

RELIEF & EARLY RECOVERY APPEAL (RERA)

for Nahr el-Bared Palestine Refugees
North Lebanon

FINAL REPORT

September 2008 to December 2009



UNRWA Lebanon Field Office
Beirut, June 2010







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1. BACKGROUND

By the end of 2009 more than 26,000 Palestine refugees from Nahr el-Bared Camp (NBC) and its Adjacent Areas in North Lebanon remain displaced two and a half years after the end of the conflict in 2007 that left their camp in ruins. Since then, UNRWA, together with sister UN agencies, NGOs, the ICRC, Red Cross and Red Crescent societies, with support from the international community and the Government of Lebanon (GoL), has been supporting refugee families to help them cope with their displacement and loss of homes and livelihoods.

Many of the displaced families continue to live in makeshift rented accommodation in garages, shops or damaged apartments in the NBC Adjacent Areas (around the outside of the destroyed camp) or in and around Beddawi camp in Tripoli. Others have been provided with accommodation in temporary shelters built by UNRWA or in buildings the Agency has repaired for use as collective centres. A small number of families remain scattered throughout Lebanon. During 2008-2009, UNRWA provided rental subsidies to all those families in rented accommodation. Without this subsidy many families would simply not have been able to economically survive and this support remains the largest financial commitment for the Agency at \$545,000 every month.

The refugee community has so far been unable to recover from their economic losses or to recreate the thriving commercial and trading centre that NBC once was. A number of initiatives that were established with funding from the Emergency Appeal (2007-2008) continue to operate, including the North Vocational Training Centre (NTC), an apprenticeships programme and the Emergency Employment Services Centre (EESC), to provide knowledge, skills and support to improve refugee employment opportunities. UNRWA has provided small grants to micro-enterprises and small businesses in an attempt to help regenerate the local economy. Although a portion of the businesses that were destroyed have been restarted, realistically the local market cannot grow and become sustainable while local purchasing power remains low with most breadwinners still under-employed or unemployed. The continuing cordoning off of the Adjacent Areas by the Lebanese Armed Forces (LAF) continues to be a major disincentive to outsiders, particularly Lebanese from the North, who used to rely on NBC's market and service industry thereby substantially contributing to the local economy. Under these conditions there will be a very slow economic recovery and the majority of displaced families will continue to remain heavily dependent on UNRWA and international support for the foreseeable future.

UNRWA, as the lead Agency providing education, health and relief and social services to the Palestine refugees, is committed to providing the NBC refugees with the support necessary for their well-being



Status of displaced families from Nahr el-Bared camp (as at 31 December 2009)

North Lebanon	Families	Individuals
Renting	3,157	14,759
Staying with host families	599	1,852
Temporary Shelter (Plot 23) in NBC Adjacent Areas	86	405
Temporary Shelter (Plot 674) in NBC Adjacent Areas	158	756
Temporary Shelter (Plot 774) in NBC Adjacent Areas	93	465
Temporary Shelter (Plot 385) in NBC Adjacent Areas	204	832
Temporary Shelter (Plot 755-Phase 1) in NBC Adjacent Areas	67	335
Collective Centres (shared facilities in repaired buildings)	102	567
Accommodated by international NGOs	101	538
Returned to their own homes in NBC Adjacent Areas	902	4,452
Sub-total	5,469	24,961
Outside of North Lebanon (various accommodations)		
Central Lebanon (including Beirut)	120	537
Saida Area	77	337
South Lebanon (including Tyre)	44	200
Beqa'a	18	71
Sub-total	259	1,145
TOTAL	5,728	26,106

during their protracted displacement while the camp is being reconstructed. Temporary schools, health clinics, relief offices and other installations were established in NBC Adjacent Areas and in Beddawi camp (where approximately 10,000 displaced refugees still live) through funding from the previous Emergency Appeal and the RERA.

Given that most refugees in the north were affected by the NBC conflict and in order to rationalise resources and operations, UNRWA amalgamated the NBC Project Management Unit (PMU) with its Area Office and the regular programmes in North Lebanon (education, health and relief and social services) in early 2009. The new Northern Management Unit (NMU), based in Tripoli, has since taken over responsibility for all of UNRWA's regular programmes in North Lebanon and continues to manage the NBC relief, recovery and reconstruction operations.

Recognising that feelings of insecurity, lack of trust and scepticism that the camp will ever be rebuilt are common in the community, UNRWA has striven to develop better communication channels and dialogue with the refugees.





2. INTRODUCTION

The Relief and Early Recovery Appeal (RERA) for NBC was launched in Beirut, on 11 September 2008, by UNRWA together with the GoL, represented by Ambassador Khalil Makkawi from the Lebanese-Palestinian Dialogue Committee (LPDC), and Palestinian Ambassador Abbas Zakki. The launch, which was attended by many representatives of the donor community based in Beirut, was combined with a technical presentation on the reconstruction of the camp. The RERA outlined the funding requirements up to the end of December 2009, totalling \$42.7 million that would enable UNRWA to continue providing critical relief assistance as well as to support recovery activities, including rubble removal operations in the destroyed camp. The RERA followed two prior appeals launched by UNRWA to respond to the emergency, a Flash Appeal (June-August 2007) and an Emergency Appeal (September 2007-August 2008), which together raised \$60 million.

The broad strategy outlined in the RERA requested funding for a wide range of services to support the displaced population and those directly affected by the conflict in the Adjacent Areas and indirectly in Beddawi camp: food and non-food items (NFIs), shelter, water and sanitation, health, education, protection, early recovery activities, including rubble removal in the destroyed camp, and coordination and security operations.

Donors responded generously to the RERA and by the end of December 2009, \$28.2 million (or 66% of the budget requested) had been received in confirmed pledges from Australia, Belgium, Canada, the Central Emergency Response Fund (CERF), the European Commission (EC), the EC Humanitarian Aid Office (ECHO), Germany, Italy, Turkey, Norway and the US. Several donors also provided \$5.6 million for additional projects outside of the RERA but related to NBC early recovery – Austria, Balears Regional Government (Spain), Germany, UK and the United Arab Emirates Red Crescent (see Financial Summary Section 4). In total \$33.8 million was donated towards NBC relief and recovery activities from September 2008 to the end of December 2009. Most activities that were funded under the RERA are continuing into 2010, and the balance accrued at the end of 2009 has been rolled over to 2010 with the permission of the donors. Separate to the RERA, an additional \$11 million was provided to UNRWA in 2008-2009 for rubble removal by Belgium, Denmark, the EC, and the Netherlands and by the Multi-Donor Trust Fund (Finland, Norway and Spain).

With the funding received, UNRWA was able to provide support to all displaced families as well as to those who moved back to their damaged homes in the Adjacent Areas once these areas were opened up by the

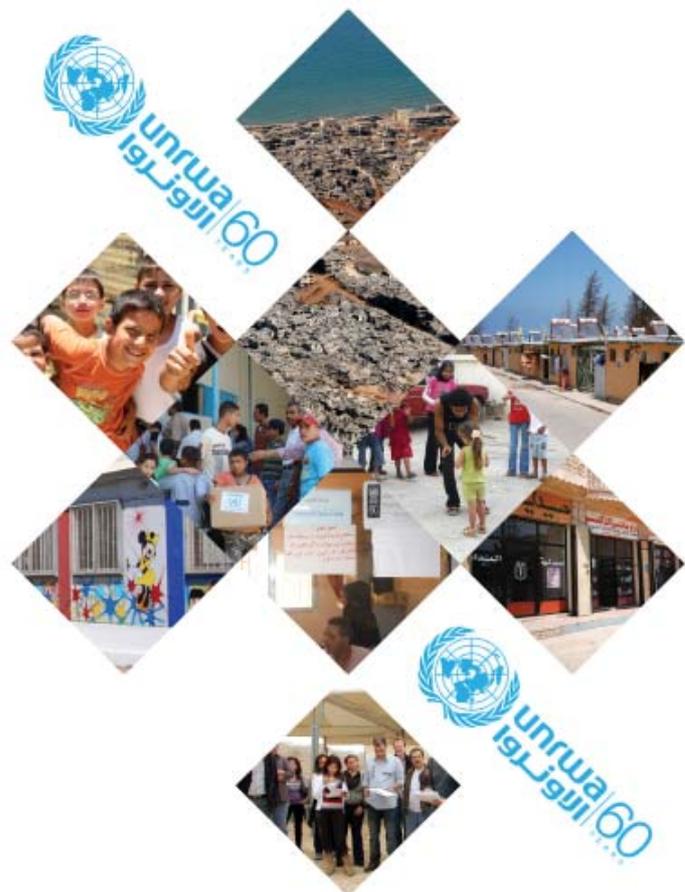


LAF. A small number of Lebanese families living in the Adjacent Areas who were also affected by the conflict were provided with food assistance up to the end of 2009.

Work on NBC's reconstruction started in Package 1 on 25 November 2009, following the demolition of destroyed buildings, the removal of most of the rubble and clearance of Unexploded Ordnance (UXO), and construction will continue (funding permitting) until 2012. During work on the reconstruction UNRWA is committed to providing basic humanitarian assistance until all families can be rehoused in the rebuilt camp. A faster reconstruction process will mean less costs, in terms of both the reconstruction and the cost of maintaining the displaced refugees.

While UNRWA does not plan to launch another special appeal in 2010, following the end of the RERA, the Agency will continue to fundraise for ongoing activities started under the RERA and particularly for priority projects/activities that cover relief and recovery assistance in 2010-2011 (rental cash subsidies, hospitalisation, food assistance, and shelter maintenance until the camp has been fully reconstructed – a separate project proposal and budgets has been prepared.

This report outlines the activities funded under the RERA that were carried out from September 2008 to December 2009.



3. SECTOR RESPONSES



A. Food and Non-Food Assistance

1. Food Assistance

Amount requested under RERA	\$6,168,789
Amount received	\$3,034,051
Expenditure to end December 2009 (including committed funds)	\$2,658,786

Aim

To alleviate problems of constrained economic access to adequate nutrition amongst displaced refugees and returnees to NBC.

Objectives

- To maintain adequate nutritional standards for displaced families and returnees to NBC;
- To contribute to household income by distributing food parcels to 4,800 families, infant parcels to 1,400 children between six months and three years and non-food items to 1,100 families;
- To ensure that basic requirements for non-food items amongst displaced families are met, thus helping them to cope during their period of displacement.

The funding that was received for food aid was utilised for the purchasing and packaging of supplementary food parcels for monthly distributions to 4,214 families (estimated at 21,070 individuals), providing a nutritional value of at least 800Kcal per day. The original RERA budget was prepared before the contents of the food parcel was reduced by taking out the more costly items and the size was rationalised. In addition, the number of beneficiary families was reduced as a result of assessments made by social workers in line with UNRWA's new Social Safety Net (SSN) criteria. However, the shortfall in funding still had ramifications in that UNRWA was only able to provide two cycles of infant food parcels for the 0-2 year-olds. Additional funds would have allowed UNRWA to provide more infant support.

Food distributions were organised through UNRWA's central warehouse logistics team in Beirut, and food parcels were distributed to all eligible NBC families regardless of whether they were residing in North Lebanon or in other areas of the country.

The standard contents of the food parcels was changed for Ramadan 2009 to include dates, vermicelli and tomato paste, and reverted back after the Holy month with the addition of tahini. Baby food parcels and cereals were also distributed in two rounds. As there were some leftover stocks of infant food, but not enough for wide distribution, these were given to NBC health centres to distribute to needy children.

In order to provide the best nutritional value in food parcels, a dietary diversity survey was conducted internally with the support of UNRWA Headquarters, from 10-12 August 2009. In this survey, 7% of the 3,876 displaced families who were residing in the North at that time were surveyed by UNRWA social workers (the remaining 338 families living outside North Lebanon were not included in the survey). The social workers were trained in how to conduct the survey, and data entry and analysis took place following the collection of data. The analysis showed that food security support was still required for the displaced refugees, as people are still reliant on food parcels to substitute what they can afford to purchase. It was found that if the displaced refugees do not receive food support from UNRWA, they will adopt negative coping strategies, such as reducing the quality, amount and/or diversity of their food intake.

Following this initial survey, a consultant was engaged in September 2009, to develop a course of action to improve dietary diversity. The consultant, using the data collected in the dietary diversity survey and based on the economic and social situation of the displaced refugees, concluded in a report issued in October 2009, that the most appropriate mechanism would be to transfer from food baskets to cash for food assistance (food coupons or cash vouchers were deemed too difficult to administer and monitor). While food distributions are continuing in 2010, the NMU plans to provide cash subsidies to those families who prefer this option over food parcels. This will give families the opportunity to purchase fresh produce to encourage self-sufficiency, and will support the economic recovery of small businesses.

2. Non-Food Items

Amount requested under RERA	\$777,572
Amount received	\$708,134
Expenditure to end December 2009 (including committed funds)	\$444,419

The distribution of non-food items (NFIs) under the RERA was limited to supporting refugees with disabilities by providing disability diapers and prosthetic/corrective devices, some minor support to fuel costs for some needy families and some *ad hoc* support to Special Hardship Case families. NFIs distributed included 3,198 blankets, 1,452 kitchen kits, plastic buckets and plastic water containers that were given to Special Hardship Case families during winter, and gas oil to 18 families (approximately valued at \$250 per family). For the winter distribution, each family received a number of blankets depending on the size of the family (1 blanket for families of 1-2 persons, 2 for families of 3-5 persons, 3 for families of 6-8 persons, and 4 blankets for families of 9 and above). Families also received a kitchen kit, a plastic bucket and a plastic water container.





B. Shelter

Amount requested under RERA	\$9,363,640
Amount received	\$13,148,028
Expenditure to end December 2009 (including committed funds)	\$12,387,654

Aim

To guarantee that displaced families and returnees to the adjacent areas have access to safe and secure accommodation and related basic services.

Objectives

- To ensure that the standard of existing temporary accommodation in collective centres and temporary shelters is maintained and, where necessary, improved;
- To ensure that displaced families living in rented accommodation have rent for adequate housing.

Construction of Temporary Shelters

During 2009, the Agency completed the construction of 232 temporary shelters on plot 385, and 152 shelters on plot 755 (funded under the Emergency Appeal). Additional funds were received (considered as RERA-related) for the construction of more temporary shelters on plot 755 (phase 2 of this site). The construction of these additional 124 temporary shelters began in mid-November 2009, and were due for completion in March 2010. Plot 755 is the fifth temporary shelter site that has been constructed by UNRWA in the Adjacent Areas (plots 23, 674, 774, 385 and 755), bringing the total number of temporary shelters to 1,080, housing 608 families (2,813 persons). The original number of shelters scheduled to be built on plots 385 and 755 was revised to include a greater proportion of larger and medium-sized units to accommodate bigger families, and fewer smaller units.

Given the protracted nature of the displacement, the cramped living conditions in the temporary shelter units, and lessons learnt from the temporary shelters built in 2008, UNRWA has progressively improved the quality of shelters for refugees. A playground will be constructed in Plot 755 by the international NGO Right to Play, with some financial support from UNRWA, to help improve the environment for the children and youth.



Additional funding for this sector has also allowed UNRWA to asphalt more roads and pathways in the Adjacent Areas that were accessible to UNRWA (i.e. outside the heavily damaged Prime Areas).

Maintenance

The temporary nature of the shelters and the rapid construction on plots 23 and 674 (out of necessity due to the imminent evacuation of refugees from the emergency displacement centres in schools in 2007), has resulted in additional repair work as well as maintenance. The “winterization” work on 219 shelter units in plot 674 was completed in July 2009, with each shelter being covered with zinc roofing to prevent leakages. Transparent sheets were also installed in the roofing on the second floor, and in sections that were cut out of corridors surrounding ground floor units to give shelters more natural light.

Miscellaneous repairs to ten collective centres have also been carried out, including the installation of false ceilings, ground slabs, and external painting, in order to improve living conditions. The number of collective centres was reduced from eleven to ten in 2009, and the families from the collective centre that was closed were rehoused in temporary shelters.

UNRWA’s temporary installations

Shading sheds and toilet blocks were installed in five of the prefabricated schools, along with electrical works. Funds were also utilised for the rental of storage space for construction equipment, and the provision of electric generators and transformers.

Rental cash subsidies

Cash subsidies have been paid to an average of 3,396 families to help them rent temporary accommodation. This number is higher than the figure stated in the appeal as more families required rental support than was initially anticipated. The delays in starting the reconstruction has meant a setback in the schedule to rehouse families in newly constructed units in the camp, which was originally expected to start in early 2010. In addition, newly-weds are being added to the lists. The subsidies were originally set at \$200 per month, however due to budget constraints UNRWA was compelled to reduce the amount to \$150 per month from October 2008 to enable continuing support to all the families that require subsidies.

All families receive the same amount of subsidy to avoid any discrimination and divisions within the displaced community. The list of approved families is posted on bulletin boards and at UNRWA’s relief offices in other camps, to inform the communities of which families will receive the rental subsidies, and the dates and times the cash will be distributed. The subsidies are distributed every three months over four days at the NMU compound in Tripoli to the head of the family (in cases of sickness or unavailability, the closest family member is able to collect the cash) or through UNRWA’s Area Offices for families living in other parts of Lebanon.





C. Water and Sanitation

Amount requested under RERA	\$3,015,787
Amount received	\$1,565,819
Expenditure to end December 2009 (including committed funds)	\$1,260,798

Aim

To ensure that displaced families from NBC and returnees to the adjacent area have access to basic sanitation and adequate and safe water supplies.

Objectives

- To guarantee access to water, sanitation and electricity services to approximately 2,500 families returning to the adjacent areas of NBC;
- To ensure continuity of services through maintenance and repair of water, wastewater and supporting power networks;
- To minimize the risk of public health hazards through quality control and vector and pest control campaigns;
- To ensure adequate hot water facilities for families in temporary shelters and collective centres through installation of a solar heating system;
- To continue solid waste management (collection and disposal) in the adjacent areas until concerned municipalities can assume responsibility for this activity.

The lack of funds received for water and sanitation has meant that significant gaps remain in the Adjacent Areas in terms of water and sanitation provision, particularly in the Prime Areas. Asphaltting, water connections and electricity still need to be provided to extensive parts of E-Prime and A-Prime in order to enable families to return to these areas when their damaged or destroyed are rebuilt.

Provision of safe water supplies

All temporary shelter units have water connections. Water connections in the Adjacent Areas have been improved through the installation of main and secondary water supply pipes, and household connections. Safe water is guaranteed to all households as the connections are all linked to UNRWA, UNICEF or Islamic



Relief's wells and reservoirs, which are sampled and tested monthly to ensure there is no contamination. Each person receives on average 100 litres of water per day.

Solar Panels

A pilot project to provide hot water to temporary shelters in plot 774 was separately funded (outside of the RERA) and was completed in May 2009 with the installation of 191 solar panels. The provision of hot water has helped to greatly improve the hygiene conditions for families -bearing in mind that winters in North Lebanon are extremely cold. As a result of the positive feedback from the refugees, solar panels were installed on 232 shelters in plot 385. As a follow-up to the pilot project in late 2009, a further 529 solar panels were installed in plots 23, 674 and 755. All the temporary shelters have now been provided with hot water through solar panel heating and refugees in all the shelters are now receiving hot water for the first time since moving into them. While some water shortages at these sites have been reported, awareness-raising measures are being taken to persuade the community to ration their use of water. Spare parts for all solar panels were purchased in order to ensure their sustainability. Students who were enrolled in the 2008 plumbing and central heating course at UNRWA's North Vocational Training Centre (NTC) were involved in the installations in plot 774, to give them positive hands-on experience and the opportunity to assist their community. In 2009, students enrolled in the short solar panel course at the NTC received training along with UNRWA maintenance engineers in the maintenance of solar panels.

Sanitation

In the Adjacent Areas, a large number of concrete and plastic pipes for sewerage mains were installed, along with manhole covers to allow access. The sewerage/wastewater connections to 122 shelters in plot 23 have been improved to full functionality. The old sewerage pipes were removed, as they were installed against external walls of units, causing leakages and sediment build-up. New pipes were installed at a greater distance, along with new drainage channels to prevent such occurrences in future

Stormwater drainage

UNRWA constructed 485 metres of stormwater drainage channels, coated in concrete, in Sectors A, B, E and B Prime and E Prime. In order to divert stormwater away from temporary shelters, 151 metres of existing channels were covered completely and steel cross gratings were installed.

Resurfacing roads

In the Adjacent Areas, asphaltting works for 3,594m² (over 8km) of damaged roads were completed (all work was preceded by base course materials and levelling), and 727m² of concrete pavements along roads was completed. In many cases, the 1-2 metre gaps between existing roads and buildings have been filled to prevent water infiltration underneath the existing asphalt. Rubble removed during the resurfacing process was contaminated and therefore not reused.

Solid Waste

Although UNRWA does not usually provide sanitation services outside of camps (as these areas are outside of its mandate), the Agency continues to collect solid waste from the Adjacent Areas six days a week as support to the local municipalities and additional sanitation labourers have been hired for this.

Other activities

RERA funds have also covered the running costs for maintaining water and sanitation systems in the temporary shelter plots and collective centres (including 12 water wells in NBC Adjacent Areas and eight wells in Beddawi camp), gas oil for electric generators, the rental of two silent electric generators to provide electricity for the temporary shelter sites and collective centres, and rental fees to Electricité du Liban (EDL) for other electricity consumption.





D. Health

Amount requested under RERA	\$1,843,813
Amount received	\$2,825,996
Expenditure to end December 2009 (including committed funds)	\$1,354,865

Aim

To maintain access to basic health services, hospital care and life-saving medication for families affected by the crisis, including returnees to the adjacent areas.

Objectives

- To provide primary health care services to approximately 27,000 refugees, including displaced and returnee families, through two emergency clinics in the adjacent areas and existing health centers in Beddawi and other areas of Lebanon;
- To support access to out-patient care for families through alternative radiology and laboratory facilities and specialized/life-saving medicines;
- To support access to secondary and tertiary care through subsidized hospitalization costs at specially contracted hospitals;
- To raise awareness amongst the target population of health risks and to control and prevent communicable and other diseases.

Funds provided by donors through the RERA have enabled UNRWA to continue operating two temporary clinics in the Adjacent Areas to replace the UNRWA clinic that was destroyed in the Agency's compound in 2007. The two temporary clinics were funded by specific donations received through the Emergency Appeal.



UNRWA's two temporary clinics (one in a rented apartment and one housed in prefabs in a specially-built compound) offer a complete range of preventive and curative health services, including general consultations, maternal and child healthcare, dental care, laboratory services, control and prevention of communicable and non-communicable diseases, radiology and specialist health services such as gynaecology, cardiology and ophthalmology to an average of 3,800 patients per month. The clinics operate the regular opening hours from 7am to 3pm Mondays to Fridays.

Due to the temporary living conditions and limited diet, many infants and children are being recorded with poor health status, and infant mortality is reportedly higher amongst Palestinians in Northern Lebanon than in other parts of the country.

UNRWA continued to fundraise for health above the budgeted amount as health expenditures turned out to be higher than anticipated. This increase reflects the difficulty of forecasting and budgeting for health expenditures; predicting the required volume and nature of subsidised healthcare in any given period is challenging. Forecasting expenditure is particularly difficult because a relatively small increase in patients receiving certain high-cost treatments over a long period, e.g. for cancer or psychiatric conditions, can drastically effect the overall expenditures.

The balance at the end of December 2009 relates to the fact that not all the medical bills for 2009 could be processed by the end of the year. These had to be carried over to 2010 due to the administrative procedures involved as UNRWA has contracts with eight different hospitals in North Lebanon.

The full costs of hospitalisation (for medical and surgical cases), laboratory and radiology services, support for patients with Thalassaemia and those requiring Haemodialysis at UNRWA contracted and non-contracted hospitals, have been covered by RERA funding.

Medicines and prescription drugs that are not available in the UNRWA pharmacy are dispensed through contracted pharmacies.

On 20 August 2009, UNRWA signed new contracts with a number of hospitals in the North as part of UNRWA's hospital reform to increase the coverage of patients and reduce costs. This was a move away from the old system of paying a flat rate for a certain number of contracted beds to fully covering the real cost of each patient's care.

Preventive health awareness activities have been organised in the schools and the community at large, including numerous "clean-up" days and H1N1 sessions.





E. Education

Amount requested under RERA	\$2,672,930	
Amount received	\$695,458	Amount received and expenditure not including North Vocational Training Centre (NTC)
Expenditure to end December 2009 (including committed funds)	\$519,671	

Aims

To guarantee access to adequate education services and safe facilities for all students and to mitigate the impact of the crisis on their behavior and learning abilities.

Objectives

- To support provision of schooling for approximately 5,000 refugee pupils from NBC, ensuring the same level of support as existed pre-crisis;
- To enable 300 displaced Baccalaureate graduates to continue their studies at universities through provision of financial grants;
- To maintain psycho-social support services for pupils and those who have returned to the adjacent areas.

Basic schooling

The provision of basic education for the 3,059 refugee children was able to continue in the 2008-2009 academic year and in the first quarter of the 2009-2010 academic year. Children are attending classes in five schools in the Adjacent Areas and in three schools (two double-shift and one single shift) housed in two prefabricated buildings in Beddawi camp for 1,821 students.

Funding to the RERA allowed UNRWA to make necessary improvements to the school buildings, hire additional education staff, and provide school buses for children living far from the schools. However, lack of donations meant that UNRWA had to prioritise its delivery of services. Remedial activities were scaled back as available funds had to be directed towards continuing the transportation of students between their schools and temporary accommodation in NBC and Beddawi camp.

The learning environment therefore remained poor. UNRWA is operating double-shifts (morning and afternoon) in the three school buildings. This has reduced the amount of teaching time for each child and classes are crowded. Many children are still suffering from the shock of losing their homes, and there is no space in the temporary accommodation for children and youth to do homework. A large number of students are, not surprisingly, struggling academically. There is a high drop out rate by grade 9 (i.e. before high school) mainly because of poor achievement at school. A higher number of NBC students than other UNRWA schools failed the Brevet exams in 2009, which means they cannot enter high school.

University assistance

University fees were covered through scholarships for 121 students who completed the 2007-2008 Baccalaureate. Other scholarships have been awarded to NBC students through the regular Education programme and funded through other project funding - not NBC emergency funds. Support to university students was also reduced due to lack of funding.

Psycho-social support

Each school has a psychosocial teacher who has received specific training to provide extra support and guidance to students requiring assistance. Psychosocial support was also provided to children in the form of recreational activities, which included puppet shows, festivals, and the purchasing of sports and a sound system for future recreational activities.

North Vocational Training Centre

Established in 2008 through a separate donation from the German government, the North Vocational Training Centre (VTC) offers trades and semi-professional courses that will enable young Palestine refugees in North Lebanon to gain employment in the reconstruction and recovery of NBC, in which many of them lost their homes. The overall objective is to enhance the employability of young refugees in the North by providing vocational training related to opportunities in the labour market. For this reason courses were run in areas from architectural engineering to welding and pipe-fabrication. By the end of 2009, 365 young Palestinians (232 male, 133 female) were enrolled in the NTC. The NTC also provided short-term courses to 36 young students, and after their graduation, around 80% of the students had already found employment, which is an indication that this project contributes to livelihoods for young Palestinians. Some graduates from the VTC have also benefited from the services offered by the EESC on the completion of their courses.



F. Protection

Amount requested under RERA	\$354,263
Amount received	\$11,100
Expenditure to end December 2009 (including committed funds)	\$11,100

Aim

To meet the immediate and longer-term protection needs of displaced and returnee families, thereby reducing threats to the physical safety and security of the population and maintaining dignity during the recovery and reconstruction of NBC.

Objectives

- To develop mechanisms to monitor and respond to protection concerns, threats to physical safety and security and other human rights violations, such as allegations of harassment, arrests on discriminatory grounds, ill-treatment, torture and violence against vulnerable groups, in an effort to prevent or mitigate the worst affects of these abuses;
- To integrate protection considerations into the activities of other clusters active in the NBC response, including ensuring non-discriminatory access for vulnerable groups to adequate health, education, shelter and economic opportunities;
- To enhance child protection mechanisms in support of the implementation of UN Security Council Resolution 1612 on violations against children in situations of armed conflict;
- To develop conflict prevention and peace-building initiatives to facilitate the resolution of inter- and intra-communal tensions between Palestinians and Lebanese communities surrounding NBC.

A protection/research officer from UNRWA acted as the focal point for the Protection Cluster in the immediate aftermath of the conflict. This officer worked with the agencies involved to improve coordination to ensure the coverage of protection issues in the North. The Protection Cluster, chaired by the Office for the High Commissioner of Human Rights (OHCHR), has met on a monthly basis since its inception in June 2007. UNRWA commissioned OHCHR to investigate protection issues in the North, and a study was completed in June 2009. The major issues identified were: restrictions on movement, harassment at checkpoints, detention cases, law enforcement and the rule of law, vulnerable groups (women, children and the elderly), and the need for a mapping exercise to identify the actors working in protection. This report has formed the basis of activities that will be taken up by the new UNRWA Field Protection Officer and the Operational Support Officers (OSO) programme.

At the end of 2009, UNRWA was able to recruit a Project Supervisor under the UN Millennium Development Goals (MDG-F) project that is being funded through UNDP to coordinate activities relating to peace building and conflict prevention. The activities will include the development of community forums to discuss conflict resolution, capacity building for the Popular Committee (including the development of a code of conduct) and leadership training for women.

In addition to protection being mainstreamed into UNRWA's operations in general, some of the protection activities outlined in the RERA are now being funded by a separate US contribution for the Lebanon-wide Operations Support Officers (OSO) programme, which lies beyond the scope of the RERA. This has allowed for a reduced expenditure on protection under the RERA. The specific funding UNRWA received through the UN MDG-F again reduced the need for funds from the RERA.





G. Early Recovery

	Rubble Removal	Livelihood	Support for CBOs	Total
Amount requested under RERA	\$9,435,000	\$2,218,828	\$284,327	\$11,938,155
Amount received	\$2,191,908*	\$0	\$882,834	\$3,074,743*
Expenditure to end December 2009 (including committed funds)	\$2,040,737	\$0	\$205,424	\$2,246,161

* **NOTE ON RUBBLE REMOVAL FUNDING:** In addition to funds donated to the RERA, separate funding was also received for the rubble removal operations, which together covered the total amount of \$14.3 million for the rubble removal in the whole camp. Funds to start up the rubble removal activities were provided to UNRWA and its partners through separate donations from Belgium, Denmark, the European Commission, the Netherlands and Spain totalling \$10.6 million. The additional donations received under the RERA from Belgium enabled UNRWA to continue these operations and the shortfall was provided through two donations from the Multi-Donor Trust Fund (MDTF-Finland, Norway and Spain) for Nahr el-Bared (totalling \$2.3 million). Donations received under the RERA for UXO operations are also included in the amount received.

Aim

To facilitate the recovery and reconstruction of Nahr el-Bared camp and its adjacent areas for the safe return and reintegration of displaced refugees.

Activity 1: Rubble Removal

Objective

- To ensure the safe removal of rubble from NBC camp and adjacent areas, including the safe disposal of toxic and non-toxic solid waste, in order to prepare the ground for the reconstruction and rehabilitation of the camp.

Rubble removal, supervised by UNDP, and Explosive Ordnance Disposal (EOD) operations carried out by the international NGO Handicap International, started on 16 October 2008 and continued throughout 2009.



By the end of 2009, 99% of the rubble had been removed from NBC in preparation for reconstruction work to begin. With a workforce numbering 150 at its peak (50% Palestinian) and only a small percentage of rubble remaining in packages 2 and 4 by the end of 2009, the rubble removal process was scheduled to be completed in March 2010. Initially, the operations took much longer than was originally anticipated and was labour intensive and slow due to the high level of UXO contamination. Also slowing down the process was the discovery of archaeological remains on the site.

Reports on the numbers of UXOs and booby traps uncovered and cleared were issued by HI on a weekly basis. The UXO findings by the end of December 2009 proved to be consistent with the initial assessment that was undertaken in April/May 2008, by the Mine Advisory Group (MAG). The most contaminated areas of the camp were packages 1, 2 and 4. By the end of 2009, the following UXOs were cleared and categorised as follows:

Given the high contamination of the site, there were a number of security challenges involved in the clearance of the rubble and UXOs. Some of the highly trained staff who had prior experience in Iraq and Afghanistan expressed how much more difficult the process in NBC has been. The extent of the destruction meant that for safety reasons buildings had to be demolished first. Handicap International (HI) teams, under the supervision of the Lebanon Mine Action Centre (LMAC), worked alongside rubble removal teams to examine all rubble and waste in order to identify and safely remove UXOs before the rubble was moved to the sorting and crushing site on the old UNRWA compound. One rubble removal worker was seriously injured during the clearance process when an undetected hand grenade exploded, and a small number of staff have been treated for minor injuries. The rubble was sorted, and recyclables such as metals, wood and plastics were salvaged, while building materials were crushed into the requested sizes to be used at the Port of Tripoli as per the Government of Lebanon's request. Only the non-recyclable, non-reusable waste was transported to the Tripoli landfill for final disposal.

**UXO Items found in Nahr el-Bared Camp
between 16 October 2008 – December 2009**

ITEM	QTY
Rifle Grenades	1,163
Hand Grenades	240
Projectiles	218
Mortars	616
Fuses	209
Small Arms Ammunitions (SAA)	8,911
RPGs	33
Rockets	11
Weapons	133
Mines	25
Aerial Bombs	4
Miscellaneous	258
TOTAL ITEMS FOUND (of which 71 were booby-trapped)	11,821



Activity 2: Livelihood

Objective

- To support local employment creation and skills development to help displaced refugees and local enterprises recover from the crisis.

Two projects funded under the 2007 Emergency Appeal continued to be implemented throughout 2008-2009, therefore no additional funding was sought. These projects have been considered "RERA-related" and have been reported separately to the donors. These are:

On-the-Job Apprenticeship Initiatives

Seventy-five individuals (with 15% being females) were selected for participation in the Apprenticeships project for placements of six months. The participants are graduates of vocational training aged between 16 and 20 years, and either come from families with no major sources of income and/or are in the abject poverty group, or they were jobless following their short-term vocational training. The apprentices have been placed in professions including mechanics, welding, carpentry, nursing, and accounting to provide them with hands-on training and contacts to improve their future employment options.

Emergency Employment Services Centre (EESC)

The EESC helps unemployed Palestine refugees to find and apply for jobs through employment creation and on strengthening the vocational skills of workers.

Jobseekers assisted by the EESC (24 February 2009 – 30 November 2009)

	Nahr el-Bared Camp			Beddawi Camp			Total
	Male	Female	Total NBC	Male	Female	Total Beddawi	
Interviewed Registered	411	220	632	354	156	510	1,142
Referred to Employment	116	96	212	226	178	404	616
Referred to Training	19	24	43	43	-	85	128
Placed in Employment	29	17	46	25	21	46	92
Placed in Training	-	-	22	29	1	69	91



Activity 3: Support for Community Based Organisations

Objectives

- To guarantee access to essential community and support services for vulnerable groups, and support and enhance their participation in the recovery and reconstruction of NBC;
- To empower community based organisations (CBOs) to take a leading role in the rehabilitation process of returnees and displaced families, through engaging them in income generation and community rebuilding activities.

The “Capacity Building for Women and Girls” project has focussed on providing recreational and summer activities, including workshops (for sewing and jewellery making) and a day trip to a national park. Courses in food and sweets preparation are underway, as is the grant component that will be targeting women who have managed to re-establish small-scale enterprises.

As part of this project, a local CBO, the Women's Programme Centre/Nahr el-Bared, has also been supported to provide the services to beneficiaries. The organisation's sewing room has been refurbished and seven new sewing machines, a vapour iron and a table were purchased for the sewing course. This course trains women to produce curtains, bed sheets and furniture. New cabinets, drawers and stationary were also purchased for the office, the kitchen was fully equipped and air conditioning was installed for future food preparation courses.

Participatory Planning

Support was provided to the grass-roots organisation the Nahr el-Bared Reconstruction Commission for Civil Action and Studies (NBRC) to enable them to start work on a Master Plan of the Adjacent Areas to cover the following: urban guidelines, zoning, negotiation of approvals, detailed building design for destroyed buildings with approved zoning regulations.

Disability services

Due to a lack of funding, some activities originally planned in the RERA were not implemented, such as the rehabilitation and therapy sessions for children.

Prosthetic devices (e.g. wheelchairs, prosthetic limbs, orthopaedic shoes) were purchased for 25 refugees who were identified as those in most urgent need. This was based on a screening of the requests received and home visits made by staff from the Health Department. The recipients were provided with orientation sessions on the use of the devices. In addition, 299 refugees with disabilities who are bedridden were provided with seven months supply of adult diapers (five packs each per month).

Further support is being planned for CBOs following a mapping process to determine the location and operations of CBOs in NBC and Beddawi camp. Technical assessments of their capabilities and capacities will also be carried out. Training sessions will be provided on project cycle management, proposal writing and monitoring and evaluation to improve their operational capacity. Micro-grants will be distributed at the end of the project to allow these CBOs to implement the skills they have learnt in the training.





H. Capacity, Coordination, Security

Amount requested under RERA	\$6,576,766
Amount received	\$1,822,502
Expenditure to end December 2009 (including committed funds)	\$1,398,667

Aim

To strengthen UNRWA's capacity to manage and deliver relief and recovery operations and services to refugees affected by the crisis.

Objective

- To reinforce planning, management, delivery and monitoring/evaluation of emergency and recovery operations in NBC and adjacent areas, whilst ensuring the safety of staff and assets.

The Northern Management Unit (NMU) was established in Tripoli to strengthen coherence, efficiency and coordination to better address the needs of the entire refugee population of the North as well to run the NBC relief, recovery and reconstruction operations. The staff are spread between reconstruction (funded separately from the RERA) and emergency engineering, programme delivery (health and education), support services, relief and recovery, safety and security, and executive support. Part of these staff costs have been funded under the RERA and additional staff were hired, including security guards, sanitation labourers, plant mechanics, drivers and repairmen, to enable the Northern Management Unit (NMU) to operate safely and effectively.

RERA funds allocated for staffing and running costs have enabled the Agency to implement the activities outlined in this report. Due to the destruction of the UNRWA compound at NBC, and in order to reduce office rental costs (in 2007/2008 office space was rented in a Tripoli hotel), a temporary compound with prefabs was constructed in Tripoli at the end of 2008. Office space in this compound has been provided to other UN agencies that are also carrying out early recovery activities in NBC Adjacent Areas, namely UNDP, UNRC, and the ILO.

To facilitate coordination with the community in the design process for the reconstruction of NBC, the NMU signed a Memorandum of Understanding with the Nahr el-Bared Reconstruction Commission for



Civil Action and Studies (NBRC), a grassroots civil society initiative composed of engineers, researchers, and other volunteers mostly from the NBC community. The NBRC acts as a link between the community and the UNRWA Design Unit, providing important collaboration in the design of the construction packages for NBC. Funding has been provided to NBRC to enable them to carry out a similar mapping of destroyed and damaged buildings and assets in the Adjacent Areas.

Two Camp Information Offices, staffed by Palestinian Camp Information Officers (CIOs), were opened in 2008 in NBC Adjacent Areas and in Beddawi camp to act as a focal point for the dissemination of information. The CIOs work with the NMU Communications Unit, which produces weekly newsletters in both Arabic and English as one outreach tool to inform the community on important developments in the reconstruction, on information relating to health and education, and on any decisions and activities that affect them. NMU management and the Director of UNRWA Affairs, Lebanon regularly hold meetings with the NBC Popular Committee and attend focus group discussions with refugees in the temporary shelter sites.

The NMU's Safety and Security Unit liaises with the LAF and Internal Security Forces (ISF) on the ground almost on a daily basis to ensure that UNRWA staff, staff from partner organisations, external contractors and materials are allowed entry into the Adjacent Areas and the official camp. The SSU also provides support for the frequent donor visits to NBC. While numerous challenges have been faced in obtaining permits for external contractors and materials, UNRWA has maintained a positive relationship with LAF commanders, that has allowed any concerns to be addressed at a high level.



4. COORDINATION, MONITORING AND REPORTING

Coordination

The following clusters are coordinating on a monthly basis: Shelter/Watsan, Protection, Mental health/ Psychosocial, Livelihoods, and Education. There is also a bi-monthly inter-cluster meeting led by the UNRC to discuss wider coordination issues. The Food/NFI cluster had its last meeting in June 2009, since UNRWA was the only provider of these services.

The dynamics of the clusters have been changing, with the Popular Committee now attending the Shelter cluster meetings, and a larger number of local NGOs attending other meetings, particularly Education. The role of the clusters will be reassessed as the need arises.

Monitoring

Throughout the implementation of the RERA, the NMU's Monitoring and Evaluation Unit (M&E) has prepared a number of thematic reports based on observation and information gathered in the field, including from interviews with refugees. The M&E Unit's reports on Shelter and Electricity, Rental Cash Subsidies, Livelihoods, Food and Non-Food Items and Education provided a number of recommendations for improvements. M&E staff are working closely with the other NMU units to ensure that these recommendations are carried out to improve future implementation of projects.

Reporting

Individual progress and final reports have been provided to donors where contributions have been earmarked for specific activities or projects. Quarterly updates were produced by UNDP on the progress of the rubble removal and EOD operations, in October 2008, January, May and August 2009.

Two briefing sheets were produced for the launch of the rubble removal (October 2008) and the laying of the NBC foundation stone (April 2009). An information envelope in Arabic and English was produced in September 2009, for distribution to donors and visitors.

Visibility

A number of visibility measures have been taken, including the production of plaques, banners, stickers, and leaflets, to ensure that donors are appropriately recognised for their contributions. There have been many events recognising the contributions of donors to NBC relief and recovery activities, including the launch of the rubble removal (16 October 2008), the opening of the NBC Health Centre II (February 2009), the inauguration of the Emergency Employment Services Centre (EESC) and the handover of the solar panels to the community.

In order to utilise visibility funding to also provide useful tools for the community, bulletin boards have been purchased for the temporary shelter plots, collective centres and schools, on which donors' logos are prominently displayed. Other visibility options are being developed.



5. FINANCIAL SUMMARY

A. Donor Contributions to RERA (2008-2009) and Related Projects for NBC

(as at 31 December 2009)

Of the \$42.7 million requested to support activities under the RERA, donors generously contributed \$26 million or 61% of the RERA budget. In addition, \$5.6 million was received for related activities, bringing the total received to \$31.6 million.

Donor	Contributions to RERA US\$
Australia	404,700 17,247
Belgium	1,404,494
Canada	1,597,444
CERF	1,008,582
European Union	7,238,916
ECHO	2,013,928
Germany	323,834 131,234 256,453 485,699
Italy	518,135
Norway	453,035 621,601
Turkey	250,000
USA	4,310,000 5,000,000
Total Received	\$26,035,302

Donor	Contributions received for RERA-related activities US\$
Austria	\$652,655 (Capacity Building)
Balearic Islands Regional Government (Spain)	\$238,095 (Water Supplies in Adjacent Area)
Germany	\$3,096,983 \$33,300 \$193,923 (Northern Training Centre-NTC)
United Arab Emirates Red Crescent (UAERC)	\$998,613 (Temporary Shelters)
United Kingdom	\$355,900 (UXO and Design Survey)
Total Received	\$5,569,469

B. Summary of Donor Contributions to Rubble Removal Operations (as at end April 2010)

Donor	Contributions to Rubble Removal Operations US\$
Belgium (1), Denmark, European Commission, Netherlands	\$10,000,000 (2008)
Spain	\$600,000 (contribution provided directly to UNDP, 2008)
Belgium (2)	\$1,404,494 (through the RERA)
Multi-Donor Trust Fund (Finland, Norway, Spain)	\$1,000,000 (2009) \$1,300,000 (2010)
Total	\$14,304,494



C. RERA Budget & Income/Expenditure Summary for RERA and Related Projects¹

Activity	RERA Budget Requested US\$	Funds Received RERA & Related Projects US\$	Expenditure + Commitments US\$	Balance ² (at end Dec 2009) US\$
A. Food Assistance	6,168,789	3,034,051	2,658,786	375,265
Non-Food Items	777,572	708,134	444,419	263,715
B. Shelter	9,363,640	13,148,028	12,387,654	760,374
C. Water & Sanitation	3,015,787	1,565,819	1,260,798	305,021
D. Health	1,843,813	2,825,996	1,354,865	1,471,131
E. Education	2,672,930	695,458	519,671	175,787
F. Protection	354,263	11,100	11,100	0
G. Early Recovery:				
1. Rubble Removal/ UXOs	9,435,000	2,191,908	2,040,737	
2. Livelihood	2,218,828	0	0	
3. Support for CBOs	<u>284,327</u>	<u>882,834</u>	<u>205,424</u>	
ER Totals	11,938,155	3,074,743	2,246,161	828,582
H. Capacity, Coordination, Security	6,576,766	1,822,502	1,398,667	423,835
Reserve not yet allotted		1,162,509	0	1,162,509
Total	\$42,711,715	\$28,048,340	\$22,282,121	\$5,766,219

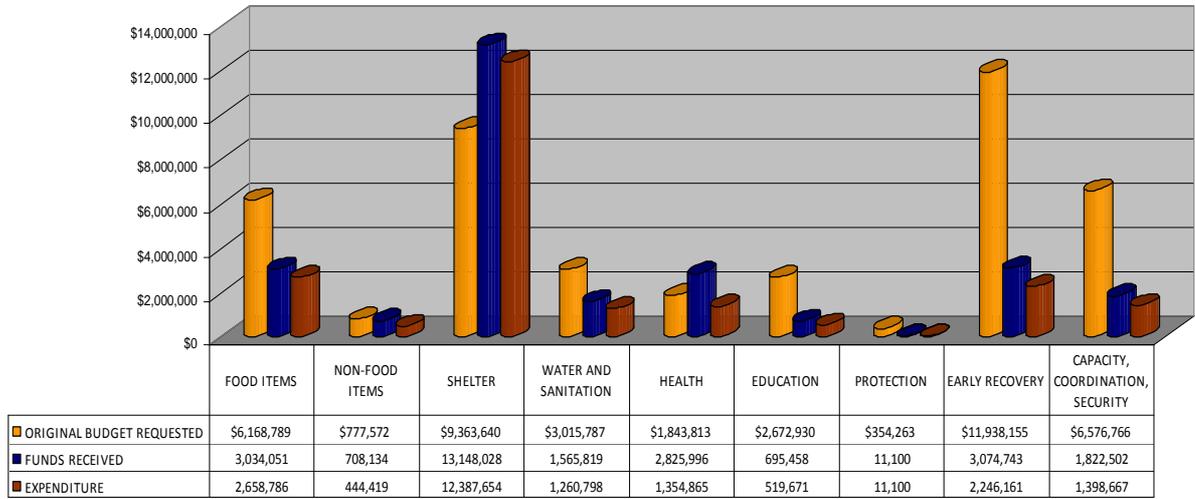
Notes:

1. Income/expenditure figures do not include the North Vocational Training Centre, which are recorded and reported separately to the donor.
2. The balance of \$5,766,219 at the end of December 2009 represents funds already allocated to continuing services and for activities in related projects due to be completed in 2010.



D. Financial analysis

RERA Budget / Funds Received for RERA and Related Projects / Expenditure (September 2008 to December 2009)





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