



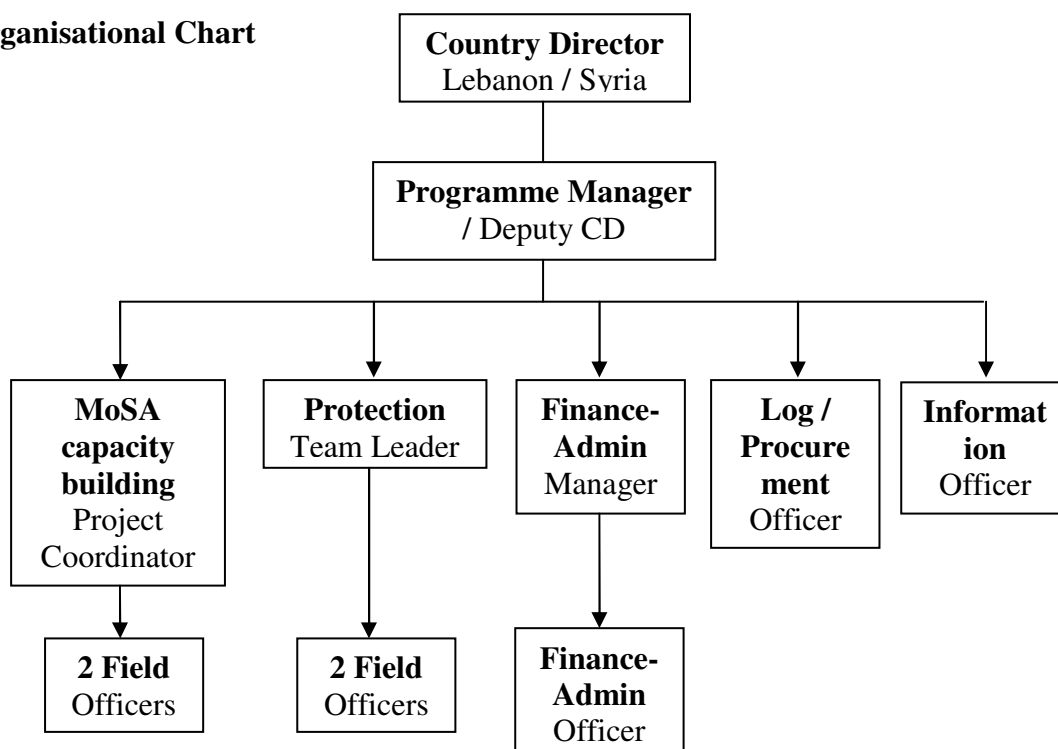
DANISH REFUGEE COUNCIL – LEBANON

Humanitarian Accountability Framework

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 Association Najdeh, Solidarity Association, Nabila Breir, the Palestinian Arab Women's League (PAWL) and KAFA. DRC also provides subgrants to many local NGOs and collaborates with 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, Palestinian refugees and Migrant Domestic Workers, 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; Arabic website for Iraqi refugees (www.iraqisinlebanon.org)
- 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 #1 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 #2 title:	Legal Protection, Support & Advocacy for Vulnerable Palestinian Refugees
Focus area(s):	Protection, human rights, & advocacy
Donor(s):	Humanitarian Aid Department of the European Commission (ECHO)
Objective(s):	<ul style="list-style-type: none"> ▪ To increase protection for marginalized Palestinian refugees in Lebanon. ▪ To document, advocate on and respond to the protection concerns of vulnerable Palestinians in Lebanon ▪ Specific concerns of vulnerable refugees, including non-ID, are addressed through referral & direct assistance. ▪ Local protection capacities are increased through information

	<ul style="list-style-type: none"> ■ activities, networking and joint advocacy.
Beneficiaries:	Palestinian refugees
Authorities involved:	UNRWA, Lebanese Palestinian Dialogue Committee (LPDC), General Directorate for Political and Refugee Affairs
Implementing partners:	General Union of Palestinian Woman, Association Najdeh

Project #3 title:	Enhanced Protection for Elderly Palestinian Refugees in Southern Lebanon
Focus area(s):	Protection, capacity development & advocacy
Donor(s):	CIDA
Objective(s):	improved human rights conditions, and social inclusion, for marginalized elderly members of the Palestinian Refugee community in Southern Lebanon through advocacy, awareness raising and enhanced community and civil society engagement.
Beneficiaries:	Elderly in southern Lebanon
Authorities involved:	UNRWA
Implementing partners:	PWHO Palestinian Women's humanitarian Organization

Project #4 title:	Life Skills Development for Young Palestinians in Lebanon
Focus area (s):	Life skills, personal and family counselling
Donor(s):	Erik Thune's Foundation of 1954
Objective(s):	To support the personal development of a minimum of 500 young Palestinians in the Ein el Helweh Camp and strengthen the capacity of three local NGOs.
Beneficiaries:	Young Palestinian Refugees
Authorities involved:	UNRWA
Implementing partners:	Solidarity Association for Social and Cultural Development (Tadamon) Nabila Breir Foundation Sama.for.Development – Shajar & Bashar

Project #5 title:	Strengthening capacity of Social Development Centers in Lebanon
Focus area (s):	Training on emergency preparedness, empowerment of local coordination committees, equipments support for the Social Development Centers, training on data file management
Donor(s):	UNHCR
Objective(s):	Response capacity of the Social Development Centers is improved Expanding needed services to refugees from local agencies. Ensuring Ministry of Social Affairs support for improving protection space for refugees
Beneficiaries:	Iraqi refugees, IDPs and vulnerable Lebanese population
Authorities involved:	Ministry of Social Affairs, (MOSA)
Implementing partners:	UNHCR and Ministry of Social Affairs (MOSA)

5. Accountability Improvement Plan for 2011-2012

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. 	<ul style="list-style-type: none"> ▪ 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 knows 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). ▪ Continue distributing the Arabic language brochure describing DRC's commitment to quality and to accepting and responding to complaints (with contact data) 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.