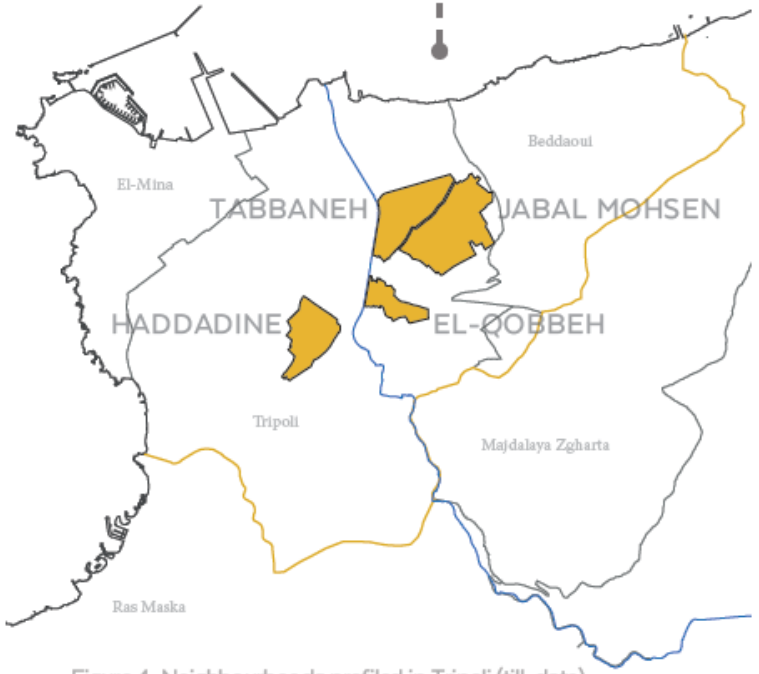


Figure 4 Neighbourhoods profiled in Tripoli (till-date)

CITY

NEIGHBOURHOOD

UN HABITAT – UNICEF Joint Project

NEIGHBOURHOOD PROFILING PROCESS

1 DISADVANTAGED AREA IDENTIFICATION & RANKING

STEP 1.
AREA IDENTIFICATION

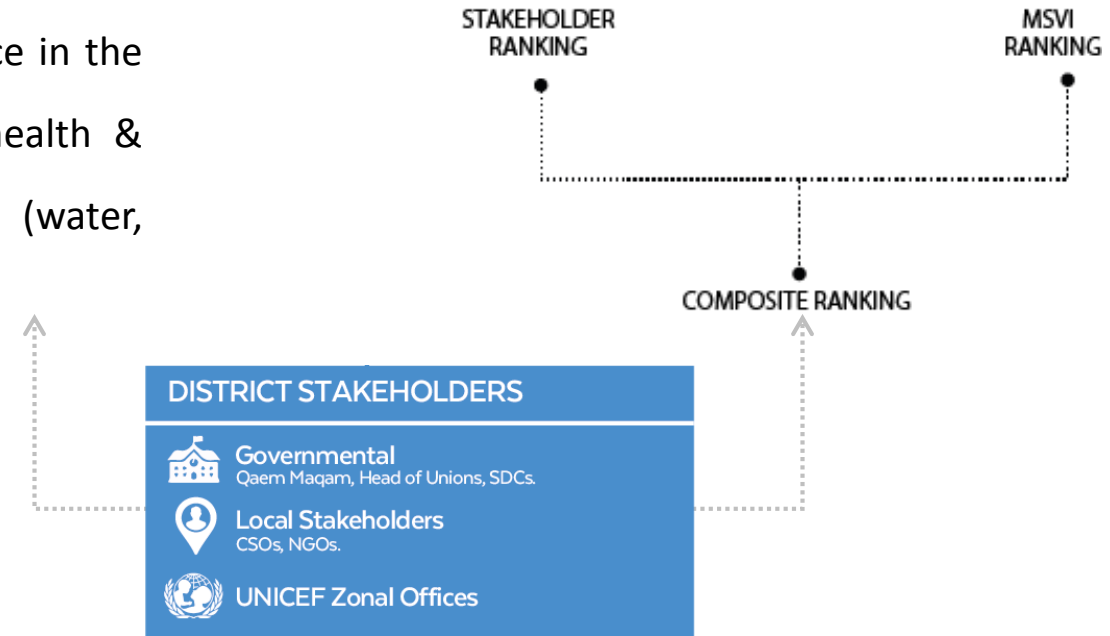
Workshops are held in each of the 26 districts of Lebanon with selected stakeholders to identify disadvantaged areas at district level.

CRITERIA

- Extreme poverty
- Presence of refugee population
- Existence of slums/substandard housing
- Out of school /Working children
- Frequency of incidence of violence in the community
- Overburdened public services (health & education)
- Basic Urban Service deficiencies (water, sanitation, waste management
- and electricity)

STEP 2.
AREA RANKING

- Identified areas are ranked at district level by stakeholders (UNH-UNICEF 2018)
- Stakeholder ranking is combined with UNICEF (2017) Multi-Section Vulnerability Index (MSVI) ranking to give a composite ranking



DISADVANTAGED AREA IDENTIFICATION & RANKING

STEP 3.

RANKING VERIFICATION

1. The 26 districts are divided into 4 geographic groups:
   - Beirut & Mount Lebanon (BML)
   - North
   - Bekaa
   - South

STAKEHOLDERS

- MoSA district representatives of SDCs
- Water Establishment
- Education Regional Office
- District Physician
- Sector leads from Shelter, Education, Livelihood, Protection, WASH working groups
- UN-H area coordinators

2. Workshops are held in each of the 4 groupings involving regional stakeholders to verify the district ranking.

2 NEIGHBOURHOOD BOUNDARY DEFINITION

'Identified areas' are assigned clear neighbourhood boundaries to give useable study areas. Steps are:

- Consult municipality
- Observe natural and built geography
- Observe socio-economic functionalities
- Interview key informants

STAKEHOLDERS

- Municipality & Mukhtar
- Local Community

NEIGHBOURHOOD PROFILING

4 USES OF URBAN PROFILES

The foregoing covers data gathering (profiling). How can profiles then be used i.e. what is their value?

- Coordination
  - Facilitates spatial coordination (LCRP partners, municipalities etc; Sectors)

- Programming & Implementation
  - Baselining & monitoring
  - Supplementary sub-cadastral targeting guide
  - Capacity-building

- Evidence-based discussions about specific geographies
  - eg funding proposals; public sector policy development

Next Steps

By-products of joint UN-H/UNICEF project can be made available (by request initially)

- Methodology
- Raw Ranked List of Identified Areas

Discussions on

- Collaboration with agencies/partners on field data gathering
- Potential for using the Ranked List as *supplementary information that may inform* approach to programming

Phased release of Neighbourhood Profiles

- From mid-Apr onwards

Revisiting Technical Guidelines on Neighbourhood Approach

- Originally formulated in shelter sector with input from UNHCR, UNDP, UN-Habitat & multiple key partners
- Stage – 'Draft 0'
- Work to date follows principles agreed in Guidelines
- How to re-activate Guidelines? Inter-agency coordination tool?