

OCTOBER 2023

SOCIAL PROTECTION



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 of hosting communities in Lebanon and Jordan, through various measures, such as cash assistance and social services.

CASH ASSISTANCE SUPPORT

Cash assistance support has been the focus or a complementary component of 18 actions of the Trust Fund. 12 lead implementing partners, such as World Food Programme (WFP), UNHCR, UNICEF, UNRWA, ILO, and FAO have distributed cash transfers to increase financial capacity of Syrian refugees and host communities. In most cases, this support has been linked to other services -education, protection, health, livelihoods support- and/or referral mechanisms to further services. Currently, six of these projects are still ongoing in Lebanon (WFP, UNICEF, ILO, FAO and Save the Children) and Jordan (FAO). The largest cash assistance projects are being implemented by WFP in Lebanon and UNHCR in Jordan. The UNHCR project has recently finalised its implementation.

Outputs

In terms of outputs, cash assistance has proved to be critical for 1,231,003 refugees and host communities, mainly in Lebanon -84% of the total- due to its multi-layered crisis. 96% of the planned cash assistance targets have been achieved to date. Cash assistance has reached slightly more women than men and more refugees than host communities. The main EUTF cash assistance project in Lebanon (WFP) is reaching more than 660,000 Lebanese and Syrian people (or 119,000 households), while the largest one in Jordan (UNHCR), having reached approximately 120,000 Jordanian and Syrian people (or 30,000 households) every month. Both projects are part of multi-donor contributions to the National Poverty Targeting Programme (NPTP) and the Multi-Purpose Cash (MPC) for Essential Needs in Lebanon (WFP) and to the cash assistance programme in Jordan (UNHCR). Furthermore, more than 15,000 people with disabilities have received a social grant with the support of UNICEF and ILO in Lebanon. Other key actions have supported cash payments for Palestinian refugees in Lebanon and Jordan (UNRWA), reaching more than 40,000 people, or cash for transportation for more than 170,000 children as part of education interventions in both countries (UNICEF).

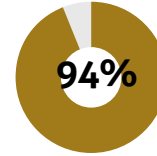


INCREASED FINANCIAL
CAPACITY OF SYRIAN
REFUGEES AND HOST
COMMUNITIES

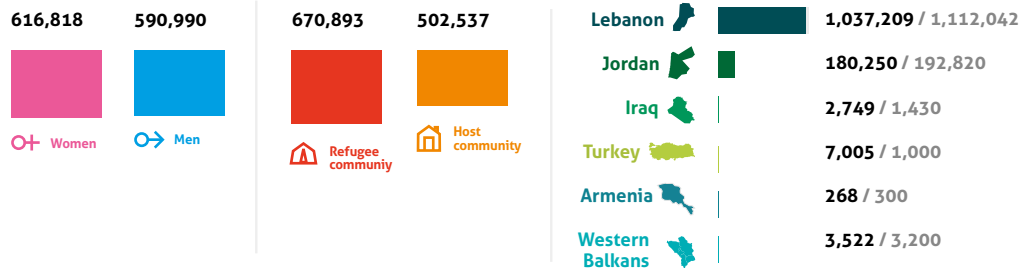
CUT OFF DATE: **JUNE 2023** / 18 CONTRIBUTORS / 6 COUNTRIES

11.

Number of people receiving cash assistance (and/or food vouchers) from EUTF



1,231,003
Aggregated current value
1,310,792
Target



→ 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).

Figure 1.

Outcomes

Regarding overall outcomes, the recent outcome evaluation (04/23) highlights that cash assistance has been critical *“to mitigate the long-term impact of the protracted refugee crisis and the deepening economic crisis on the most vulnerable”*, despite not being *“sufficient to fully meet basic needs”*. Overall, the number of monthly cash transfers has substantially increased during the WFP project, especially for Lebanese. The evaluation highlights that *“the proportion of Lebanese and Jordanian beneficiaries has strongly increased since the start of the EUTF.”* In Lebanon, where economic conditions have substantially worsened, the number of people in need of social protection has increased. Improvements in food consumption have been facilitated by *“the increase in cash transfer, currency and distribution modality”*. According to a quoted study in the outcome evaluation, positive impact of cash assistance materialised across most dimensions of wellbeing in the long-term. However, after discontinuation, well-being indicators returned to pre-assistance level. Due to funding limitations, the outcome evaluation underlines that the *“basic needs of a large number of Syrian refugees -living below the survival minim expenditure basket- in Lebanon and in Jordan are not met”*. Recent analysis shows that the multi-layered crisis in Lebanon had worsened the situation for Lebanese and Syrian populations, who need to cope with a higher gap between the food basket

price and the cash transfer value. In Jordan, although not all households have been able to meet basic needs with the provided multi-purpose cash assistance, this support has been *“important for refugees’ capacities to meet daily needs”*. The evaluation also highlights the importance of referrals as supplementary support. These were especially effective when provided as part of the same project, for example, in the case of Cash for Work and child protection in Lebanon or legal assistance in Jordan (UNRWA).

⇒ WFP:

STRENGTHENING SAFETY NETS IN LEBANON TO SUPPORT THE MOST VULNERABLE LEBANESE AND SYRIAN REFUGEES (T04.153)

WFP has implemented the main EU Trust Fund cash-based transfers (CBT) project that aims at improving resilience of the economically most vulnerable host communities and refugees in Lebanon through (i) cash assistance to cover basic needs, and (ii) support to relevant government agencies with the implementation of the National Poverty Targeting Programme (NPTP) at the central and local levels and the development of a shock-responsive social assistance system.



Changes at individual level

Regarding individual changes, the recent Results Oriented Monitoring (ROM) assessment of project T04.153 (08/23) found that both Lebanese and Syrian beneficiaries highlight the positive impact of cash transfers, being essential for their survival and critical for their lives *“although being insufficient to meet all their basic needs”*. The current economic conditions in Lebanon make it unrealistic that their living conditions and food security will be improved. Cash assistance with this project - implemented until February 2025- has already reached 84% of the planned goals in the case of Lebanese people and 86% in the case of Syrian people (06/23). Beneficiaries of cash assistance are using the money primarily for essential expenses, like rent and electricity bills. Due to increased food prices, however, they are reducing food intake or rebalancing their food consumption to more affordable but less nutritious food. Syrian refugees, according to the ROM report, particularly rely on cash transfers for “food, rent, electricity and healthcare helping them to reduce debt and prevent child labour”. At this level, challenges remain, such as *“issues related to the transfer value, whether for Lebanese or for Syrian and Palestinian refugees”* and information needs of the beneficiaries. The cash disbursement via ATM continues to be difficult, especially for women, due to illiteracy and safety. The dual currency redemption for refugees has made the process more effective, but other challenges, such as crowdedness needs still to be lowered.

Changes at institutional level

At institutional level, the action provides technical support to the Ministry of Social Affairs (MoSA) with a focus on strengthening the governance structure. For example, establishing steering and technical committees and the training of 700 MoSA field staff (535 are trained up to date) on various topics, such as survey data collection, monitoring with a new NPTP dashboard, or gender and protection issues. No changes at this level are reported yet. For expected results to materialise,

the NPTP needs to be integrated with Emergency Social Safety Net (ESSN) into one programme, and social protection has to be institutionalised into MoSA. The outcome evaluation underlined that the governance structures supported by the project, has *“proved successful in strengthening national stewardship of the NPTP” and facilitated “decision-making and information sharing between NPTP stakeholder”*. The need for a *“holistic and strategic approach”*, that would allow to make use of synergies between NPTP and the multi-purpose cash (MPC), remains challenging. Additionally, referral pathways need to be reinforced. The ROM assessment highlights that *“the action is in (a) good position to build on what was achieved so far in strengthening institutional systems and human capacities within MoSA”*. In general, the recent assessment details that a unified registry, a grievance mechanism and strong Social Development Centres (SDCs) are gaps in the institutional social policy context.

Changes at national policy level

At the level of national policy, the ROM report highlights the importance of *“appropriate advocacy and high-level dialogue with the government”* and the urgency to *“enact the social protection strategy with the corresponding statutory implementing provisions”*. In this context, the assessment underlines the importance of institutional cooperation between WFP, UNHCR and UNRWA to improve the effectiveness of NPTP and overcome fragmentation in social protection governance. The assessment also highlights that the government has limited financial resources in the current state of the economy to continue social protection transfers without Trust Fund or other donors’ support and the limited political commitment with non-Lebanese refugees. Therefore, an assessment of the existing social protection systems and their synergies is needed to ensure sustainability.



SOCIAL ASSISTANCE

The Trust Fund has promoted social services with emphasis on children and women, such as mental health and psychosocial support (MHPSS), gender-based violence related (GBV) services, as well as child protection services to asylum seekers. Apart from improving access to those services, the Trust Fund aims at strengthening capacities to provide them with protection services, including referral mechanisms to complementary programmes and services. For example, support to changes in legal, institutional and policy frameworks to strengthen governance of social services has been provided in Jordan and Lebanon.

To date, the Trust Fund has funded 32 actions with a protection focus or a component as part as livelihood, education or higher education actions, and eight are still ongoing. 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, and one in Jordan, led by the Italian Agency for Development Cooperation (AICS), and the Spanish Agency for International Cooperation (AECID), respectively.

Outputs

In terms of outputs, the Trust Fund has reached more than 470,000 people with psychosocial services, and more than 120,000 with GBV services. Targets have been overachieved (154%) as in the case of local capacities where more than 15,000 women and men have been trained in protection service provision. Overall, women continue to access psychosocial support and GBV related services to a larger extent than men. Refugee communities are largely 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 causing social suffering. Capacity development in the social sector has been also provided in Jordan, and exceeds planned targets.



24.

Number of people receiving psychosocial support

CUT OFF DATE: JUNE 2023 / 22 CONTRIBUTORS / 6 COUNTRIES



470,916
Aggregated current value
412,664
Target

STRENGTHENED CHILDREN,
WOMEN AND ADULT
PROTECTION MECHANISMS

220,358



Women

152,646



Men

250,430



Refugee community

114,445



Host community

Lebanon



Jordan



Iraq



Turkey



103,471 / 87,586

19,662 / 14,898

18,434 / 16,200

321,757 / 290,400

Figure 2.



Outcomes

Regarding outcomes, the recent outcome evaluation (04/2023) has reported that the *“availability of services provided by the Trust Fund supported projects and partners, as well as referral mechanisms, partly depends on the specific context and the legal and institutional framework in place”*. In Jordan, improved access to social services and some institutional and national policy level outcomes are evident, such as the establishment of an *“implementation support unit of the National Social Policy Strategy (NSPS)”*. Mechanisms to report labour law violations and to discuss labour law amendments have been also established with the EU Trust Fund support. In Lebanon, the NSPS was also developed and approved, and the National Disability Allowance has been approved (ILO/ UNICEF). Furthermore, increased capacities and improved intervention methods in supporting social services at different levels are evidenced: At the level of frontline workers dealing with GBV to improve their response capacity; at the level of Social Development Centres (SDC) to improve their strategies of service delivery; and at the level of MoSA, to create new information management tools.

⇒ AICS:

INTEGRATED SOCIAL SERVICES PROVISION TO LEBANESE AND SYRIAN REFUGEE COMMUNITIES IN LEBANON (T04.253)

AICS, under the auspices of the Trust Fund, is supporting the SDCs and civil society actors, partners of MoSA, in Lebanon to enhance the provision of quality social protection services to Syrian refugees and host communities, with particular emphasis on women and children. The recently concluded ROM mission (08/2023) has confirmed that after significant delays, the project has relaunched preparatory activities linked to capacity building with MoSA and SDCs and local infrastructure improvements.

Changes at individual and institutional level

It is still very early to detect any changes at **individual** level, as social services have not yet been delivered. In order to enhance integrated social primary services, guidelines for a call for proposal has been revised, an informative session held for International NGOs (INGOs) and the call subsequently launched. This call is also



25.

Number of women benefitting from Gender Based Violence related services

CUT OFF DATE: JUNE 2023 / 7 CONTRIBUTORS / 4 COUNTRIES



122,982
Aggregated current value
87,446
Target

STRENGTHENED CHILDREN, WOMEN AND ADULT PROTECTION MECHANISMS

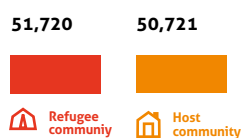


Figure 3.



conceived to develop the referral mechanism for secondary level cases. However, it is still too early to see any **institutional changes** at the level of local SDCs. During the period of project suspension, preparatory actions to update the social information system (SiS) E-networking system that will link 32 SDCs was implemented. An updated version of the SiS E-networking system was presented in July 2023. In addition to nine completed SDC rehabilitation projects, a further seven SDC rehabilitation projects had been approved and tendered. These activities show progress towards the expected changes in terms of institutional strengthening and improved service provision. Nevertheless, the wider political and economic contexts put additional challenges on SDCs, for example, staff desertions due to unpaid salaries.

Changes at national policy level

At the national level, MoSA's new leadership is promoting some changes with the appointment of new focal points at central level to coordinate project activities and shape the staff capacity to change curriculum development for the capacity building components. According to the ROM assessment, this is considered as something that might contribute to more effective interventions. There are also efforts to ensure SDC staff receives

allowances and transportation for project activities. Challenges, such as the workload of SDC staff with the data entry and the follow-up of the health component in the new digital system remain. Currently, there are also some concerns about the information system already operational in the Ministry of Health and risks of duplication with the new e-networking system to be implemented in the SDCs. The project does not aim at regulatory or policy changes.

⇒ UNRWA: STRENGTHENING THE RESILIENCE OF PALESTINE REFUGEES FROM SYRIA IN JORDAN AND LEBANON PHASE III (T04.212)

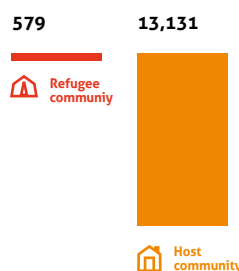
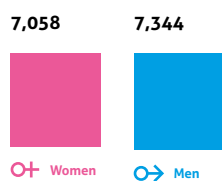
UNRWA, with the Trust Fund support, has aimed to improve resilience of Palestine refugees from Syria and Lebanon in Jordan and Lebanon, through (i) cash assistance for basic needs; (ii) access to quality education (plus transportation in some cases); (iii) health services and other services through a referral mechanism. In addition (iv), the action aimed at strengthening UNRWA's response to protect Palestinian refugees in the region.



26.
Number of people
trained on child protection
and gender based violence.

CUT OFF DATE: **JUNE 2023** / 15 CONTRIBUTORS / 6 COUNTRIES

PSYCHOSOCIAL
SUPPORT SERVICES
ESTABLISHED



15,316
Aggregated current value
9,925
Target

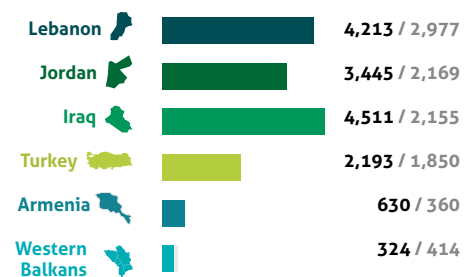


Figure 4.



Changes at individual level

Regarding changes at individual level, the support has been of vital importance, since Palestinian Refugees are one of the most vulnerable groups in Lebanon. Since jobs are very scarce and access to public services, such as health and education, is very limited for them, UNRWA's support has been critical. The recent ex-post ROM assessment (10/23) highlights that the intervention *"was largely successful in meeting the immediate needs of the Palestinian refugees"*. Although in both countries the project provided immediate relief achieving most targets, the assessment underlines that it lacked *"a durable approach"*, since skills development or income generation opportunities were *"largely untouched"*. On the other hand, some positive elements have been highlighted. In Lebanon, 35,000 Palestinian refugee children have been able to enrol in schools, and more than 170,000 Palestinian refugees accessed health services. People were protected during the pandemic, too. In Jordan legal assistance and *"referrals to external partners for child protection, GBV support, case management, health services, shelter, and technical education were made"*, however limited information is available about their effects.

Changes at institutional level

Regarding local institutions, UNRWA schools and clinics have been able to deliver services to Palestinian refugees. This institutional network, formed by 65 primary schools and 27 clinics in Lebanon, is the social safety net of Palestinian refugees who do not have any access to other organisations or public services. According to the ROM report, protection standards have been met in Lebanon mainstreaming recommendations and staff training. In Jordan, efforts were also made, to strengthen protection standards and conduct audits, but Jordan's emergency response remains still limited. Regarding institutional alliances, one key partnership was with UNICEF since it ensured education enrolment of Palestinian pupils.

Impact of the action remains challenging due to limitations in UNRWA's institutional sustainability that is under constant pressure to mobilise long-term funding.

Changes at national policy level

At national level, UNRWA was not able to leverage with government authorities. The ROM assessment includes as a recommendation that advocacy and political dialogue activities should be built into such interventions. Some of the main factors diminishing impact in both countries include the political context and limited partnership and coordination with both governments. Socio-economic factors, such as poverty, limited access to public services and discrimination of Palestinian refugees in both countries have resulted in additional pressures. The ROM report highlights that UNRWA in Jordan had been able to secure short-term funding from other bilateral donors, however sourcing sustainable funding is more challenging in both countries. Nevertheless, in both cases, UNRWA needs to ensure institutional and human resource capacity longer term. The report also clearly states that cooperation with local authorities is critically important in contexts where alliances with central governments are not possible.