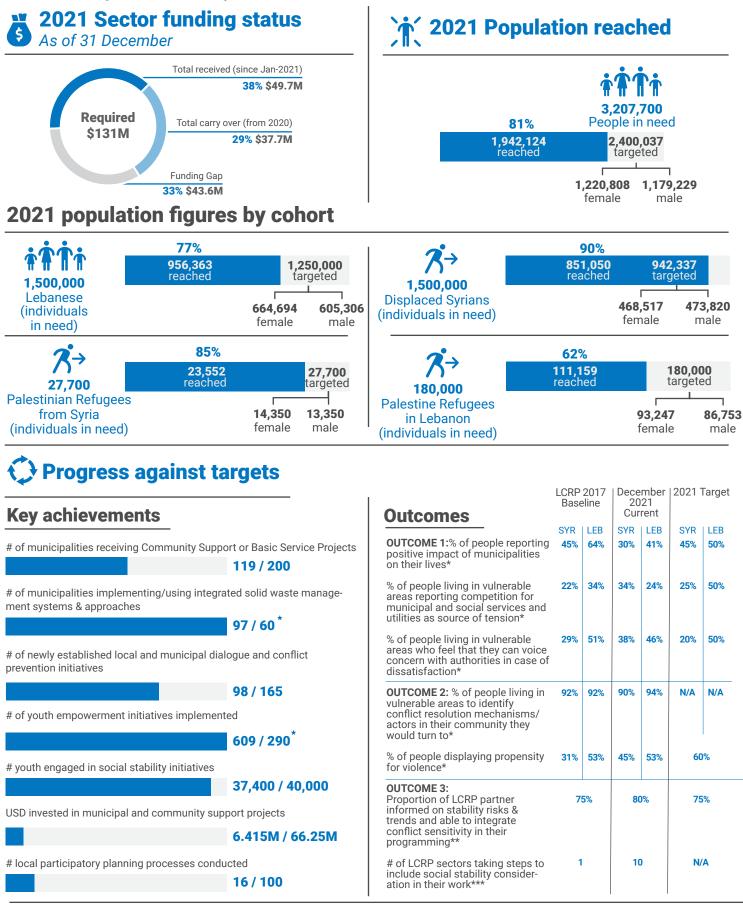




The end of year dashboard summarizes the progress made by partners involved in the Lebanon Crisis Response Plan and highlights trends affecting people in need. The Social Stability Sector in Lebanon is working to: OUTCOME 1) Strengthen municipalities, national and local institutions' ability to alleviate resource pressure, reduce resentment, and build peace; OUTCOME 2) Strengthen municipal and local community capacity to foster dialogue and address sources of tensions and conflicts; OUTCOME 3) Enhance the LCRP's capacities on tensions monitoring and conflict sensitivity.



* Target overachieved. To be revised by the Sector.

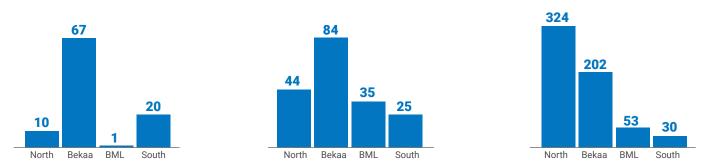
* Source: ARK wave V -XII ** Source: Conflict Sensitivity and Social Stability Mainstreaming Survey *** Source: LCRP 2021 planning process





🗩 Analysis

of newly established local and municipal dialogue and conflict prevention initiatives **# of municipal and community support projects implemented** (excluding SWM-related projects) # of youth empowerment initiatives implemented



1. Analysis of achievements of the sector at the output level

Throughout 2021, Social Stability sector partners have continued to work to prevent and mitigate intra- and inter-communal tensions by supporting municipalities to deliver services and alleviate resource pressure, supporting communities to foster dialogue (including peacebuilding activities), as well as mainstreaming conflict sensitivity within the overall Lebanon Crisis Response Plan (including expanding tension monitoring and analysis).

For outputs under Outcome 1, interventions were mainly related to working with municipalities and national and local institutions to strengthen their ability to alleviate resource pressure, reduce resentment, and build peace. Unfortunately, due to COVID-19 movement restrictions as well as the compounded crises, activities related to hard components such as infrastructure had to be delayed and/or postponed. As a result, sector partners only reached 119 municipalities in 2021 (compared to an annual target of 200), reaching 531,846 beneficiaries disaggregated as follows: 46 per cent Lebanese, 43 per cent displaced Syrians, 9 per cent Palestine refugees in Lebanon (PRL) and 1 per cent Palestinian refugees from Syria (PRS). However, despite these challenges, it should be noted that this is a significant increase in municipalities reached (up from 67 municipalities reached in 2020).

Throughout the year, a total of 103 Basic Services Delivery and Community Support Projects (CSPs) under Output 1.1 were implemented (annual target of 300), through participatory needs assessments conducted together with the local population in their municipalities. This represents a 61 per cent increase in 2021 compared to the 64 projects implemented in 2020. Each of these projects are based on a participatory assessment which is important as it ensures more transparent decision processes, reflects the needs of the population and contributes to rebuilding trust in local authorities. The participation in these processes included 22 female and 49 male municipal officials, 51 female and 49 male community/ civil society members, and 22 female and 49 male youth individuals. Through these projects, supported communities and municipalities are better able to ensure the continuity of services at the local level. The amount invested in the 103 projects was \$6,415,024 USD versus an annual target of \$66,250,000 USD, highlighting that there is still a large funding gap for this component. There are also some delayed interventions in 2021 that would have to be carried over into 2022.

Under Output 1.1, some 10 municipalities and Unions of Municipal-

ities benefited from capacity building (as compared to the annual target of 212), including for instance four female officials trained on community engagement and mediation, three female and one male officials trained on strategic planning and service delivery. The results are far below the annual target which is explained by delays in the implementation related to COVID-19 movement restrictions, financial crisis and high transportation expenses, funding challenges etc. With these training sessions, municipal workers are now better able to deliver public services to citizens, improve communication with communities, mediate conflicts, as well as organize HR (human resources), finance, procurement, and other administrative functions in line with relevant regulations.

Solid waste management remains a key source of tension between communities and is therefore a key priority for the sector (under Output 1.2). In 2021, some 85 solid waste management projects were completed, exceeding the annual target of 50 projects with highest concentration in the Bekaa. The total value of these 85 projects was \$2,543,587 USD with 88,446,183 kilograms collected and sorted solid waste, 21,491 waste bins distributed, 36 equipment and machinery provided, and 34 trainings on solid waste sorting and management conducted for local authorities.

At the national level, institutions were supported in training 10 female and 50 male MoSA (Ministry of Social Affairs)/MoIM (Ministry of Interior and Municipalities) officials (Output 1.3). As a result, the capacity to respond to rising tensions was improved thanks to the joint work of specialized teams working alongside Ministries to strengthen internal processes and national policies. One key output is the development of a national legal aid policy and its piloting through the establishment of legal aid helpdesks in three areas, which provided over 2,700 beneficiaries in 2021 with free legal representation, counselling, and mediation support with focus on GBV (gender-based violence) survivors. This was coordinated by the Access to Justice Working Group headed by the Ministry of Justice. In addition, the update of the National Action Plan (NAP) for human rights is being finalized and the strengthening of the National Human Rights Commission (NHRC) is being supported under the sector.

In 2021, under the support to municipal police (Output 1.4), the number of municipalities that reported to security cells is 933 (90 per cent of total municipalities in Lebanon). Security cells are established entities through the MoIM and ISF (Internal Security



2021 END OF YEAR SECTOR DASHBOARD Social Stability



Forces) to collect data from all municipalities on security and tension in relation to the Syria crisis in Lebanon. In addition, 18 municipalities, one Union of municipalities and two districts have been supported under the strategic reform framework for the transformation of municipal police, including the following components: Capacity building to municipal police, provision of unified uniforms to the municipal police, inclusion of women in municipal police recruitment, unified code of conduct and SOPs for municipal police, deployment of accountability/ management tools, and outreach activities to foster community engagement. The latter intervention includes development support for affected communities aiming to enhance the trust in municipal police. Through efforts in pilot municipalities and at the level of the Committee for the reform of the Municipal police, over 200 municipalities in Lebanon are adhering to at least one element of the reform programme. In the context of rising tensions and security needs, increasing countrywide adherence to the reform framework is critical to ensuring a comprehensive and sustainable provision of community security services at municipal level, and preventing alternative security arrangements from taking hold such as creation of vigilante groups with self-security measures etc.

Whilst Social Stability sector partners struggled to meet targets under Outcome 1, achievements related to some of the sector's "soft activities", such as youth empowerment initiatives (contributing to Outcome 2), conflict sensitivity mainstreaming and monitoring of tensions (Outcome 3) exceeded set targets, thanks to the dedication of partners to achieve results despite the compounded crises and following preparedness and prevention measures based on the business continuity plan (BCP) that has been prepared at the Inter-Agency level.

Partners expanded their reach in implementing new local and municipal dialogue and conflict prevention initiatives that seek to address the root causes of conflict and tensions (Output 2.1). Here 98 new Social Stability dialogue mechanisms were established in 2021 versus an annual target of 165 mechanisims. These mechanisms engaged 12 female and 67 male civil servants, 322 female and 217 male community representatives, and 5,827 female and 4,587 male youths.

Under Output 2.2, the sector achieved 609 youth-led initiatives (including 324 in North and 202 in Bekaa), a much higher achieve-

ment than in previous years (where 68 initiatives were finalized in 2020). The vast majority of these initiatives were peacebuilding clubs (164), active citizenship and community service initiatives (99) and sports clubs/artistic activities (61). Youth beneficiaries were reached through clubs and training sessions that included conflict resolution components. Overall, some 37,400 youth were mobilized in these activities (yearly target of 40,000) and are now better able to positively engage and participate in their communities and beyond. The reached youths are disaggregated as follows: 65 per cent Lebanese, 28 per cent displaced Syrians, 6.5 per cent Palestine refugees in Lebanon (PRL) and 0.5 per cent Palestinian refugees from Syria (PRS). Under the capacity building of media institutions and journalists (Output 2.3), 433 journalists and individuals (188 female and 245 male) were trained on objective/ positive reporting in 2021 versus a target of 275 individuals. This, again, is an improved result as compared to last year (when only 19 journalists were trained), as working with traditional media institutions was more difficult to be carried out remotely in 2020.

Throughout the year, the Social Stability sector partners contributed to enhance all LCRP partners' capacities on tensions monitoring and mainstreaming conflict sensitivity (Outcome 3). Under Output 3.1, three complementary activities were carried out: regular tension monitoring and analysis, conflict sensitivity training of partners, and technical support and advisory to all sectors to mainstream conflict sensitivity. As of December 2021, five bi-monthly tension monitoring briefs as well as six thematic briefs with tensions analysis had been published, successfully feeding into strategy definition, implementation, coordination, and capacity building of actors. In total, 13 early warning and conflict analysis reports have been published in 2021. Over 70 tension analysis presentations were provided to LCRP partners at all levels, targeting all key stakeholders including UN agencies, I/NGOs, Donors, and Government partners. Furthermore, some 65 LCRP partners were trained on conflict sensitivity and its application in their operations in 2021 (60 organizations were trained in 2020). Four of these partner organizations also benefitted from in-depth trainings to review their conflict sensitive processes. Finally, 127 individuals participated in workshops on conflict sensitivity mainstreaming in all 10 sectors of the Lebanese Crisis Response Plan (compared to an annual target of 350). This series of workshops aimed at drafting three guidance notes for partners that will be disseminated in February 2022.

2. Key contributions of the sector to LCRP outcome and impacts in 2021

Despite the challenging context, Social Stability sector partners made important strides in terms of contributing to primarily Strategic Objective 4 of the LCRP by reinforcing Lebanon's economic, social, and environmental stability. Given the Sector's strong focus on support to municipalities, it also directly contributed to Strategic Objective 3 by supporting service provision through national systems. Despite the impact of COVID-19, coupled with the socio-economic crisis, the sector fulfilled most of the targets contributing to Strategic Objective 4 (Outcomes 2 and 3 of the sector logframe). However, it fell short of the planned contribution to Strategic Objective 3, mainly due to gaps in funding, delays due to COVID-19 movement restrictions and the economic crisis (Outcome 1).

Under Outcome 1, across the country, citizens' trust in municipalities is decreasing compared to 2020. The percentage of people reporting positive impact of municipalities on their lives has now dropped to 41 per cent for Lebanese and 30 per cent for displaced Syrians in 2021¹ (annual target of 65 per cent) compared to 49 per cent for Lebanese and 55 per cent for displaced Syrians in 2020. This deterioration could be attributed to a number of factors mentioned in the first section (i.e., inability to deliver physical services during COVID-19 times, lack of funds for financing services and salaries, economic crisis and increased communal insecurity). Although the trust has deteriorated, municipal authorities are amongst the most widely trusted institutions in Lebanon, especially in comparison to Ministries and other National institutions. Through improved service delivery, trust in municipalities and public institutions could be strengthened, hence mitigating tensions.

Field consultations² informed that inclusive and participatory approaches of priorities assessments at the local level had great success in 2021, for instance through the MSLD (mechanisms for stability and local development), implemented by UNDP. These mechanisms aim at identifying local needs and creating an action plan for Social Stability and development. In addition, support to

¹ UNDP/Ark perception survey, wave XII (December 2021).

² In September 2021, the sector organized field sessions in all regions to discuss challenges and impacts of Social Stability interventions.





Union of municipalities through technical regional offices implemented by UN-HABITAT, providing technical support to municipalities and local communities had a positive impact on local development. These interventions along with other activities implemented by Social Stability partners have contributed to maintain a satisfactory level of trust in municipalities relatively to other National institutions throughout the year. In addition, conflict resolution skills trainings and capacity building for local communities and authorities to mitigate conflicts have contributed to mitigate conflicts at the local level.

Interventions as under Outcome 2 have translated into positive outcomes with more than 94 per cent of surveyed Lebanese host communities living in vulnerable areas reportedly able to identify conflict resolution mechanisms in their communities, close to the recorded in 2020 – 95 per cent. For displaced Syrians, this percentage reached 90 per cent, also close to the value recorded in 2020 – 91 per cent.

However, the overall situation in the country is hampering progress towards the outcome level results in other areas. Regarding the propensity for violence, results were more contrasted with high results in the proportion of Lebanese residents of vulnerable areas displaying a propensity for violence that reached 53 per cent in August 2021, far from the 35 per cent target. For displaced Syrians in the same areas, the proportion is 45 per cent. The results are imputable to the deterioration in the overall context, and the associated increase in frustrations and despair. It also suggests a need to ensure service continuity at the municipal level to limit the competition for resources and services between individuals and communities, hence, mitigating violence and tensions.

Field consultations in 2021 informed that establishing and working with Social Stability Mechanisms/ community-based groups proved to be a successful approach which ensures the sustainability and increases the sense of ownership of the Social Stability projects. In addition, youth-led initiatives and peacebuilding activities have led to better dynamics in the community, and youth committees have contributed to better linking the community to municipalities. However, partners reported negative perception towards displaced Syrians' participation in some activities, especially in community committees, which hampered Social Stability activities under the Outcome 2 and specifically under establishment of Social Stability mechanisms (Output 2.1) and youth empowerment activities (Output 2.2). An additional factor is the continuous negative role of media in highlighting and misinterpreting crimes, theft, and security incidents when they are committed by the displaced Syrians' community, that is being associated especially to the insecurity situation, hence increasing the host community's backlash and inter-communal tensions.

As for the Outcome 3, LCRP partners reported in 2021 that they have a good understanding of conflict sensitive principles and actually apply them in their programming. As of the end of 2021, 80 per cent of Social Stability partners reported that they have their own mechanisms to ensure conflict sensitivity compared to a target of 65 per cent. All LCRP sectors take steps to ensure conflict sensitivity in their strategies and delivery of work plans, compared to one sector in 2017 and with an annual target of nine sectors.

3. Challenges and mitigation measures

Throughout the year, partners faced several challenges under the Social Stability sector multiplied by the compounded crises affecting Lebanon, including a number of negative consequences on their operations:

The COVID-19 outbreak negatively affected interventions mainly during quarter one and two with delay of infrastructure projects as they were not exempted from movement restrictions. Most partners shifted "soft" activities to remote modalities, however, some reported challenges specifically in outreach, technological illiteracy, insufficient or unavailable internet and frequent electricity cuts etc. These occurred despite the data bundles offered to beneficiaries in most of the partners' activities. In quarter one, the sector carried out an exercise to identify positive and negative impacts as well as draft recommendations on working with remote modalities. COVID-19 outbreak related challenges continued throughout the year, with partners reporting the closure of summer camps during the third quarter as a prevention measure. The low COVID-19 vaccination rate amongst displaced Syrians was another challenge as it led to tensions and stigmatization, especially in areas with large numbers of displaced Syrians and informal tented settlements due mainly to fear of infection.

In 2021, the perception of aid bias has materialized into instances of physical confrontations, exploitations of displaced Syrians, and highly antagonistic sentiment towards NGOs (non-Governmental organizations) and International Organizations. Hence the need to enhance the visibility and communication on the assistance to host communities in order to mitigate negative perceptions towards the assistance. The deteriorating community relations were coupled with rising community insecurity and unprecedented levels of violence with escalating theft, crime, and clashes. Simultaneously, the propensity to violence is increasing creating a sense of fear across communities, as 53 per cent of Lebanese respondents and 45 per cent of displaced Syrian respondents at national level (annual target of 35 per cent) agreed with the statement 'Violence is some-times necessary when your interests are being threatened'³. Less women have propensity to resorting to violence (50 per cent women compared to 63 per cent men based on UNDP/ARK perception survey). The link between masculinity and violence should be further explored in 2022 to inform the sector's interventions to address violence.

The volatile exchange rate, financial crisis including the inability to withdraw money from the bank and the soaring inflation were the most frequently cited challenges e.g. leading to increased prices of raw materials/ fees of services. Partners also faced challenges in paying suppliers and contractors due to the exchange rate fluctuation, which delayed the delivery of products or services; some partners were paying contractors in US Dollars to mitigate the impact of this challenge. The situation also led to unavailability or scarcity of materials, for example, the lack of cement in the local market delayed the implementation of several infrastructure Community Support and Basic Services projects. Despite the challenging situation, partners were bound to finalize the projects within a set timeframe, while ensuring quality and sustainability of the interventions. This was particularly challenging for the Social Stability sector as many projects are complex and contain construction components.

Also, partners faced challenges in outreach as beneficiaries, in particular youth, are showing less interest in engaging in Social

³Agreement with statement, Violence is sometimes necessary when your interests are being threatened', Regular UNDP-ARK Perception Surveys Wave XI, August 2021.





Stability initiatives and are more interested in participating in income generating projects viewing the current economic situation. In addition, challenges have been faced with some municipalities and communities regarding the acceptance of displaced Syrians in Social Stability activities. Partners made efforts to increase cooperation with municipalities, understand the importance of including displaced Syrians' representatives in community groups and ensure inclusion of all populations in activities.

At the same time, municipalities have raised the issue that they would rather prioritize quick impact projects with more tangible and short-term benefits over activities with long-term gains (youth empowerment and community groups' formation activities).

The lack of fuel had a severe impact on the implementation of projects and staff's ability to access offices and field sites specifically during the third quarter of 2021. It was also reported that beneficiaries were not able to commit to participating in activities due mainly to not being able to afford the transportation fees. The fuel shortage has also led to suspension of some services; in many cases, partners had to pay in US Dollars for contractors to be able to access fuel and avoid delays of projects.

Local authorities have increasingly struggled to deliver key basic

services within their mandate in 2021 and were reaching out to partners to request for additional support. To respond to such requests, partners are advocating for increased funding, in particular for municipal support components. In some instances, partners shifted a part of their intervention to emergency response rather than development and service-provision related activities. For instance, one partner added distributions of hygiene kits and food parcels to serve populations' needs, noting that these needs are increasing continuously and can create tensions if not responded to. In 2022, the Sector will focus on ways forward to respond more systematically to the increased requests of authorities e.g. to build on the pilot initiative in the North at the Inter-Agency level that aims at mapping out authorities' requests and processing the response through a unified position of key actors.

Sustainability of Basic Services and Community Support Projects interventions has been a major challenge in 2021, considering the limited funding of partners, shortages of municipalities' resources and their incapacity to operate, maintain and sustain projects. Therefore, in 2022 the focus will be on ensuring sustainability of projects through innovative approaches and more strategic selection of priority areas and interventions e.g. through adding a tension layer and further criteria to the existing selection process.

4. Case study

Beirut, Lebanon's main economic hub, has witnessed waves of migration since the Israeli-Arab crisis in 1948 and to the war in Syria in 2011. Social, safety, and security conditions have worsened in Beirut's poor neighbourhoods hosting those population groups and required direct and active involvement from Municipality of Beirut (MoB). Therefore, to address those needs, UN-Habitat and the MoB announced the launch of the Municipal Social Cell (MSC) in March 2021, which aims to mitigate social and protection issues encountered by vulnerable host and migrant populations within the city of Beirut. The MSC was established as one of the Targeted City Actions (TCAs) for Beirut under Mediterranean City-to-City Migration Project (MC2CM), co-funded by the European Union and the Swiss Agency for Development and Cooperation. The initiative aims to enhance the engagement and commitment of the MoB in addressing social and protection issues encountered by vulnerable populations settled within vulnerable neighbourhoods of Beirut. This will be achieved by increasing municipal investments in social projects through improved access to reliable social and protection field data. The project contributes to achieving Outcome 1,4 addressing activities under Output 1.15: Activity 1 - Support municipalities/ local Governance institutions in conducting host community-led conflict-sensitive participatory processes; Activity 2: Provide capacity support (training and staffing support) to municipalities and Social Development Centres (SDCs) to engage local community, manage tensions; and Activity 3: Provide capacity support (training and staffing support including training for staff responsible for solid waste management and local Youth volunteers) to municipalities to deliver services aiming at alleviating resource pressure and reducing tensions.

The MSC comprises one community mobilizer and two social workers, and liaises closely with the MoB's different departments, local community members and leaders, Community Based Organisations (CBOs), and national and international NGOs to implement Beirut's TCA activities. Those include data collection and analysis, identification of main priorities, implementation of projects and activities with the communities. As a first step, the MSC identified the two pilot vulnerable neighbourhoods in Beirut for this project,

Sabra and Hay Al Tamlis, based on Neighbourhood Profiles developed by UN-Habitat and UNICEF since 2017. After conducting introductory and kick-off meetings with key stakeholders in the selected neighbourhoods, data was collected by MSC through 16 Focus Group Discussions, 13 Key Informant Interviews, and numerous field visits. Afterwards, the MSC mapped and analysed the collected data and developed two mini multi-sectoral assessment reports for each neighbourhood, highlighting key challenges and recommendations per sector. In addition, MSC mapped all active NGOs in the areas that might support in addressing the identified challenges. This helped in the development of a list of main recommendations segregated into immediate, mid-term and long-term interventions, noting that one of the MSC's objectives is to produce a list of interventions and identify entry points as per the budget available. Moreover, the MSC developed a document containing public spaces upgrading projects in the neighbourhoods of Sabra and Tamlis; both documents were shared with key stakeholders.

Working during an economic crisis and a pandemic has posed challenges for the MSC, especially that the MoB staff and public institutions have now smaller working schedules which resulted in delays in major activities. This resulted in frustrations expressed by the vulnerable communities leading to some complications in coordination with the MSC. At the start, Sabra and Hay Tamlis' residents were sceptical about the MSC and the work it is looking to do, most notably during the data collection process. However, the MSC kept in touch with the residents through field visits, WhatsApp groups, and phone calls, which were the tools used to update the community about the activities the MSC is doing. The transparency of the MSC with residents, in addition to the interventions and community events conducted addressing the challenges presented during the data collection process, helped establishing the trust between the residents and the MSC, and allowed for better coordination.

However, with its community engagement strategies and continuous efforts, the MSC was able to mark several achievements: Community events for the marginalized community groups - aware-

⁴Strengthen municipalities, national and local institutions' ability to alleviate resource pressure, reduce resentment, and build peace

⁵Increased Services based on participatory processes delivered at municipal level





ness raising sessions conducted for children on child protection, for the youth on drug prevention and awareness, and for women on sexual health and women empowerment, in addition to capacity building trainings on several topics. Moreover, the MSC introduced some national and international NGOs to the identified interventions to identify possible projects to be implemented. One example is the rehabilitation of Al Rifai park into a safe space for the elderly which falls under the Outcome 1, Output 1.1 and specifically under the provision of Basic Services and Community Support Projects.

Major lessons learnt out of this intervention include the following: The engagement and commitment of the MoB is crucial for the timely implementation of activities; the engagement of local NGOs helped considerably in addressing major challenges faced by the communities and establishing trust; the location and weather conditions were an important factor in the attendance of the communities in the events.

After its first year of on-field experience, the MSC continues its



The MSC conducting an introductory meeting to Municipality of Beirut and Mukhtars



The MSC conducting focus Group discussions for the children from Sabra neighborhood at the Beirut's municipal stadium.

commitment to address key social and protection issues in Beirut and enhancing municipal capacities.

"We've made significant progress on many issues facing our society in Beirut with the help of the Municipal Social Cell (MSC). In spite of the economic crisis, a budget emergency, COVID-19, and frustration amongst our city's residents, the MSC was able to identify key social and protection challenges and worked on addressing them. Trees cannot blossom quickly but need time to flourish. We paved the way for sound social interventions by the Municipality of Beirut through the establishment of the MSC in partnership with UN-Habitat. Good planning is the key to any project's success. We are legally and morally obligated to plan and deliver.

Our challenges are great. The road ahead is long and there is much work to do. The efforts of the Municipality of Beirut and the MSC will have a great impact on Beirut city's residents."

Mr. Jamal Itani - Mayor of the Municipality of Beirut

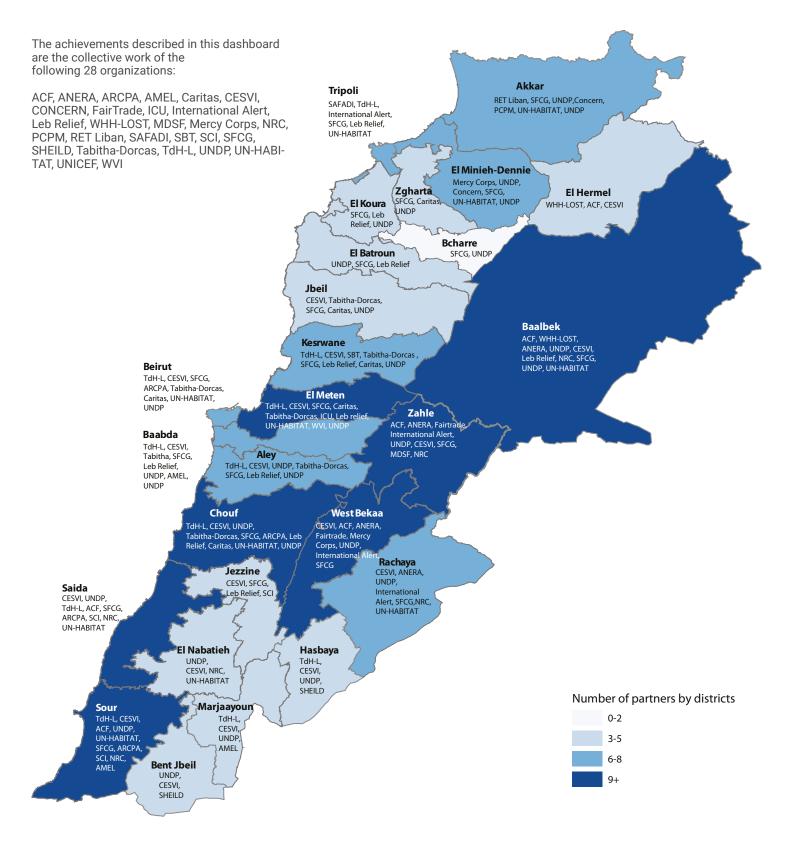


The MSC interviewing community members at Sabra to identify common issues faced by the community





Partner Distribution Map



Note: This map has been produced by UNDP based on maps and material provided by the Government of Lebanon for Inter Agency operational purposes. It does not constitute an official United Nations map. The designations employed and the presentation of material on this map do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.