

ANNUAL REPORT OF THE HUMANITARIAN/RESIDENT COORDINATOR ON THE USE OF CERF GRANTS

Country	Lebanon
Humanitarian / Resident Coordinator	Marta Ruedas
Reporting Period	2007

I. Executive Summary

In June of 2007, the Emergency Relief Coordinator approved \$5.7 million in grants from the Central Emergency Response Fund (CERF) for the United Nations agencies responding to the crisis in Lebanon.

More than 30,000 people had left Nahr El Bared camp and the surrounding area, according to UNRWA, with most of the Palestinian refugees seeking shelter in nearby Beddawi camp. As a result, the population of Beddawi camp rose from 16,000 to over 37,000 persons, further stretching already overcrowded living conditions. The majority of the displaced arrived with few belongings or resources, and the Beddawi camp population's coping mechanisms have been strained hosting the new arrivals.

The CERF funds were directed to the priority areas of food, shelter and household supplies, water and sanitation, health care, education, and protection, identified by the country team. As the lead among United Nations agencies responding to the crisis, the United Nations Relief Works Agency for Palestine Refugees in the Near East (UNRWA) had launched a three-month \$12.7 million Flash Appeal on 4 June 2007 to address the urgent needs of the thousands of Palestinian refugees displaced by fighting in and around Nahr El Bared refugee camp.

The agencies that received CERF funds included UNRWA, the United Nations Children's Fund (UNICEF), and the United Nations Department of Safety and Security (DSS), which are working in partnership with the World Health Organization (WHO), Office of the United Nations High Commissioner for Refugees (UNHCR), World Food Programme (WFP), United Nations Development Programme (UNDP), United Nations Population Fund (UNFPA) and the International Labour Organization (ILO), and other humanitarian agencies.

Total amount of humanitarian funding required and received (per reporting year)	Required:	\$ 5,676,248		
	Received:	\$ 5,676,248		
Total amount of CERF funding received by funding window	Rapid Response:	\$ 5,676,248		
	Grand Total:	\$ 5,676,248		
Total amount of CERF funding for direct UN agency/IOM implementation and total amount forwarded to implementing partners	Total UN agencies/IOM:	\$ 5,676,248		
	Total implementing partners:	\$ _____		
<i>Note: The grand total must equal the total CERF funding allocated</i>				
Approximate total number of beneficiaries reached with CERF funding (disaggregated by sex/age if possible)	Total	under 5 years of age	Female (If available)	Male (If available)
	5,500 families estimated at that time as 27,000 persons			
Geographic areas of implementation	North Lebanon: Beddawi, Nahr al-Bared Camp and Tripoli area			

II. Coordination and Partnership

(a) Decision-making process

As per UNCT meeting held on 5 June 2007, UNRWA and the UNCT agreed on the areas where the financial assistance was most urgently needed, and indicated that the CERF would cover the needs of the first 30 days of the crisis. A DSS security component would also be incorporated into the CERF so that UN agencies would be equipped to work under a new security context. This component would include the security components needed and not added to the subsequent UNRWA Flash Appeal.

The selection process took into account the information being collected from UNRWA as refugees started to flee NBC and sought shelter, mainly but not exclusively, at the Beddawi Camp.

(b) Coordination amongst the humanitarian country team

From the outset of the crisis, the UN Heads of Agencies in Lebanon were convened by the UN Resident Coordinator, and decided unanimously to align themselves behind UNRWA's leadership of the UN's humanitarian response, in view of the primacy of UNRWA's mandate with regard to the Palestinian camp population. The UN agencies which engaged, to varying degrees, in the humanitarian response included UNICEF, WHO, UNFPA, WFP¹, UNHCR, OHCHR, ILO, UNDP and UNDSS.

A coordination platform with NGOs was quickly set in place in order to discuss: i) provision of humanitarian assistance; and ii) formulation of a return plan. This platform was organized like a cluster system, ensuring that the response operation would cover all sectors of the operation and would integrate all relevant actors.

Finally, the Government of Lebanon convened daily coordination meetings chaired by the Prime Minister and attended by relevant Government and national counterparts (i.e. Council for Development and Reconstruction - CDR, Lebanese Army, High Relief Committee -HRC, Red Cross, Lebanese-Palestinian Dialogue Committee – LPDC), the World Bank, UNRWA, the UN Resident Coordinator and other relevant actors. The goal of these meetings was to monitor and review: i) the response operation; and ii) the formulation of the return plan. Decisions taken at these meetings trickled down to the rest of the humanitarian community through the UNRCO and UNRWA.

(c) Partnerships

The partnership between UNRWA and the UNCT was instrumental in ensuring both: i) rapid release of available UN agencies emergency stocks; and ii) provision of technical advice to UNRWA according to UN agencies mandate and area of expertise.

As indicated above, and through the activities implemented within the framework of the cluster system, a partnership between government, UNRWA, UN agencies and NGOs present on the ground was established in order to ensure the implementation of the identified activities. The GoL chaired the high level coordination meetings, and UNRWA and the UNRCO made sure that those decisions were being translated into action at the field level through the work of UNRWA, other UN agencies and the NGOs. This also provided a good opportunity to strengthen the linkages with the donor community, as proved by the amount of money mobilized through UNRWA's appeals. UNRWA launched the *Flash Appeal* in June 2007 totalling 12.7 million \$. Similarly, the *Emergency Appeal* was launched in September 2007 with the request for 54.8 million \$ in funds from the international community.

III. Implementation and Results

RAPID RESPONSE PROJECTS

The CERF contribution to the Flash Appeal enabled UNRWA to meet the first line needs of the affected

¹ Based on identified needs and discussions with UNRWA, the UN Resident Coordinator agreed to liaise with WFP, a non-resident UN agency in Lebanon, to strengthen UNRWA's capacity in the following areas: I) logistics; ii) communications; and iii) cluster coordination.

refugees. Out of a \$ 12,663,494 appeal for emergency operations, CERF contributed \$ 5,754,738. This contribution included \$ 147,470 to cover the security support requirements of UNDSS in Lebanon. In addition to the CERF award, fundraising efforts were supported by the high media profile of the crisis and the donor response was generous with \$17.9 million raised against the Flash Appeal from 14 governments.

CERF contribution meant that UNRWA had the necessary funding to deal with the scope of the crisis, and therefore meet the immediate life-saving needs of the displaced refugees. Through the CERF funding mechanism, UNRWA was therefore in a position to cover the most urgent needs for the following sectors:

- food aid;
- provide temporary shelter;
- deliver emergency health services;
- safeguard the provision of water and sanitation services;
- ensure the protection of vulnerable populations; and
- ensure interim provision to enable refugee to sit their public school examinations.

The additional funding mobilized through other resources provided the necessary financial blanket to support the safe return of the displaced refugee population to NBC, as soon as conditions allowed.

The results table hereunder provides a more detailed picture of the results achieved through this operation.

(a) Monitoring and Evaluation

The monitoring of the CERF projects was implemented through the agency (i.e. UNRWA) regular monitoring system, plus the special UNRWA Emergency Coordination Team that was put in place to ensure the effective delivery of assistance at the field level.

(b) Initiatives Complemented CERF- funded Projects

As indicated before, the NBC response operation allowed UNRWA and the UN agencies to establish a solid partnership with the donor community, both in terms of financing and support to the long term efforts required for the reconstruction of NBC.

The CERF was instrumental to ensure the necessary funding for the first thirty days of the operation, while allowing UNRWA and other UN agencies to do the necessary work leading to the submission of the *Flash Appeal* first and the *Emergency Appeal* subsequently.

IV. Results

Sector/ Cluster	CERF projects per sector (Add project nr and title)	Amount disbursed (\$)	Number of Beneficiaries (by sex/age)	Implemen ting Partners	Expected Results/Outcomes	Actual results and improvements for the target beneficiaries
Food Items	Food support among displaced families and vulnerable host families in North.	\$1,076,973	5,200 displaced refugee families 4,500 host families	UNRWA, RSSD	<ul style="list-style-type: none"> ▪ Maintain minimal nutritional standards ▪ Prevent and/or control micronutrient deficiency disorder in conflict affected and host communities; ▪ Provide food support for host families in Beddawi camp and other locations. 	<ul style="list-style-type: none"> ▪ 5,900 bundles of bread and 6 tonnes of milk ▪ were purchased and distributed to refugees unable to leave NBC ▪ Between June-August 2007: ▪ 4,000 baby food parcels for displaced refugee infants (ages 0-3), consisting of baby milk and baby cereals (the types and quantities were adapted for different ages within the target group); ▪ 16,018 food parcels for displaced refugee families and host families (distributed by UNRWA in four rounds). <p>(for more details please see VI)</p>
Non-Food Items	Non Food assistance for affected refugees families from NBC	\$1,104,347	5,200 displaced families	UNRWA, RSSD	<ul style="list-style-type: none"> ▪ Provide non-food items (NFI) to ensure that the displaced refugees receive basic household's items to help them cope during the emergency and initial displacement and to mitigate health risks. 	<ul style="list-style-type: none"> ▪ 10,000 mattresses, 14,400 pillows, 15,410 bed covers and 7,000 mattress covers; ▪ 5,200 rechargeable lights; ▪ 6,173 hygiene kits and 11,645 diaper packs. ▪ Equipment was purchased to enable three visually impaired children to attend educational classes for the displaced children <p>(for more details please see VI)</p>
Shelter	Temporary accommodation provision for NBC affected refugees Families	\$433,350	5,200 refugee families	Local and Int. NGOs, ICRC , UNDP	<ul style="list-style-type: none"> ▪ Provide safe, adequate and habitable shelters for displaced refugees; ▪ Improve shelter conditions of host families to help compensate for the overcrowding; ▪ Ensure that displaced families have access to adequate water supplies and sanitation facilities. ▪ Ensure that returnees to NBC's Adjacent Area have access to electricity supplies. 	<ul style="list-style-type: none"> ▪ 819 families were housed in schools and institutions in and around Beddawi camp. ▪ Many displaced families from NBC were hosted by families in Beddawi. ▪ UNRWA installed 55 water tanks (1m³ each) in public areas throughout the camp ▪ Electrical assessments and emergency activities. ▪ Regular cluster meetings were held, and continue to be held, in both Beirut and north Lebanon, attended by all implementing partners. ▪ UNRWA is developing a strategic framework as part of the emergency activities. <p>(for more details please see VI)</p>

<p>Water and Sanitation</p>	<p>Water supplies provided for NBC affected refugees Families</p>	<p>\$698,175</p>	<p>5,200 families displaced from NBC</p>	<p>UNRWA, UNDP – UNICEF seeking funds separately</p>	<ul style="list-style-type: none"> ■ Provide water supplies and sanitation services. ■ Provide solid waste removal services for affected families. ■ Ensure uninterrupted water supplies for host families and collective centres. 	<ul style="list-style-type: none"> ■ UNRWA WATSAN team provided additional fuel to ensure the continued functioning of the water pumps. ■ UNRWA carried out maintenance, repairs and improvements to the water and sanitation facilities in Beddawi shelters. ■ UNRWA procured a replacement tanker (capacity 8m³) in order to maintain the quantity of water available for distribution. ■ UNRWA hired additional sanitation labourers, water attendants, plumbers and sanitation foremen, and purchased protective clothing. <p>(for more details please see VI)</p>
<p>Health</p>	<p>Provision of Basic health services for NBC affected refugees families</p>	<p>\$811,677</p>	<p>5,200 families displaced from NBC camp</p>	<p>WHO-UNICEF</p>	<ul style="list-style-type: none"> ■ Provide basic health services and ensure any emerging health needs are addressed; ■ Facilitate hospital referrals. ■ Assist in the provision of medication for refugees unable to cover the cost due to the crisis; ■ Provide vitamin supplements for pregnant and nursing women through in-kind support from UN partner organizations; ■ Provide emergency reproductive medical supplies, such as delivery kits, blood transfusion kits, etc. ■ Monitor infant and child nutritional status. 	<ul style="list-style-type: none"> ■ Increased operating hours for UNRWA's Beddawi Health Centre (two shifts, seven days a week). ■ A mobile health clinic provided services to displaced refugees in localities other than Beddawi camp. ■ Significant amounts of additional medical supplies were delivered to Beddawi Health Centre at the beginning of the crisis and supplies continue to be sent as required. ■ Contracts were organized with five health facilities for radiology and laboratory services and three additional hospitals in North Lebanon as well as specialists' consultation, and private pharmacies. ■ Powdered milk was distributed to infants (ages 0-3 years) as well as health and hygiene promotion materials and health education sessions were conducted. ■ Regular health visits to the displacement centres in north Lebanon were carried out by two health teams. ■ Vaccination campaigns against poliomyelitis and measles were carried out on all displaced refugee children. ■ Contracts with were organised to supplement the current hospitalization contracts for the refugees thereby providing hospital coverage to all displaced patients throughout Lebanon. <p>(for more details please see VI)</p>
<p>Education</p>	<p>Education support for the 2006-2007 academic years.</p>	<p>\$ 253,953</p>	<p>9,743 school children</p>	<p>UNRWA, with support from UNICEF</p>	<ul style="list-style-type: none"> ■ Ensure that all affected school pupils are able to complete the 2006-2007 school year curriculum. ■ Ensure that all affected pupils in grades 9 and 12 are able to 	<ul style="list-style-type: none"> ■ Opening of six government school buildings in north Lebanon during the school summer vacation (July and August 2007) to run additional classes. ■ Children were provided with free meals (costing \$4 per pupil per day) as an incentive to attend the summer school. ■ UNRWA conducted remedial sessions and classes

					<p>sit their official exams (Brevet and Baccaalaureate II).</p> <ul style="list-style-type: none"> Provide psychosocial support to traumatized children; Organise recreational activities for displaced refugee pupils. 	<p>for pupils who failed to pass the official exams Session I, and provided transport to enable pupils to attend the classes. All these pupils were provided with textbooks.</p> <ul style="list-style-type: none"> Psychosocial activities for children were organized to mitigate the traumatic effects of 3 months of heavy fighting and artillery and aerial bombardment of NBC. <p>(for more details please see VI)</p>
Protection	Ensure the safety and security of NBC affected refugees families	\$171,200	5,200 families displaced from NBC camp	UNDP, UNFPA	<ul style="list-style-type: none"> Prevent threats of violence and abuse of the most vulnerable groups in the community by monitoring protection concerns and human rights violations, responding through direct interventions with relevant stakeholders. Provide remedial care to women and children through psycho-social support, recreational activities and adequate living conditions to ensure the restoration of their dignity; Monitor threats to the physical safety and security of children to ensure a reduction in children's vulnerability to those threats and protection against violence and abuse; Prevent threats to physical security of the displaced community by raising awareness about the dangers of UXOs to ensure a safe return to NBC in dignity 	<ul style="list-style-type: none"> As remedial action, in coordination with UNICEF and local and international NGOs, UNRWA provided recreational and psycho-social activities to displaced children to counter the effects of their difficult circumstances. In collaboration with the Office for the High Commissioner of Human Rights (OHCHR), UNRWA established a protection working group in the North of Lebanon (PWG-N). Liaised with other UN Agencies and local and international NGOs to ensure the coordination and exchange of information on threats and violations, particularly the vulnerability of young men to arrests, harassment and detention. PWG-N conducted two trainings workshops on human rights monitoring and documentation to monitoring group. UNRWA, in collaboration with OHCHR, liaised and held regular meetings with relevant to draw attention to potential threats and violations documented by the PWG-N, with remedial action recommended. Conducted an awareness raising campaign on the dangers of UXO, which included various activities <p>(for more details please see VI)</p>
Coordination	Effective UNRWA respond to NBC crisis	\$ 489,582	5,200 families displaced from NBC camp UN staff engaged in relief effort	All members UNCT	<ul style="list-style-type: none"> Ensure the timely and regular distribution of emergency humanitarian assistance to displaced refugee families; Coordinate efficiently the emergency operations; Ensure that Agency staff are provided with the necessary equipment and support to carry out the emergency operations; 	<ul style="list-style-type: none"> Relief supplies were procured and distributed to the affected refugees; Procurement procedures and the supply pipeline were monitored; UNRWA's systems were upgraded (with support from WFP) to improve communications between the Lebanon Field Office in Beirut, the emergency centre in the north, the UN Country Team, the Clusters and NGOs; Additional support and technical staff were hired (e.g. mechanic, drivers, and porters);

					<ul style="list-style-type: none"> ▪ Ensure that minimum operating safety and security procedures are in place. 	<ul style="list-style-type: none"> ▪ Additional vehicles and office equipment were procured and additional warehouse storage facilities were rented.
						(for more details please see VI)
Security	07-UDP-019 Security Support – UNRWA NBC Camp	\$ 419,975	<ul style="list-style-type: none"> ▪ 5,200 Families displaced from NBC Camp ▪ Humanitarian personnel ▪ UNRWA, UN staff 	UNDSS	<ul style="list-style-type: none"> ▪ To meet the immediate security concerns for Humanitarian personnel who will operate in NBC, including the re-entry phase into the NBC 	<ul style="list-style-type: none"> ▪ UNDSS supported security for humanitarian relief operations for the camp. ▪ Strengthened UNRWA's capacity to respond to the crisis under UN rules and regulations. §Improved security coordination with other relief actors. ▪ Provision of technical security support of project activities.

V. CERF IN ACTION

UNRWA

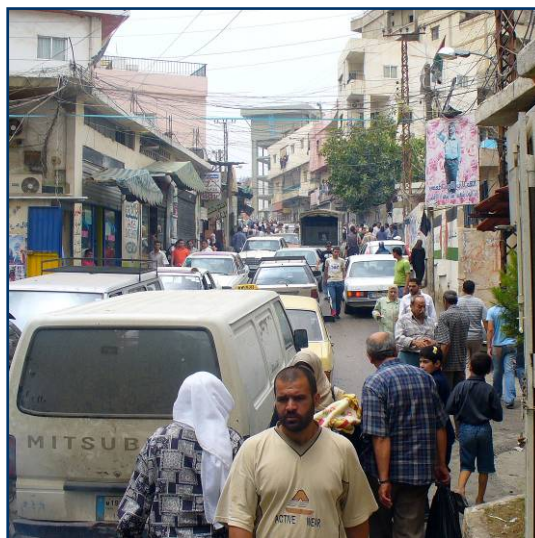
An estimated 31,000 Palestine refugees were displaced from NBC camp (NBC) as a result of heavy fighting between the radical group, Fatah al Islam (FAI), and the Lebanese Army (LA) that erupted in Tripoli in northern Lebanon on 20 May 2007 and quickly spread to nearby NBC. Artillery and aerial bombardment over a period of 105 days destroyed an estimated 95 percent of the “old camp” that covers an area of 200,000m². Refugee shelters, infrastructure such as roads, electricity and sewerage networks, water reservoirs and tanks, UNRWA and government installations and facilities, including schools and health clinics, were all either totally destroyed or extensively damaged. The intensity of the fighting forced 5,499 refugee families to flee the camp and take refuge in adjacent areas (where there is a concentration of refugees), in Beddawi camp and in other Palestine refugee camps to the south. On 2 September 2007, a ceasefire was officially declared and the damaged and destroyed sectors of the camp were cordoned off by the Lebanese army. Since then, access has been severely restricted.

The refugees displaced from NBC lost both their homes and personal belongings. Their situation is characterized by homelessness, overcrowded temporary living conditions, unemployment with concomitant loss of income and general insecurity. Furthermore, displaced persons had scant resources to purchase essential supplies, whilst the coping mechanisms of hosting refugee families, many of whom are themselves facing hardship, were severely overstretched. Many refugees fleeing the camp suffered from trauma as a result of their ordeal and the affects on children continue to be a particular concern.

The population of Beddawi camp, 15 kilometres to the south of NBC, increased almost overnight from 16,000 to 37,000 persons, exacerbating the already crowded living conditions and overburdening both facilities and infrastructure. Over 2,800 of the displaced were housed temporarily in UNRWA schools in and around Beddawi - buildings which did not have adequate washing and toilet facilities. The continuation of this situation over an extended period represented a significant threat to the security and stability of the whole area.

Two weeks into the crisis, UNRWA identified two possible scenarios in conjunction with the UN Country Team: (i) a protracted displacement of refugees from NBC, and (ii) the potential for an early return following a resolution of the crisis. Each required a different humanitarian response involving diverse roles and actors. The overall objective was to meet the immediate life-saving needs of the displaced refugees and provide the support necessary to ensure a safe return to NBC as soon as conditions allowed. Plans were established to deliver food aid; provide temporary shelter; deliver emergency health services; safeguard the provision of water and sanitation services; ensure the protection of vulnerable populations; and to ensure interim provision to enable refugee to sit their public school examinations.

From the outset of the conflict, UNRWA coordinated humanitarian assistance by all actors via an Emergency Coordination Team for northern Lebanon, working closely with local authorities, the UN country team and NGOs.



Over-crowdedness in Beddawi camp

A Flash Appeal for \$12.7 million was launched in June 2007 representing the best available assessment of the cost of delivering emergency humanitarian assistance to affected refugees over a three month period. This emergency assistance and services was to be implemented by UNRWA in coordination with its UN partner agencies, whose support – both material and technical – was substantive and critical to the success of the response to the crisis.

The CERF contribution to the Flash Appeal enabled UNRWA to meet the first line needs of the affected refugees. Out of a \$12,663,494 appeal for emergency operations, CERF contributed \$ 5,754,738. This contribution included \$147,470 to cover the security support requirements of UNDSS in Lebanon. In addition to the CERF award, fundraising efforts were supported by the high media profile of the crisis and

the donor response was generous with \$17.9 million raised against the Flash Appeal from 14 governments.

UNRWA's Lebanon Field Office, in cooperation with other UN Agencies, local and international NGOs, the cluster working groups, the camp committee, popular committees and the Lebanese Government, coordinated the implementation of several programmes to promptly respond to the immediate needs of the humanitarian emergency in NBC. The speed with which the conflict escalated meant that an immediate intervention was required to ensure that the humanitarian situation for the Palestine refugees did not further deteriorate and emergency assistance falls within UNRWA's mandate. Funding from the CERF enabled UNRWA to work under the following sectors:

Emergency Food

Sector:	Food Security
Targeted Beneficiaries:	5,200 displaced refugee families 4,500 host families
Implementing Partners:	
Total Project Budget:	\$2,542,152
Amount Requested from CERF:	\$1,076,973 (Amount Net PSC 7 percent: \$1,006,517)
Expenditure	\$ 1,002,254
Free Balance	\$ 4,263

Aim

Reduce acute food insecurity among displaced refugees and vulnerable host families.

Objectives

- Maintain minimal nutritional standards;
- Prevent and/or control micronutrient deficiency disorder in conflict affected and host communities;
- Provide food support for host families in Beddawi camp and other locations.

Planned Intervention

UNRWA sought to distribute four rounds of food assistance for 5,200 refugee families who were without financial means to meet daily needs. To support those families sheltering friends and relatives or in temporary displacement centres UNRWA sought to provide two rounds of food assistance as support for host families in Beddawi and elsewhere. Each parcel was designed to cover approximately 800 kcals per person per day, or around 40 percent of daily recommended needs, a level based on the Agency's estimates of the amount of food displaced refugees are currently unable to acquire.

Monthly distributions are planned for displaced refugees and bi-monthly distributions for host families; actual schedules were to be adjusted on the basis of ongoing monitoring of food needs over the duration of the intervention. Assistance plans for host families were designed to be amended in the event that displaced refugees do not remain with host families for the entire duration.

Activities carried out

1. **The following food items were purchased and distributed to refugees unable to leave NBC between June-August 2007:**
 - 5,900 bundles of bread
 - 6 tonnes of milk
2. **General food distributions purchased and distributed between June-August 2007:**
 - 4,000 baby food parcels for displaced refugee infants (ages 0-3), consisting of baby milk and baby cereals (the types and quantities were adapted for different ages within the target group);

- 16,018 food parcels for displaced refugee families and host families (distributed by UNRWA in four rounds).

Contents of UNRWA food parcel:

Item	Quantity	Caloric value
Rice	6 kg	21,240
Sugar	4 kg	15,000
Whole milk (powder)	2 kg	10,000
Cheese spread	3 kg	10,599
Spaghetti	10 rolls (300 gm each)	3,000
Jam	2 kg	5,400
Vegetable oil	3 litre	27,000
Ghee	1 kg	7,360
Tuna fish	5 cans (200 gm each)	1,970
Luncheon meat	4 cans (500 gm each)	8,266
Lentils	2 kg	7,020
Fava Beans	2 kg	1,480
Chick peas	2 kg	1,480
White beans	2 kg	1,695
Salt	500 gm	0
Tomato paste	10 cans (70 gm each)	588
Tea	0.5 kg	588

Results / Impact on Beneficiaries

- Acute food insecurity amongst affected refugees was averted;
- Refugees remaining in NBC during the fighting were provided with basic food supplies;
- Displaced refugees' daily nutritional intake was adequate during the crisis; and
- Host families were provided with extra food supplies to help them cope.

Emergency Non-Food Items

Sector	Non-food Assistance
Targeted Beneficiaries:	5,200 displaced families
Implementing Partners:	UNFPA, UNHCR, UNICEF
Total Project Budget:	\$1,989,231
Amount Requested from CERF:	\$1,104,347 (Amount Net PSC 7 percent: \$1,032,100)
Expenditure	\$ 1,016,223
Free Balance	\$ 15,877

Aim

Ensure that the affected refugee population, whose household and personal belongings were destroyed during the fighting, is able to survive the crisis.

Objectives

To provide non-food items (NFI) to ensure that the displaced refugees receive basic household's items to help them cope during the emergency and initial displacement and to mitigate health risks.

Planned Intervention

UNRWA sought to provide emergency distributions of shelter supplies, including mattresses, pillows and covers as well as hygienic kits (see below) for displaced refugees. This was to be supplemented by in-kind assistance provided by donors and UN partner agencies. Social workers were to monitor needs of affected families over the duration and actual purchasing and distribution schedules were to be adjusted accordingly. A selective emergency cash reserve of \$750,000 was planned to ensure the Agency was equipped to deal with other emergency or crisis related needs encountered by refugees.

Activities carried out

1. The following NFIs were distributed to the affected refugees between June to August 2007 (kitchen kits were provided from in-kind donations):
 - 10,000 mattresses, 14,400 pillows, 15,410 bed covers and 7,000 mattress covers;
 - 5,200 rechargeable lights;
 - 6,173 hygiene kits and 11,645 diaper packs.
2. Equipment was purchased to enable three visually impaired children to attend educational classes for the displaced children.

Results / Impact on Beneficiaries

- 5,449 displaced refugee families received basic items to help alleviate the hardship from losing the majority of their household and personal belongings.

Contents of UNRWA Hygiene Kit

No.	Item Description	Unit	Qty
1.	Disposable razor (pack of 5)	Pk	1
2.	Shaving cream	Tube	1
3.	Toothpaste (large)	Tube	1
4.	Toothbrush (2 large and 3 medium)	Pc	5
5.	Dishwashing detergent (1 litre)	Litre	1
6.	Dishwashing sponge	Pc	4
7.	Cleaning detergent (1 kg)	Pk	1
8.	Antiseptic disinfectant (Septol)	Litre	1
9.	Hair shampoo (1 litre)	Litre	1
10.	Soap	Pc	4
11.	Soap box	Pc	1
12.	Comb	Pc	1
13.	Brush (medium)	Pc	1
14.	Cotton	Roll	1
15.	Band aid (box with 20 plasters)	Box	1
16.	Tissue paper	Box	1
17.	Toilet paper (4 rolls)	Pk	3
18.	Sanitary towels (10 per pack) - generic in plastic bag	Pk	3
19.	Cotton towels (2 medium, 2 large)	Pc	4
20.	Nail clipper (large)	Pc	1
21.	Garbage bags (20pc/roll)	Roll	1

Emergency Shelter

Sector	Shelter
Targeted Beneficiaries:	5,200 refugee families
Implementing Partners:	Local and Int. NGOs, UNDP, ICRC
Total Project Budget:	\$860,250
Amount Requested from CERF:	\$433,350 (Amount Net PSC 7 percent: \$405,000)
Expenditure	\$ 399,734
Free Balance	\$ 5,266

Aim

Ensure that Palestine refugees forced to flee NBC as a result of the crisis do not remain homeless.

Objectives

- Provide safe, adequate and habitable shelters for displaced refugees;
- Improve shelter conditions of host families to help compensate for the overcrowding;
- Ensure that displaced families have access to adequate water supplies and sanitation facilities.
- To ensure that returnees to NBC's Adjacent Area have access to electricity supplies.

Planned Intervention

UNRWA sought to secure basic standards of temporary shelter for displaced families in the first phase of the crisis and also to lay the groundwork for the return of refugees to the camp in the event of an early cessation of hostilities. In the early stages of the crisis, UNRWA was aware that needs would emerge rapidly but based its intervention around the components of temporary shelter provision, assessment of needs in the areas where refugees were being housed and undertaking temporary modifications to residential buildings and non-residential facilities to accommodate the displaced. It was also envisaged that it would be feasible to assess damages within the period of the intervention, as well as undertaking land clearance for the establishment of additional temporary shelters. In the event, these last two activities were not viable within the timeframe of the intervention because of protracted fighting into the month of September.

Activities carried out:

1. Support to families temporarily housed in schools and institutions (collective centres)

In order to provide displaced families with temporary accommodation, 819 families were housed in schools and institutions in and around Beddawi camp. UNRWA carried out primary repairs to both UNRWA schools and community facilities, and provided maintenance of the existing water and sanitation facilities as well as the provision of addition facilities. Regular cleaning, disinfection and repair of these centres were carried out by both the UNRWA WATSAN team as local NGOs contracted to this work.

2. Support to host families

Many displaced families from NBC were hosted by families in Beddawi. In order to ensure that both the hosting family and the hosted family had access to safe and adequate shelters, UNRWA carried out temporary repairs to the shelters and water and sanitation facilities. UNRWA also provided electrical maintenance.

3. Access to clean water supplies

Families who were unable to leave NBC during the early days of the conflict were provided with clean water supplies by UNRWA-supported NGOs and the ICRC. Water tankering was discontinued to these families once they vacated the camp and its adjacent areas.

In order to meet the increased demand for water supplies in Beddawi camp due to the massive influx of displaced refugees, UNRWA installed 55 water tanks (1m³ each) in public areas throughout the camp. Some 3,300m³ of water was fed into these public tanks on a daily basis (by UNRWA in coordination with

NGO partners) from the nearby UNRWA reservoir, which had been recently rehabilitated as part of a larger infrastructure project in Beddawi camp. Regular water quality testing of all public water tanks was undertaken by UNRWA partners to ensure that the supplies were safe.

4. Support for UNRWA operations

Temporary accommodation was needed to house a number of key UNRWA services, such as education, health care, and social services following the destruction of UNRWA facilities in NBC camp and the use of some Agency installations in Beddawi camp to temporarily house displaced refugees. UNRWA procured prefabricated units for use as three schools, one health clinic, and one office.

5. Electrical assessments and emergency activities

UNDP, as an implementing partner, assessed the electrical situation of NBC and Adjacent Area, and provided emergency electricity supplies for the refugees who were able to return to NBC's Adjacent Area.

6. Coordination of emergency activities

UNRWA led the coordination of the shelter and WATSAN clusters in order to facilitate a timely, relevant and appropriate response to the emergency needs of the displaced population. Regular cluster meetings were held, and continue to be held, in both Beirut and north Lebanon, attended by all implementing partners, including other UN agencies, international NGOs such as ACTED, Première Urgence, MPDL, Architecte de l'urgence, ALEF, and local NGOs such as Nabaa, Lebanon Support, and Al Shifad. The meetings in Beirut involved coordination of the overall intervention strategies, and the meeting in the north coordinated the implementation of activities in the field. Cluster meetings provided an important forum for the sharing of information on activities and results, and where continued needs were identified and appropriate responses organised.

7. Development of response plan

UNRWA is developing a strategic framework as part of the emergency activities in order to plan for the continuing needs of the displaced population and their safe phased return to the camp once the reconstruction has started.

Results / Impact on Beneficiaries

- The displaced population had access to safe and adequate temporary accommodation and clean water supplies;
- The construction of temporary shelters was started in Nahr el-Bared's Adjacent Area for returning refugees;
- Families who remained in NBC during the initial phase of the conflict were provided with safe water supplies and emergency food assistance;
- IDPs temporarily accommodated in UNRWA installations and other public and private institutions had access to safe water and adequate sanitation and other facilities;
- UNRWA departments were able to continue working to provide emergency assistance and to maintain key services;
- There were no major outbreaks of communicable diseases amongst displaced families and the hosting community of Beddawi camp;

- Damage assessments in NBC's Adjacent Area were carried out and infrastructural repairs done to support the return of families to this area;
- Regular coordination between all actors was organized;
- Assessments and surveys were conducted to provide information to plan future interventions for the benefit of the affected population of NBC and Beddawi camps.

Emergency water and sanitation

Sector	Water and Sanitation
Targeted Beneficiaries:	5,200 families displaced from NBC
Implementing Partners:	UNRWA, UNDP – UNICEF seeking funds separately
Total Project Budget:	\$1,745,620
Amount Requested from CERF:	\$698,175 (Amount Net PSC 7 percent: \$652,500)
Expenditure	\$556,097
Free Balance	\$96,403

Aim

Ensure that the displaced refugees and host communities have access to basic facilities.

Objectives

- To provide water supplies and sanitation services for approximately 27,000 refugees / 5,200 families displaced from NBC;
- To maintain and repair water and supporting power networks to ensure continuity of services for affected families;
- To provide solid waste removal services for affected families;
- To provide necessary support to ensure uninterrupted water supplies for host families and collective centres accommodating displaced refugees;
- To ensure a water disaster response team is available on stand-by to address immediate emergency needs in NBC's Adjacent Area and Beddawi camp;
- To provide emergency safe potable water and sanitation services for refugees trapped inside NBC and for any that return to the Adjacent Area during the period of the flash appeal;
- To ensure water quality control.

Planned Intervention

UNRWA saw the imperative to ensure continuity of services in this key area in order to avoid a potentially significant public health disaster. Hence, the priority was to maintain water networks to a basic standard and respond quickly to any breakdowns in service. Waste removal services were to be maintained to the full extent possible. To address contingencies in the context of a rapidly evolving situation, a water disaster response team was placed on stand-by in NBC and Beddawi. A minimum level of service was to be provided for refugees trapped inside NBC.

Activities carried out

1. Clean water supplies

Due to the increased demands placed on the existing water distribution network in Beddawi camp, the UNRWA WATSAN team provided additional fuel to ensure the continued functioning of the water pumps. This resulted in a greater quantity of water and for longer hours being available to Beddawi camp residents as well as to



displaced persons from NBC living in Beddawi. UNRWA also provided subsidies to the local community in Beddawi camp for the repair of water pumps and systems.

2. Improving WATSAN facilities in shelters

Many of the displaced refugees were hosted by Beddawi camp residents. In order to alleviate the added strain on the WATSAN facilities in host family shelters, and to encourage further hosting of displaced families, UNRWA carried out maintenance, repairs and improvements to the water and sanitation facilities in these shelters.

3. Replace and enhance WATSAN equipment

One of the water tankers used by the UNRWA WATSAN team was permanently damaged during the shelling of NBC. UNRWA procured a replacement tanker (capacity 8m³) in order to maintain the quantity of water available for distribution. UNRWA also procured an additional three pick-up trucks for the WATSAN team's solid waste collection operations.

4. Additional staff for UNRWA's WATSAN team

In order to provide sufficient and reliable services to the affected population, UNRWA hired additional sanitation labourers, water attendants, plumbers and sanitation foremen, and purchased protective clothing. These additional staff supported the emergency WATSAN operations, which were organised in double shifts and covered a seven-day working week.

Results / Impact on Beneficiaries

- The displaced families of NBC and the hosting community of Beddawi camp had access to reliable water supplies;
- The affected population had access to safe water and adequate sanitation facilities in the shelters in which they were residing;
- UNRWA's WATSAN team was provided with adequate equipment and staff to carry out the emergency WATSAN activities.

Emergency Health

Sector	Health
Targeted Beneficiaries:	5,200 families displaced from NBC camp
Implementing Partners:	WHO, UNICEF
Total Project Budget:	\$1,682,216
Amount Requested from CERF:	\$811,677 (Amount Net PSC 7 percent: \$758,577)
Expenditure	\$720,140
Free Balance	\$38,437

Aim

Ensure that emergency medical needs are met and that no major outbreaks of communicable diseases occur in the affected population.

Objectives

- Provide basic health services to approximately 33,000 refugees/5,499 families displaced from NBC and ensure any emerging health needs are addressed;
- Facilitate hospital referrals of refugee casualties from the conflict area through the provision of 30 beds per night at specially contracted hospitals;
- Provide outpatient support through alternative radiology and laboratory facilities;
- Assist in the provision of medication for refugees unable to cover the cost due to the crisis;

- Provide vitamin supplements for pregnant and nursing women through in-kind support from UN partner organizations;
- Provide emergency reproductive medical supplies, such as delivery kits, blood transfusion kits, etc.
- Provide emergency health coverage for refugees returning to NBC in the event that existing facilities are unfit for use, including reproductive health facilities.
- Monitor infant and child nutritional status.

Planned Intervention

As in other areas of intervention, the Agency's approach to the health sector was to ensure a minimal level of continuity of service in order to avoid significant repercussions. IN addition to a continuity of UNRWA's regular primary care services, the intervention needed to meet needs for hospitalization both for conflict related injuries and for the treatment of chronic illnesses amongst the displaced which would otherwise have been disrupted, either due to damage to facilities or to economic hardship caused by the crisis. Special provision for vulnerable groups such as pregnant women, infants and children was deemed essential.

Activities carried out

1. Increased operating hours for UNRWA's Beddawi Health Centre (two shifts, seven days a week).
2. A mobile health clinic provided services to displaced refugees in localities other than Beddawi camp.
3. Significant amounts of additional medical supplies were delivered to Beddawi Health Centre at the beginning of the crisis and supplies continue to be sent as required.
4. Contracts were organized with five health facilities for radiology and laboratory services as well as specialists' consultation.
5. Contracts were organized with private pharmacies to provide life-saving medications to address chronic diseases if none were available at UNRWA health facilities.
6. Powdered milk was distributed to infants (ages 0-3 years).
7. Health and hygiene promotion materials were distributed and health education sessions were conducted.
8. Regular health visits to the displacement centres in north Lebanon were carried out by two health teams.
9. Vaccination campaigns against poliomyelitis and measles were carried out on all displaced refugee children.
10. Contracts with three additional hospitals in North Lebanon were organised to supplement the current hospitalization contracts for the refugees thereby providing hospital coverage to all displaced patients throughout Lebanon.

Results / Impact on Beneficiaries

- Health services were made available to all displaced refugees, thereby countering the risk of an outbreak of communicable diseases.
- Hospitalization fees were covered for all displaced patients.

The number of IDPs admitted to UNRWA's hospital partners was as followed:

Name of Hospital	In Patients	Out patients
Hamshari	32	0
Nasira	11	2
Haifa	31	1
Akkar	61	39
Dar el Amal	0	0
Labib	5	0
AUH	0	26
Du Nord	33	135
BGUH	12	25

Dallaa	0	0
Safad	1,086	0
Tatari	6	0
Hiram	4	0
Mazloun	198	270
Islami	534	449
TOTAL	2,013	947

Emergency Education

Sector	Education
Targeted Beneficiaries:	9,743 schoolchildren
Implementing Partners:	UNRWA, with support from UNICEF
Total Project Budget:	\$2,095,264
Amount Requested from CERF:	\$ 253,953 (Amount Net PSC 7 percent: \$237,340)
Expenditure	\$ 197,819
Free Balance	\$39,521

Aim

To minimize the disruptive and traumatic effect the 3 months of fighting has had on the children of NBC camp and nearby Beddawi camp.

Objectives

1. Ensure that all affected school pupils are able to complete the 2006-2007 school year curriculum;
2. Ensure that all affected pupils in grades 9 and 12 are able to sit their official exams (Brevet and Baccalaureate II);
3. Provide psychosocial support to traumatized children;
4. Organise recreational activities for displaced refugee pupils.

Planned Intervention

Alternative arrangements were to be made for 1,087 UNRWA pupils in North Lebanon Area were to be made to enable affected pupils to sit examinations in Tripoli since local schools were being used as displacement centres. UNRWA planned to provide pupils with necessary supplies, including textbooks, bags/stationery and with transport to temporary schools. Meals were to be provided for all students as an additional support for their families. Additional funds were also sought for school supplies and running costs to support schools in Tripoli to cope with the additional intake. In order to compensate for the disruption caused by the fighting, a remedial plan for 8,655 UNRWA pupils in other grades at schools. In the area who lost an average of 24 schooling days in the early days of the crisis.



Activities carried out

1. Ensuring completion of school year

UNRWA organised, in coordination with the Lebanese Ministry of Education, the opening of six government school buildings in north Lebanon during the school summer vacation (July and August 2007) to run additional classes. The summer school was attended by displaced refugee children and

other children from the area that were affected by the fighting, particularly children from schools in Beddawi camp that were being used as temporary accommodation by displaced refugees. Children were provided with free meals (costing \$4 per pupil per day) as an incentive to attend the summer school.

2. Ensuring participation in official exams

Displaced NBC refugee pupils in grades 9 and 12 temporarily living in Beddawi camp were provided with transport to attend UNRWA schools in Tripoli throughout June in order to complete the curriculum requirements for the official Lebanese exams. Pupils were provided with meals (\$4 per pupil per day), an important incentive given that families had lost everything and there were serious food shortages. Textbooks and stationery were also provided. UNRWA's Education Department and Relief and Social Services Department (Registration Division) worked closely with the Lebanese authorities to issue new identity cards and exam entry cards for all those pupils who had lost their IDs in the destruction of the NBC.

During August 2007, UNRWA conducted remedial sessions and classes for pupils who failed to pass the official exams Session I, and provided transport to enable pupils to attend the classes. All these pupils were provided with textbooks.

3. Psychosocial activities

Psychosocial activities for children were organized to mitigate the traumatic effects of 3 months of heavy fighting and artillery and aerial bombardment of NBC. The activities focussed on helping the children resume a normal education schedule and on coping with the shock of displacement.

4. Recreational activities

Children were encouraged to participate in organised recreational activities. In a structured environment they were able to run out their aggression, frustration and anger, as well as to enjoy themselves. UNRWA coordinated and ran the recreational and psychosocial activities jointly with international NGOs (Handicapped International and Right to Play) and local NGOs such as Nabaa'.

Results / Impact on Beneficiaries

Some 9,742 pupils were able to complete the 2006-2007 academic year and prepare for the 2007-2008 school year. The impact that the fighting and displacement has had on the children was partially alleviated through the psychosocial assistance and recreational activities.

Protection

Sector	Protection
Targeted Beneficiaries	5,200 families displaced from NBC camp
Implementing Partners:	UNDP, UNFPA
Total Project Budget:	\$327,600
Amount Requested from CERF:	\$171,200 (Amount Net PSC 7 percent: \$ 160,000)
Expenditure	\$14,281
Free Balance	\$145,719

Aim

- To meet the immediate protection needs of refugees affected by the crisis in NBC, including children
- To protect all refugees affected by the crisis in NBC from immediate threats to physical safety and security and have access to remedial care to ensure the restoration of people's dignity.

Objectives

- Provide remedial care to women and children through psycho-social support, recreational activities and adequate living conditions to ensure the restoration of their dignity;
- Monitor threats to the physical safety and security of children to ensure a reduction in children's vulnerability to those threats and protection against violence and abuse;
- Prevent threats of violence and abuse of the most vulnerable groups in the community by monitoring protection concerns and human rights violations, responding through direct interventions with relevant stakeholders.
- Prevent threats to physical security of the displaced community by raising awareness about the dangers of UXOs to ensure a safe return to NBC in dignity

Planned Intervention

With support from partners, UNRWA mounted awareness raising activities for refugees affected by the crisis and for hosting communities, with a particular focus on Beddawi camp. Various tools were used, including workshops at community centres, distribution of awareness-raising materials including posters, flyers and booklets and use of the media.

Together with UNICEF and other partners raised psycho-social and child protection interventions which ensured that refugee children are protected from violence, abuse and involvement in armed activities. Recreational and structured play opportunities were offered, whilst an awareness raising campaign about UXO danger was carried out. UNICEF also monitored child protection issues, including for the most vulnerable (girls, disabled and others).

Activities carried out

- As remedial action, in coordination with UNICEF and local and international NGOs (Right to Play, Naba'a, Save the Children, etc), UNRWA provided recreational and psycho-social activities to displaced children to counter the effects of their difficult circumstances. Some activities included: ping-pong, sports, jump rope, volleyball, clown shows, arts and graphs, reading and drawing activities and entertainment/documentary films.
- In collaboration with the Office for the High Commissioner of Human Rights (OHCHR), UNRWA established a protection working group in the North of Lebanon (PWG-N).
- Liaised with other UN Agencies and local and international NGOs to ensure the coordination and exchange of information on threats and violations, particularly the vulnerability of young men to arrests, harassment and detention.
- PWG-N conducted two trainings workshops on human rights monitoring and documentation to monitoring group.
- UNRWA, in collaboration with OHCHR, liaised and held regular meetings with relevant stakeholders (authorities, community leaders, other UN Agencies, civil society organizations, etc) to draw attention to potential threats and violations documented by the PWG-N, with remedial action recommended.
- Conducted an awareness raising campaign on the dangers of UXO, which included various activities

Results / Impact on Beneficiaries

- Remedial care provided to children ensuring the protection of their psychological well-being.
- Strengthened capacity for documenting and monitoring protection concerns and violations by the establishment of a PWG-N, training, etc;
- Systematic response provided to cases of violations;
- Ensured the safety and security of displaced refugees during return by increased awareness of dangers of UXOs;

Operational Support, Coordination and Security

Sector	Coordination
Targeted Beneficiaries:	5,200 families displaced from NBC camp UN staff engaged in relief effort
Implementing Partners:	All members UNCT
Total Project Budget:	\$1,286,136
Amount Requested from CERF:	\$933,331
Expenditure	\$513,353
UNDSS	\$419,975
Free Balance	\$3

Aim

To strengthen UNRWA's operational, administrative and security capacity to enable the Agency to respond effectively and efficiently to the conflict in NBC camp

Objectives

- Ensure the timely and regular distribution of emergency humanitarian assistance to displaced refugee families;
- Coordinate efficiently the emergency operations;
- Ensure that Agency staff are provided with the necessary equipment and support to carry out the emergency operations;
- Ensure that minimum operating safety and security procedures are in place.

Planned Intervention

Whilst UNRWA has strong logistical capacity relative to other UN agencies in the area and whilst its role as the main provider of services to Palestine refugees renders the Agency the natural choice as lead implementing agency, developing and delivering a response to the crisis inevitably brought with it resource implications.

Additional communications and other equipment were required to be procured in order to upgrade current UNRWA systems and improve links between the Lebanon Field Office and North Lebanon. Funds were sought to cover the costs of overtime for critical members of staff required to work additional hours; to cover emergency accommodation for critical staff, both Palestinian and international, who were temporarily redeployed. A Camp Information Office was established in Beddawi Camp to strengthen communications with stakeholders including community members, beneficiaries, other relief partners and the media, and keep relevant parties informed of the Agency's activities and plans. Through UNDSS, additional staff and equipment was sought to cover basic security infrastructure and ensure that staff involved in the delivery of emergency assistance are able to work in safety.

Activities carried out

1. Relief supplies were procured and distributed to the affected refugees;
2. Procurement procedures and the supply pipeline were monitored;
3. UNRWA's systems were upgraded (with support from WFP) to improve communications between the Lebanon Field Office in Beirut, the emergency centre in the north, the UN Country Team, the Clusters and NGOs;
4. Additional support and technical staff were hired (e.g. mechanic, drivers, and porters);
5. Additional vehicles and office equipment were procured and additional warehouse storage facilities were rented.

Results / Impact on Beneficiaries

- The capacities of the procurement and logistics staff to handle the emergency humanitarian distributions and projects improved dramatically and contributed significantly to the efficient running of the day-to-day emergency activities.
- There was a more efficient distribution of relief supplies to the affected refugees.
- A more cost effective procurement procedure was put in place and more efficient warehousing operations were set up to facilitate the distribution of relief supplies.
- All necessary equipment, furniture, and IT and security equipment (e.g. radios, mobile phones, flak jackets, helmets, fire extinguishers, sanitation overalls) was purchased to support the operations.
- The necessary support (e.g. accommodation, overtime payments) was provided to critical staff working on the emergency, particularly those who were deployed to the newly created Emergency Response Unit in Tripoli and who were required to work long hours to cope with the crisis.

UNDSS

UNDSS Lebanon hired 5 Radio Room operators and established a Radio Room in Tripoli to monitor the security situation in the North of Lebanon and specifically the UNRWA NBC Camp. All humanitarian personnel and donors reported to the Radio Room to receive a security briefing before going in and around the NBC Camp. The Radio Room maintained contact with all visitors while they were in and around the NBC Camp and provided them with immediate information on the security situation.



UNDSS Lebanon hired professional security officers to oversee the operation the Tripoli Radio Room and to escort visitors in an armoured vehicle also bought with the CERF funds. This proved very successful as no visitors were hurt and it allowed UNRWA staff to continue to operate in and around the NBC Camp even when the situation was tense to give assistance to the 5,200 displace families.