

PROTECTION AND SOCIAL COHESION



CONTEXT:

The *'EU Regional Trust Fund in Response to the Syrian Crisis'* -herein the Trust Fund- has provided **social protection** for Syrian refugees and vulnerable members (children, women and men) of hosting communities in Lebanon, Jordan, Iraq, Türkiye. With emphasis on children and women, the Trust Fund has supported provision of mental health and psychosocial support (MHPSS), gender-based violence related (GBV) services, and child protection services to asylum seekers. Apart from improving access to those services, the Trust Fund aims at strengthening capacities to provide those services, including referral mechanisms to complementary programmes and services. The support to changes in legal, institutional and policy frameworks to strengthen governance of social services has been provided mainly in Jordan and Lebanon.

To date, the Trust Fund has funded 32 actions with a protection focus or as a component part of livelihood, education, or higher education actions, and 8 are still ongoing. A total of 23 lead partners, such as UNICEF, EFI, UNRWA or UN-Women, have contributed to this wide range of interventions. From the projects with a strong focus on protection, currently two actions are still being implemented, one in Lebanon (T04.253), led by the Italian Agency for Development Cooperation (AICS), and one in Jordan (T04.306), implemented by the Spanish Agency for International Cooperation (AECID), respectively. Two further projects with protection components are still ongoing in Jordan, as part of a higher education intervention (GJU: T04.215), and of a livelihood project (UN Women: T04.249).

In addition, the Trust Fund has supported horizontal activities to promote social cohesion, such as peacebuilding activities, peer-to-peer information sharing, outreach



campaigns, and awareness sessions on various topics, including hygiene, environment, and protection. Some Trust Fund supported projects also aim at strengthening capacities and local infrastructure, such as community facilities, to provide those activities.

Social cohesion activities are included in more than 70 actions across all sectors through a wide number of lead implementing partners, such as: ASAM, AFD, AISPO, ASAM, ARC, AVSI, DAAD, DRC, EFI, GIZ, GJU, GVC, ILO, Medair, Danish Ministry of Foreign Affairs, AICS, Oxfam, UNDP, UNICEF, UNRWA, UN Women, VNG International, WHO, WFP and World Vision. Currently, 17 actions are implementing social cohesion related activities across all sectors in Lebanon, Jordan and Türkiye.

PROTECTION RELATED OUTPUTS

In terms of protection related outputs, the Trust Fund has reached more than 470,000 people with psychosocial services, and more than 120,000, mostly women, with GBV services. Targets have been overachieved, as in the case of local capacities where more than 15,000 women and men have been trained in GBV and child protection service provision. Overall, women continue to access psychosocial support and GBV related services to a larger extent than men. Refugee communities are accessing more psychosocial support, while there is not a significant difference regarding GBV services

access by community of origin. Capacity building on child protection and GBV has similarly reached women and men, largely from host communities. The support to social service provision has been delivered mainly in Lebanon, where Syrian refugees and the host communities are going through a deep economic crisis and now an armed conflict, causing more social suffering. Capacity development in the social protection sector has been also provided in Jordan, Iraq, and, to a lesser extent, in Türkiye, in all cases, exceeding planned targets.

SOCIAL COHESION OUTPUTS

Regarding the social cohesion outputs, aggregated targets have been exceeded in the case of municipalities benefitting from new services and/or infrastructure, and young people benefitting from peer-to-peer activities. Access to information and outreach campaigns have currently attained 85% of the planned quantitative goals. From the available information, more women have been reached by information and awareness campaigns, while more men have been benefitting from peer-to-peer activities. In the latter, refugees, and host community youth access those to a similar extent, while more refugees accessed information campaigns. Capacity building activities in relation to social cohesion in the public and social sector have also been delivered beyond planned targets, reaching mostly host community members and slightly more men, while infrastructure



improvements of community facilities show 88% achievement of aggregated outputs.

The assessed Key Performance Indicators (KPIs) are part of the EU Trust Fund Results Framework (https://ec.europa.eu/trustfund-syria-region/monitoring-evaluation_en).

PROTECTION-PROJECT LEVEL

At project level, the following protection related actions show scope for improvement (in the following outputs): UN Women (T04.249) on GBV services and referrals in camps (at 29% of the planned target) and some awareness activities (12% achieved); AECID on training of GBV service providers (at 32%) and research products (10% achieved), both in Jordan, while AICS needs to deliver all planned GBV and protection service provision outputs in Lebanon, which means infrastructure

improvements, training and service provision (not measured yet) and awareness activities (35%).

SOCIAL COHESION-PROJECT LEVEL

The projects led by GIZ (T04.208), and KFW (T04.112) in Jordan and ACTED (T04.272) in Lebanon which have social cohesion components that focus on municipalities' support, have opportunities to increase their targets before the end of implementation. In terms of social cohesion training, WHO (T04.202) and AICS (T04.253) in Jordan need to increase their quantitative targets' achievement, and AICS also needs to improve the planned infrastructure upgrades of SDCs. For awareness and information campaigns, there is potential for improving results in the case of AFD (T04.206) in Lebanon and ILO/UNICEF (T04.235), UN Women (T04.249), AICS (T04.253) and AECID (T04.306) in Jordan.



In all Figures the difference between total figures and the sum of disaggregated ones is due to a residual amount that hasn't been broken down by sex or community of origin at the source. This applies to all indicators where disaggregation is not fully available.

STRENGTHENED PROTECTION SERVICES FOR CHILDREN, WOMEN, AND MEN.



CUT OFF DATE: **SEPTEMBER 2024** / 22 CONTRIBUTORS / 6 COUNTRIES

24.

Number of people receiving psychosocial support.



473,512
Aggregated current value
421,414
Target

STRENGTHENED CHILDREN, WOMEN AND ADULT PROTECTION MECHANISMS

221,977

153,623



Women

Men

251,849

115,622



Refugee community

Host community

Lebanon



106,067 / 96,336

Jordan



19,625 / 14,898

Iraq



18,434 / 16,200

Turkey



321,794 / 290,400

Armenia



353 / 200

Western Balkans



7,239 / 3,380

Figure 1.



CUT OFF DATE: **SEPTEMBER 2024** / 7 CONTRIBUTORS / 4 COUNTRIES

25.

Number of women accessing Gender Based Violence related services.



126,354
Aggregated current value
87,446
Target

STRENGTHENED CHILDREN, WOMEN AND ADULT PROTECTION MECHANISMS

109,180

17,162



Women

Men

52,232

53,176



Refugee community

Host community

Lebanon



66,789 / 43,500

Jordan



22,948 / 14,846

Iraq



26,673 / 20,500

Turkey



9,944 / 8,600

Figure 2.



PSYCHOSOCIAL SUPPORT SERVICES ESTABLISHED

26.

Number of people trained on child protection and gender based violence

CUT OFF DATE: SEPTEMBER 2024 / 15 CONTRIBUTORS / 6 COUNTRIES



15,997
Aggregated current value
9,925
Target

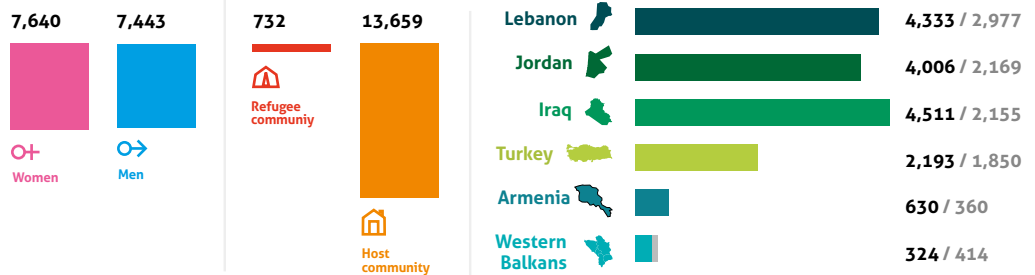


Figure 3.

LOCAL AND NATIONAL SYSTEMS AND SERVICE DELIVERY CAPACITIES IN TARGET AREAS STRENGTHENED.

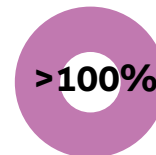


LOCAL AND NATIONAL SYSTEMS AND SERVICE DELIVERY CAPACITIES IN TARGET AREAS STRENGTHENED

30.

Number of municipalities benefitting from improved infrastructure.

CUT OFF DATE: SEPTEMBER 2024 / 23 CONTRIBUTORS / 4 COUNTRIES



585
Aggregated current value
479
Target

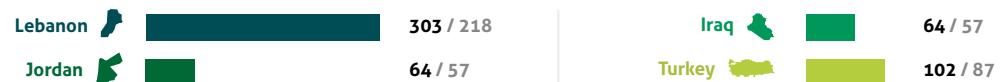


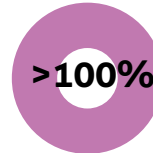
Figure 4.



CUT OFF DATE: **SEPTEMBER 2024** / 14 CONTRIBUTORS / 4 COUNTRIES

31.

Number of public sector officers trained.



8,498
Aggregated current value
4,825
Target

LOCAL AND NATIONAL SYSTEMS AND SERVICE DELIVERY CAPACITIES IN TARGET AREAS STRENGTHENED

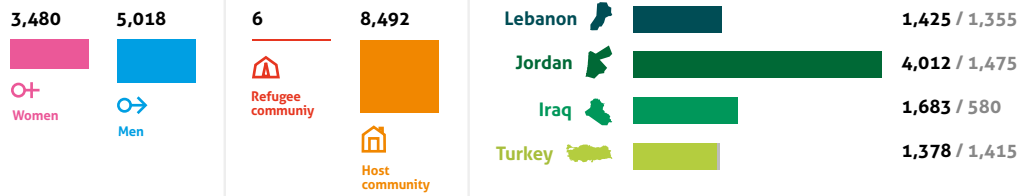


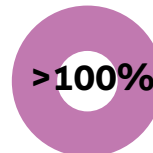
Figure 5.



CUT OFF DATE: **SEPTEMBER 2024** / 14 CONTRIBUTORS / 4 COUNTRIES

32.

Number of people trained in social cohesion related topics.



8,278
Aggregated current value
6,507
Target

ENHANCED COMMUNITY COHESION CAPACITIES AMONG SYRIAN REFUGEES AND HOST COMMUNITIES

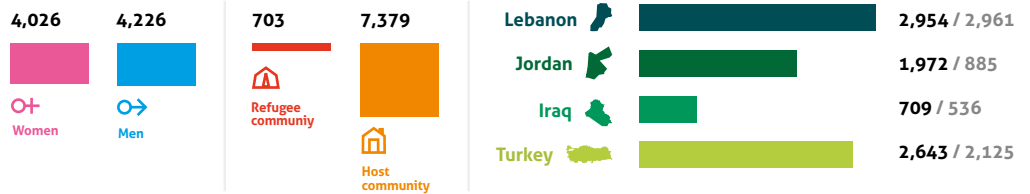


Figure 6.

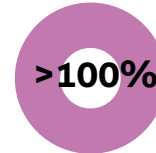


ENHANCED COMMUNITY COHESION CAPACITIES AMONG SYRIAN REFUGEES AND HOST COMMUNITIES

33.

Number of community centres and other facilities refurbished, upgraded in standards, or equipped.

CUT OFF DATE: **SEPTEMBER 2024** / 15 CONTRIBUTORS / 4 COUNTRIES



267
Aggregated current value
302
Target



Figure 7.

ENHANCED COMMUNITY COHESION CAPACITIES AMONG SYRIAN REFUGEES AND HOST COMMUNITIES

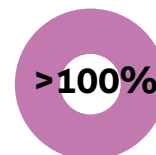


ENHANCED COMMUNITY COHESION CAPACITIES AMONG SYRIAN REFUGEES AND HOST COMMUNITIES

34.

Number of young Syrian refugees and host community benefiting from peer information, outreach activities and extracurricular activities, such as sports and culture.

CUT OFF DATE: **SEPTEMBER 2024** / 18 CONTRIBUTORS / 4 COUNTRIES



748,683
Aggregated current value
491,086
Target

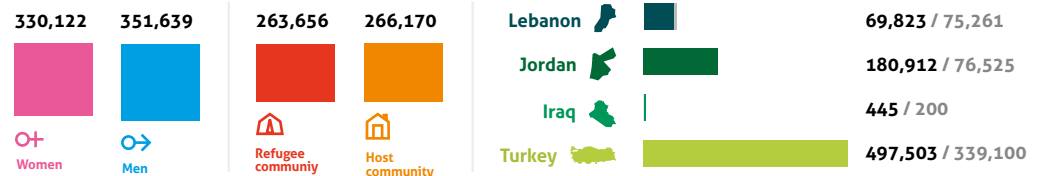


Figure 8.

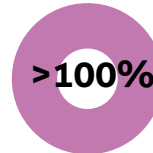


ENHANCED COMMUNITY COHESION CAPACITIES AMONG SYRIAN REFUGEES AND HOST COMMUNITIES

35.

Number of people reached with information campaigns and awareness sessions, including on hygiene, environment, and social protection related topics.

CUT OFF DATE: **SEPTEMBER 2024** / 49 CONTRIBUTORS / 6 COUNTRIES



1,559,604
Aggregated current value
1,823,785
Target

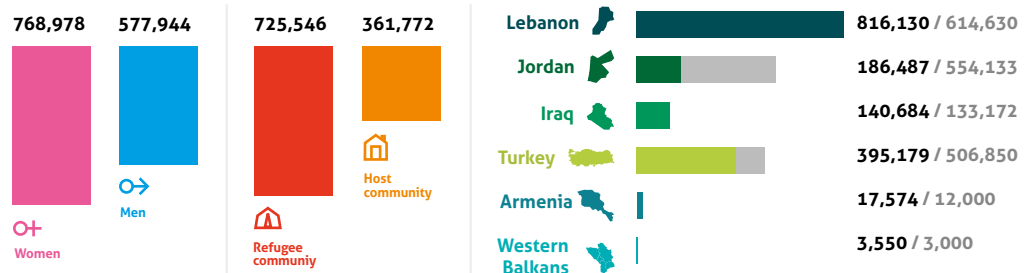


Figure 9.

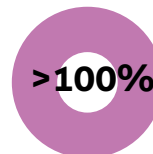


IMPROVED ALLIANCES PROMOTING DEVELOPMENT IN THE NEIGHBOUR COUNTRIES OF SYRIA

36.

Number of advocacy initiatives supported at the national and regional level.

CUT OFF DATE: **SEPTEMBER 2024** / 22 CONTRIBUTORS / 6 COUNTRIES



1,306
Aggregated current value
509
Target

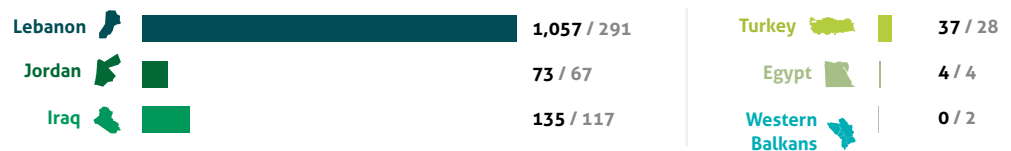


Figure 10.



PROTECTION AND SOCIAL COHESION OUTCOMES IN LEBANON

Youth RESOLVE: Youth Empowerment, Participation, and Advocacy for Social Stability in Lebanon Phase II (T04.205)

Youth resolve II is the second phase of an action promoted by World Vision and other partners, which, based on the lessons learnt from the Youth Resolve I programme, was intended to strengthen social stability among youth by empowering them to become leading actors in their communities. The project implemented in 27 communities with local Youth Committees leading activities defined two main objectives, one on youth from refugee and host communities interacting to benefit their communities, and the second, on municipalities and community decision makers implementing youth led propositions.

The most recent ex-post **ROM report (07/24)** assessed the project's effectiveness as "average". While community level activities, according to the assessment, "were reached or even overachieved, some indicators (at the level of specific objectives) were underachieved." These underachieved indicators primarily relate to youth or communities being informed or engaged, and the number of advocacy initiatives supported at the national and regional level.

At **individual level**, achievements highlighted include "Lebanese and non-Lebanese youth being positively empowered and successfully engaged in advocacy for their communities." In addition, the Quick Impact Projects (QIPs) made "significant immediate impact on the community" in the context of local governments having scarce resources. Furthermore, the youth, through gaining field experience designing and implementing small community projects or through sports, small social or entrepreneurial actions, have a strengthened sense of "empowerment." The assessment mentions some youth having found "jobs in non-governmental organisations as a result

of their training and engagement with the project" and "others are considering a future engagement in politics." In general, "the majority of interviewed youth reported increased engagement in their community affairs, being outspoken and more confident in their ability to affect change." Other positive unplanned outcomes were reported, such as girls engaging in sports thanks to the interventions by GAME, one of the consortium partners.

At **organisational and community level**, the project aimed at strengthening social stability are expected to benefit from the services promoted by the QIPs. For example, solar power for water, playgrounds, sports or educational clubs and facilities. However, the ROM assessment stated that "considering the present negative political climate towards refugees in the country" and "based on the given indicators," the project is "not likely to influence social stability in the near future." The report also suggests that incidents in the communities have increased. While 34% of community members interviewed reported that youth is contributing positively it is not to the expected extent of 77%. Similarly, while youth have reported that social stability is strengthened, only 11% of them did so against the 38%-target. However, as the ROM report stresses, the empowered youth will continue with their civic engagement with their organisation -World Vision, Development for People and Nature Association-DPNA-, GAME Lebanon and UTOPIA) or directly with their municipalities or other upcoming projects. The report states that some of these partners "gained a deeper understanding of the political divide within certain communities where couple of municipalities refused to engage with the project on the basis that Syrian youths will be part of the Youth Committees."

At **national, policy level**, while the National Youth Resolve Platform (NYRP) established during the first phase of Youth Resolve was conceived to do national advocacy, the ROM highlights that



the time for this committee to become active has proved to be too short. Some of the reasons mentioned encompass lack of clear vision, strategy or plans, or not enough youth engagement using this platform. The negative country environment facing a political and economic crisis at that time is also a major limiting factor for a newly created platform. One of the lessons included in the ROM assessment states that youth advocacy organisations already exist in Lebanon. For future interventions, it might be worthy to strengthen their networking with each other rather than promoting the creation of a new one.

Strengthening the Long-Term Resilience of Subnational Authorities in countries affected by the Syrian and Iraqi Crises. LEBANON COMPONENT: Municipal Empowerment and Resilience Project (MERP). Lebanon component (T04.132)

Led by UNDP and UN Habitat in Lebanon and Iraq, this project aimed at strengthening the long-term resilience of targeted subnational authorities and their host and refugee populations affected by the Syrian crisis. The design conceived three key specific objectives on capacity building of sub-national authorities, improved services, and empowerment to facilitate municipal investment and local economic development. In this case, the contribution of the intervention is predominantly on social cohesion based on strengthened municipal capacities to improve planning and delivery of services to its local populations.

The recent ROM (10/24) of the Lebanon component, MERP, highlights that the project implementation is considered as “effective”, “despite only partially achieving some of the planned outcomes”, especially because of the work of the Regional Technical Offices (RTO), during the disaster response, and having implemented 22 investment projects. Other expected changes at municipal level will “take longer than the project’s

duration to materialise” because, according to the report, they require cultural changes in the municipal administration. Despite many challenges, in general, the project “still contributed to economic development and improved service delivery in targeted areas”.

Regarding **individual changes**, the ROM assessment confirms that more than 18,000 (13% of Syrian refugees, and 54% women) have benefitted from small-scale interventions that improved urban basic services, substantially exceeding the target of 7,530. Those services include new bus routes, agricultural and infrastructure equipment, a business centre, and a new library with Information and Communication Technology (ICT) equipment. The ROM report includes testimonies of people living in Abbasieh municipality. Due to the new “vital” bus route connecting Abbasieh to Sour, lives of Abbasieh residents will be positively changed since it connects the municipality “with a nearby town, university, two hospitals and job opportunities.” The Lebanese Red Cross Blood Bank, benefitting from a solar energy infrastructure ensuring reliable power for blood storage, will be able to improve its vital service and prevent frequent power outages. Another solar system has been installed in Utopia, an NGO providing services that include education, training, and mental health referrals to women, youth, and children. The savings in terms of power costs will allow the organisation to expand its service provision. Additionally, more than 478,000 Lebanese and Syrian benefitted from local economic development projects (LED), exceeding the expected goals by 1%. These services encompassed “rehabilitation and extension of the sewerage network in the Northwestern region of Teirdebba; the purchase of various equipment for road construction and land reclamation to increase the cultivated land and reduce costs on farmers; rehabilitation of agricultural market (Souk El Hesbeh); business incubation services as well as support to livelihoods for youth in construction and agriculture”. Although these outcomes would indirectly contribute to social stability, this was not specifically measured by the project. A survey launched in 2022 by UNDP and ARK identified that “the causes of poor inter-communal relations (were) due to pressure points like access to services, job competition, and perceived unfair aid distribution”.



Regarding **organisational and/or institutional changes**, objectives were partially achieved. Three -Tyre Union, Bickfaya and Nabay- out of five municipal budgets were published as part of increasing transparency in the municipal financial practices. In a difficult context of crisis with decreasing budgets, services provision has been challenging. The project has contributed to increase awareness among municipalities with the establishment of Directorate General of Local Administration and Councils (DGLAC) Automated call centre and a communication strategy. Coordination with the Ministry of Interior and Municipalities (MoIM) has improved due to the project. Regarding the municipal capacities to promote local economic development, results have been mixed. Although the number of expected LED plans have not been achieved, a substantial number of people benefitted from public services improved by those LED projects, as implemented by those municipalities and union of municipalities. One unplanned positive outcome emerged from the project during the Beirut Port explosion in 2020, *“when the Regional Technical Office (RTO) in Bourj Hammoud, newly established by MERP, played a pivotal role in disaster management”*. The RTO *“worked alongside NGOs and other responders, coordinating relief and recovery efforts, with its expertise proving essential, showcasing the project’s immediate impact”*. The municipality created a whatsapp-based hotline used to coordinate responses, report building damage,

enabling rapid communication, and was also used during Covid-19. During the events of 7th October 2023, the ROM assessment reports that *“the RTO in Tyre provided support to municipalities, assisting with the influx of people fleeing their homes in search of safety”*. The project had planned to establish three mediation units, and although staff were trained, due to the overall financial crisis, the units did not materialise. Challenges remain. For example, there is reluctance to publish budgets at municipal level and the MoIM, according to the assessment, *“does not exert any pressure”*. The new bus route which will be vital continues to be unregistered due to limited working hours of the responsible office, despite having the bus available for more than six months. The fire brigade project, with strong potential, has been delayed by a strike to protest delays in government payments, albeit they do continue to work for emergencies.

The project did not foresee specific **changes at national policy level**. However, the shortage of human and financial resources at ministerial and institutional level is limiting the prospect of impact of the project. The latest ROM report has highlighted that the fire brigade in UCF has closed due to lack of funding and central government has not sent financial support to the municipalities for several months. In turn this makes the local service provision even more challenging.



PROTECTION AND SOCIAL COHESION OUTCOMES IN JORDAN

Improving access to gender-sensitive prevention and protection services for vulnerable communities in Jordan (T04.306).

This action led and coordinated by AECID, aims specifically to improve access to comprehensive gender-sensitive prevention and protection services for refugees and host communities in Jordan. Overall, the project expects to strengthen prevention and protection system on GBV through three pillars of prevention, response, and capacity-building. According to the recent ROM assessment (10/24), the project includes *“a highly relevant and coherent set of activities such as the provision of case management, legal aid, sheltering, psychosocial support (PSS), health care services, along with awareness raising campaigns and capacity building for partners”*.

The report goes on to highlight that in general, *“the intervention is overall becoming effective with good prospects of impact beyond the end of implementation, conditional to the consolidation of the One-Stop-Shop model.”* In terms of individual changes, women are receiving more and improved services, including case management, legal aid, psychosocial support services, medical and shelter, despite delays, reaching more than 4,600 people (91% women and 26% Syrian), exceeding targets. Awareness has reached 3.7 million people with mass campaigns, and more than 7,800 with specialised awareness sessions, in both cases reaching around 70% of the targets. Project partners agree on the high quality of services and awareness campaigns promoted by the project. More specific individual changes are not made evident in the ROM report due to possible sensitivities related to interviewing beneficiaries and thereby adhering to the principles of *“do no harm”*.

Regarding **organisational and institutional changes**, the ROM report underlines the

strengthened capacities of the service providers after receiving training so that 24 organisations are now jointly developing integrated referral pathways. The capacity building around the one-stop-shop model has been also positively praised by project partners. The ROM assessment highlights how partners state that *“this is the first time that there is momentum for delivering services in a common space, integrating service provision for victims/ survivors of GBV, using a common referral mechanism (provided by National Council for Family Affairs-NCFA).”* It is clear from the report that the project is contributing to *“the consolidation of the One-Stop-Shop model among all partner organisations of integrated services”*. There are pending research products and tools to strengthen the civil society and community-based organisations working on GBV that will be delivered during the upcoming reporting period. It is also praised that the project has included aftercare support with shelter and seed funding grants, and an advocacy component of GBV response and protection.

Regarding **national policy changes**, the One-Stop-Shop model *“has the potential to expand to other service providers (CBOs/CSOs) supporting GBV victims and survivors across the country, helping to consolidate a comprehensive, civil society-led system.”* The National Council is, according to the ROM report, working with *“partners to test the national GBV referral system, primarily managed by the Family Protection Department (FPD) under the police, but accessible to all relevant line ministries offering services”*. Although this project does not *“engage directly with institutions and line ministries, connection with local structures is established indirectly through the NCFA”*. NCFA is a key partner maintaining *“links with the Jordanian government, line ministries, and institutions, including the FPD (police)”*. NCFA, according to the ROM report, *“holds promising potential as a unifying element between (a) public protection systems and (b) civil society protection systems”*, so that positive effects at national level in terms of improved coordination and response might occur.



Towards stronger economic participation of women in Jordan. *EUTF support to women resilience and economic empowerment in Jordan (T04.290).*

The project, led and coordinated by EuroMed Feminist Initiative (EFI), aims at contributing to gender-sensitive national and local policy frameworks that are more conducive to women's economic participation. The main expected outcome is that the Ministry of Labour in Jordan would develop mechanisms to improve women participation, based on three pillars:

1. Gender mainstreaming policies and measures related to women's employment are endorsed by the Inter-Ministerial Committee for Women Empowerment;
2. Social, cultural, and professional environment supportive of women's work is promoted; and
3. Jordanian and Syrian women are equipped with specialized skills to enter the labour market and are provided with job opportunities. The project, built on the previous phase with a focus on protection services and implemented by EFI together with the local NGOs Business Development Centre (BDC) and Tamkeen for Legal Aid and Human Rights, aims at livelihood related objectives but includes protection goals to ensure women are economically empowered. The recent ROM assessment (11/24) highlights that *"overall, the project has largely delivered on the planned outcomes, meeting and exceeding many targets"*.

At **individual level**, effects confirmed by the project refer to better access to employability training (>100%), home-based businesses and jobs (99%), reaching quantitative targets, but also improved working conditions in those companies where alliances have been established (88%). Those improved conditions encompass daily care services, transportation, or gender sensitive human resources policies in the workplace.

In terms of **organisational changes**, the introduction of those incentives by private sector companies to protect and ensure that women can participate in economic activities is highlighted. The establishment of day care and home-based nurseries, especially in rural areas, or gender-sensitive bus services *"has been crucial to eliminate barriers to women's economic participation and help them access to employment."* The recent ROM assessment highlights an unplanned positive effect of the project that moved from cash-based seed funding to the business incubation model, *"incorporating comprehensive training packages and mentoring during longer capacity-building and coaching cycles and enhancing the efforts on the selection of beneficiaries."* According to the report, this improves the selection of trainees and includes a comprehensive capacity building package that allows *"to focus on long-term sustainability."* The assessment underlines there is number of success stories in the municipalities that need to be documented. The Women Economic Empowerment Units (WEEU) at municipal level have been strengthened through training, capacity building and financial support. Their institutionalisation within the municipalities is attributed to the project. While challenges remain regarding financial sustainability, some organisations have expressed interest to support them in the context of the Engendered Strategy implementation. Despite mixed opinions on the matter, the WEEUs are now being transformed into Units of Equal Opportunities that will also provide protection and other services to youth, elderly, refugees, and other vulnerable populations in addition to women.

At **national, policy level**, the project *"successfully achieved its goal of governmental endorsement of gender mainstreamed policies,"* especially the *"Engendered Strategy for the Economic Modernisation Vision"* approved by the Prime Minister, *"showcasing the project's influence on national policy."* In addition to 20 advocacy meetings and national events promoting stakeholder engagement and influencing policy makers, the project contributed to the delivery of the NEP. The ROM mission underlines that *"the project fostered the gender dimension of the EMV and the NEP which, previous to this project, have not been considered in the text of those policies."*