

Danish Refugee Council – Lebanon Programme

Humanitarian Accountability Framework

November 2009

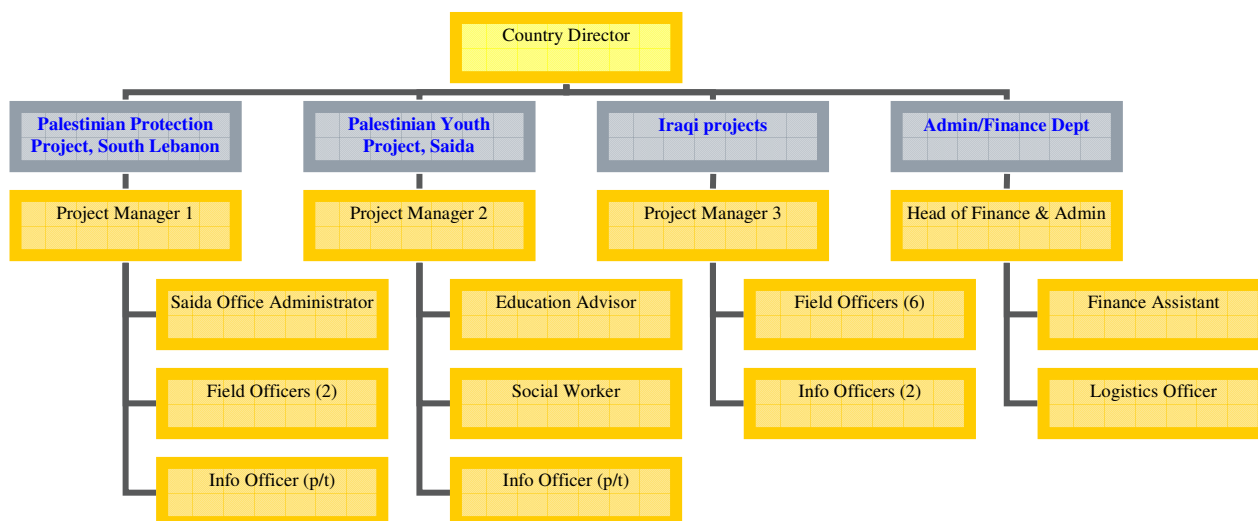
1. DRC Lebanon's objectives, partners & stakeholders

Strategic Objective: Protection and promotion of appropriate solutions to displacement-affected populations on the basis of humanitarian principles and human rights.

Partners: DRC's currently has local partnership agreements with the General Association of Palestinian Women (GUPW); Naba'a, Association Najdeh and the Palestinian Arab Women's League (PAWL). DRC collaborates with many other local and international NGOs, and with relevant UN agencies, in the implementation of direct assistance and advocacy activities.

Stakeholders: DRC's current primary beneficiaries are Iraqi and Palestinian refugees, with advocacy targets including the Lebanese government (notably, the Lebanese-Palestinian Dialogue Committee), the donor community, UNHCR and UNRWA, international donors, and international and local NGOs working with both beneficiary groups.

2. Organisational Chart



3. How DRC relates to its beneficiaries

Key mechanisms and tools for beneficiary awareness and participation in DRC projects include the following:

- Consultation with beneficiary groups throughout the project cycle (tools used include individual interviews/needs assessments, focus group discussions, post-project monitoring surveys and general assessments);

- Written project summaries, detailing beneficiary eligibility, project services and DRC contact information, are distributed to beneficiary groups and other stakeholders (community leaders, etc.), in Arabic;
- Frequent newsletters, in English & Arabic;
- DRC programme description on widely used Lebanon-Support website (www.lebanon-support.org -- English only);
- Collaboration with local implementing partners with strong grass-roots connections;
- General complaints mechanism that includes solicitation of complaints to be addressed and responded to DRC's Complaints Committee.

4. List of current projects, their objectives, beneficiaries, relevant authorities, funding and implementing partners

Project title:	Enhanced Economic and Educational Opportunities for Palestinians in Ein el Helweh Camp
Focus area(s):	Education, livelihoods & advocacy
Donor(s):	British Foreign and Commonwealth Office (FCO)
Objective(s):	<ul style="list-style-type: none"> ▪ To increase livelihood opportunities for 450 youth and 180 small businesses in Ein el Helweh camp (EHC); ▪ To increase educational opportunities in EHC for 500 school drop-outs, students at risk of dropping out and graduates seeking higher-level education; ▪ To increase awareness amongst key stakeholders of the benefits and impediments to Palestinian participation in the Lebanese economy.
Beneficiaries:	Palestinian refugees, primarily youth
Authorities involved:	UNRWA, Committee on Employment of Palestinians (CEP)
Implementing partners:	Palestinian Arab Women's League (PAWL) & Najdeh

Project title:	Palestinian Refugee Protection Project
Focus area(s):	Protection, human rights, capacity building & advocacy
Donor(s):	Humanitarian Aid Department of the European Commission (ECHO)
Objective(s):	<ul style="list-style-type: none"> ▪ Protection concerns of 2,500 non-ID, non-registered and other highly vulnerable refugees are addressed through monitoring, referral and direct assistance; ▪ Protection capacities are increased in at least 20 Palestinian communities through raising awareness and supporting response mechanisms at household and community levels; ▪ Protection capacities are increased at local and national levels through information dissemination, coordination and advocacy.
Beneficiaries:	Palestinian refugees
Authorities involved:	UNRWA, Lebanese Palestinian Dialogue Committee (LPDC)
Implementing partners:	General Union of Palestinian Women, Naba'a, Association Najdeh, Palestinian Arab Women's League (PAWL)

Project title:	Civil Society Development for Iraqis in Lebanon
Focus area(s):	Protection, capacity development & advocacy
Donor(s):	USBPRM
Objective(s):	Increased civil society capacities to respond to the needs of Iraqi refugees through outreach, networking, project support and advocacy at local and national levels
Beneficiaries:	Iraqi refugees

Authorities involved:	Lebanese Govt. Iraqi Embassy, UNHCR
Implementing partners:	Project will be implemented in coordination with UNHCR & its implementing partners, and other service providers

Project title:	Non-food & Emergency Assistance for Iraqi Refugees in Lebanon
Focus area (s):	NFI
Donor(s):	U.S. Bureau for Population, Refugees and Migration (BPRM)
Objective(s):	To support the care and maintenance of 1,200 Iraqi families through the provision of basic winter NFI, school kits and/or emergency assistance
Beneficiaries:	Iraqi refugees
Authorities involved:	UNHCR
Implementing partners:	Project will be implemented in coordination with UNHCR & its implementing partners, and other service providers

5. Accountability Improvement Plan for 2009-10

Action Point	Implementation	Monitoring
DRC staff understand HAP principles and DRC's accountability requirements and procedures	<ul style="list-style-type: none"> ▪ DRC staff will be trained in HAP principles and commitments. 	<ul style="list-style-type: none"> ▪ Training agenda & participant evaluations. ▪ Informal mentoring & follow-up for junior staff by senior and more experienced DRC staff.
DRC's main partners understand HAP principles and are applying some HAP standards in DRC-funded projects	<ul style="list-style-type: none"> ▪ DRC will include HAP requirements into some partnership contracts. ▪ Some partner staff will be included in DRC staff trainings in HAP. ▪ DRC managers will discuss HAP compliance with the senior management of relevant partners. 	<ul style="list-style-type: none"> ▪ Some partnership contracts will include HAP obligations. ▪ Serious compliance lapses by Partners will be discussed and documented.
Community participation roles and contributions will be documented and evaluated	<ul style="list-style-type: none"> ▪ Community roles and activities will be incorporated into project implementation and monitoring plans covering the entire project cycle—design to evaluation. 	Formal & informal project evaluations will include assessment of beneficiary participation.
DRC staff are able to express group or individual complaints or concerns in a transparent & safe manner	<ul style="list-style-type: none"> ▪ DRC will ensure that new staff know of its policy and procedure for soliciting & managing staff complaints. 	<ul style="list-style-type: none"> ▪ A confidential record of staff complaints & DRC responses will be kept.
Beneficiary complaints mechanisms will be strengthened and incorporated into new projects	<ul style="list-style-type: none"> ▪ All relevant DRC reports and publications will invite readers to provide feedback (positive or negative). ▪ An Arabic language brochure describing DRC's commitment to quality and to accepting and responding to complaints (with contact data) will be distributed in beneficiary communities and included in assistance packages. ▪ As needed, bespoke complaints systems & tools will be incorporated into new projects. 	<ul style="list-style-type: none"> ▪ Review of documents themselves. ▪ Complaints and DRC responses will continue to be recorded. ▪ Formal & informal project evaluations will include beneficiary knowledge of complaints mechanisms.