

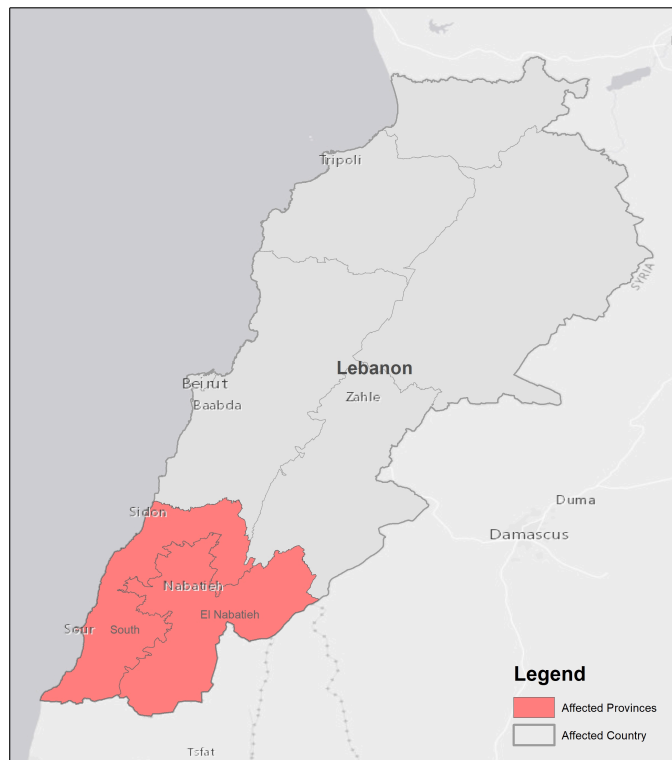


Appeal: MDRLB014	Total DREF Allocation: CHF 368,582	Crisis Category: Yellow	Hazard: Civil Unrest
Glide Number: CE-2023-000132-LBN	People Affected: 80,835 people	People Targeted: 80,835 people	
Event Onset: Sudden	Operation Start Date: 10-08-2023	Operational End Date: 29-02-2024	Total Operating Timeframe: 6 months
Targeted Areas: South			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Description of the Event

Lebanon: Civil Unrest - Ain Al Helwe Clashes IFRC July 2023



The maps used do not imply the expression of any opinion on part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

Date of event

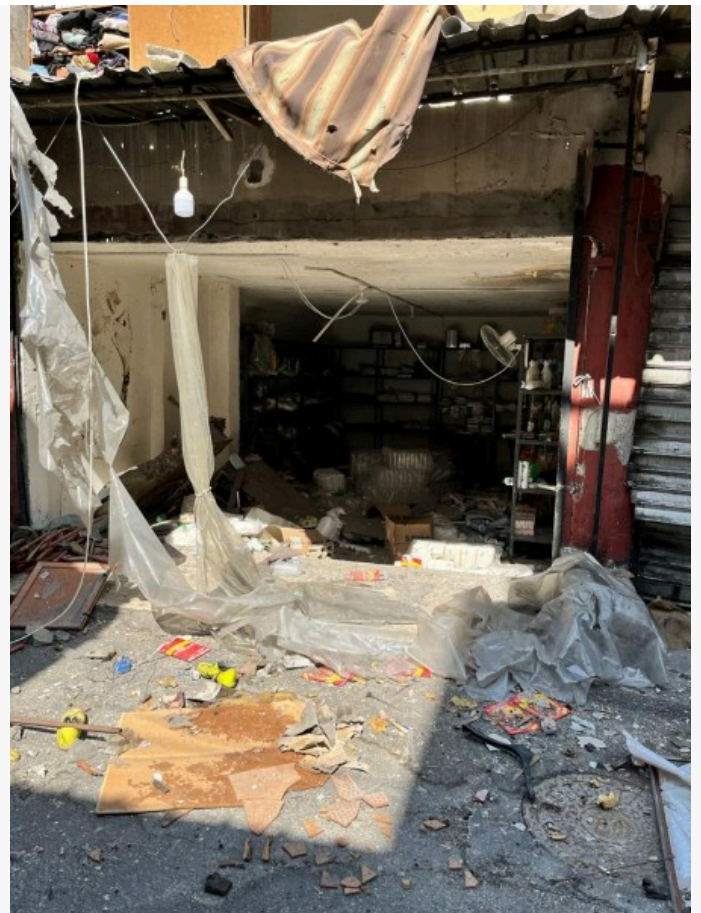
29-07-2023

What happened, where and when?

In 2023, Ain el-Helweh, Lebanon's largest Palestinian refugee camp, was engulfed in severe violence primarily involving clashes between Fatah and various Islamist groups. The conflict, particularly intense between July and August, resulted in at least 12 deaths and over 40 injuries, significantly disrupting the lives of the camp's residents. The violence forced more than 20,000 people, including 12,000 children, to flee their homes and seek refuge in temporary shelters managed by UNRWA. The infrastructure of the camp was extensively damaged, including two UNRWA schools, which severely impacted the education and safety of the children.

The humanitarian needs in Ain el-Helweh have been dire. Displaced families urgently required secure shelter, but the emergency accommodations established in schools and community buildings were insufficient to meet the high demand. Food insecurity became a major issue, with many families lacking access to sufficient and nutritious food. Humanitarian organizations provided emergency food assistance and other basic supplies, but the ongoing economic crisis in Lebanon further strained resources. Healthcare services were also severely impacted, with damaged facilities and restricted access to medical care exacerbating the residents' vulnerability. Emergency medical supplies, hygiene kits, and mobile health clinics were deployed to address immediate needs.

The conflict also disrupted the education of thousands of children in the camp, with many students missing out on essential learning due to the damage to schools and the overall instability. Organizations implemented emergency education programs, including temporary learning spaces and vocational training, to help mitigate the impact. The camp's infrastructure, including access to clean water, electricity, and sanitation, was critically compromised. Efforts to rehabilitate essential facilities and distribute hygiene kits were crucial to preventing disease and ensuring basic living conditions.



Damaged neighborhoods due to the clashes.

Scope and Scale

Lebanon's socioeconomic collapse has spiraled into one of the top three most severe economic crises the world has seen since the 1850s, according to the World Bank. Over 80 percent of people in Lebanon are living in multidimensional poverty, which reflects deprivation across areas including healthcare, electricity, water, sanitation, transportation, connectivity, and means of income. This represents a doubling of the multidimensional poverty rate from 2019.

One area of particular concern is accessibility and quality of healthcare. Lebanon's healthcare system is struggling to recover from the stress of the COVID-19 pandemic and prepare for future threats while the economic crisis continues to spiral. Previously subsidized medicines have become difficult to source; providers have had to cut operations due to reduced fuel, supplies, and human resources (the WHO estimated in 2021 that 40 percent of doctors had left the country). According to the latest multisector needs assessment commissioned by UN OCHA, 71 percent of Lebanese households and 74 percent of Palestinian households said they had been unable to afford medical treatment.

Between July 2023 and September, about 60% of the camp, which hosts about 80,000 Palestinians were displaced in surrounding schools, hospitals and other safe zones in the area. This crisis exasperated their already existing economical vulnerabilities among the camps residents.

The volatile security situation back in the camp during the clashes prohibited the ability to conduct a comprehensive assessment of the level of destruction incurred to the camp's infrastructure, however, images and videos reported from the camp indicated significant damage to infrastructure within the camp and the adjacent areas.

In addition to the health needs of the injured and vulnerable people in need of medical services, there continues to also be a significant risks of injury and death due to Explosive Remnants of War (ERW) from the fighting in the camp.

After numerous breaches to the ceasefire throughout the duration of the clashes, a final truce was agreed upon on the 14th of September 2023. Following the truce, an increasing number of families who had fled the camp have reportedly returned to their homes over the months following the truce and the delay in returning was due to the extent of damages done to the homes, shops, etc. Various organizations that operate within the camp started working on providing support in terms of rehabilitation of houses, water networks, etc.

IFRC Network Actions Related To The Current Event

Secretariat	IFRC is coordinating between LRC and PRCS for the DREF request for support to this response.
Participating National Societies	Swedish Red Cross has activated its emergency relief funds to support the operations of PRCS-L for this response. Their support will cover health interventions including PSS services and medical supplies.

ICRC Actions Related To The Current Event

For the time being the ICRC is coordinating closely with the PRCS-L, LRC, UNRWA, MSF and other Humanitarian actors and following the situation in the EEH camp and we have started with the provision.

Protection related activities include the donation of medical supplies to hospitals and covering treatment costs of wounded cases. In addition, ICRC supported with medical supply to EMS in the camp.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>Lebanon's army on Monday sealed off the area around the Ein el-Hilweh camp near the southern port city of Sidon as clashes continued despite Lebanese and Palestinian efforts to broker a ceasefire.</p> <p>By long-standing convention, the Lebanese army does not enter Palestinian refugee camps, leaving the factions themselves to handle security.</p>
UN or other actors	<p>There has been a coordinated response between UNRWA and partners to ensure, as far as possible, the safety, security and wellbeing of those currently residing in the temporary shelters at UNRWA schools</p> <ul style="list-style-type: none"> • Al Maaoun have provided daily ready meals • Al Mouwassat have provided 100 hygiene kits and essential clothing for children • Al Riya (Islamic relief) have provided daily ready meals and 50 mattresses • Lebanese Food Bank have provided 792 bottles of water and 132 blankets • Nabaa have provided daily ready meals and activities for children • NRC have provided 160 hygiene kits, 230 mattresses, 50 bottles of lice shampoo and 50 women's kits (including sanitary provision) • Premiere Urgence have provided portable lights • UNRWA is working on ensuring there is sufficient lighting at night in the classrooms, bathrooms, corridors and outside areas of the schools where people are sheltering and will be coordinating with NRC on procurement. • UNRWA social workers and school counsellors have been distributed among the centers to provide Psycho-social support for displaced families. • Vision Engineering have provided daily ready meals • 49 displaced patients have been treated in Mia Mia health UNRWA clinic, 90 in UNRWA Saida polyclinic and 12 in Iqlim El kharroub UNRWA health center

Are there major coordination mechanism in place? Ongoing coordination with ECHO



Needs (Gaps) Identified



Livelihoods And Basic Needs

After conducting KIIs, LRC has identified that the displaced families were in urgent need of food items with priority for ready meals as these people are currently residing in schools and mosques which are infrastructures not designed to host families and do not have facilities to accommodate the displaced people and their needs. DREF funds will not be used to cover these needs as they will be addressed by other actors supporting the response.



Health

In-fighting between multiple factions has put the camps population at risk. LRC and PRCS are already working to transport the wounded and the dead to nearby hospitals, including PRCS-L's al-Hamshari hospital in Saida, which will be the movement's main implementing facility for this intervention.

PRCS-L, are in need of support to cover patients' bills to cater for the potential cases that will need medical services and cannot afford to cover their own bills. PRCS-L is also in need of support to provide the needed supplies for their ambulances to be able to respond the situation on the ground and attend to the injuries and urgent medical cases as they are reported.



Water, Sanitation And Hygiene

LRC has identified that displaced families were in need of hygiene and disinfection kits and safe drinking water. The people who left the camp did not carry with them any of their belongings and have been staying in crowded shelters until the situation stabilizes. Hygiene and disinfection kits would help avoid any health issues including communicable diseases that may spread between the people in temporary shelter due to the nature of the shelters.

Operational Strategy

Overall objective of the operation

This DREF allocation aims at supporting 80835 people affected by the recent armed clashes in Ain El-Hilwe camp in Sidon by ensuring the availability of LRC and PRCS-L emergency health services for 6 months.

Operation strategy rationale

To address the needs of the targeted population, this DREF will aim to support the urgent needs of PRCS-L's Al-Hamshari hospital in Saida. Al Hamshari hospital is the only hospital in the camp and is the main point for the camp residents to seek urgent medical services. This intervention will ensure the provision of medical supplies and consumables in addition to coverage of the patients' medical bills.

Under LRC's Operational Strategy, the overall objective of the operation, it is indicated that LRC DMS will provide support in the camp for up to 6 months. LRC DMS will also be supporting with the provision of drinking water and hygiene and disinfection kits for the people that have been displaced and are sheltered in schools, in close coordination with other stakeholders to ensure that there is no duplication of efforts.

Targeting Strategy

Who was targeted by this operation?

LRC will be targeting displaced people residing in surrounding shelters with basic needs support, in addition to people requesting pre-hospital emergency care. PRCS will be providing ambulance transport, in addition to secondary and tertiary health services to the wounded.



Explain the selection criteria for the targeted population

for basic needs, people residing in shelters such as surrounding schools will be targeted through LRC's Disaster Management sector. Health services will be provided on a needs basis for all residents of the camp and surrounding areas.

Total Targeted Population

Women	20,209	Rural	-
Girls (under 18)	20,209	Urban	-
Men	20,209	People with disabilities (estimated)	-
Boys (under 18)	20,208		
Total targeted population	80,835		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Limited access to the inside of the camp due to the ongoing clashes and the targeting of PRCS-L vehicles	limit movement inside the camp to in between cease-fires stationing of LRC and PRCS-L assets outside the camp
The presence of undetonated ordnances inside the camp	coordination with UNRWA who are directly implementing in this area to map out accessible parts of the camp

Please indicate any security and safety concerns for this operation

PRCS-L ambulances have already fallen victim to the ongoing clashes, as such, the protection of the emblem might not be applicable at current time.

Implementation



Budget: CHF 265,599

Targeted Persons: 80,835

Assisted Persons: 1,572

Indicators

Title	Target	Actual
Number of people provided with pre-hospital health services	80,835	1,572
Number of people provided with secondary health services	-	-

Narrative description of achievements

- During the conflicts in Ain el Helwi camp from July to September 2023, the Lebanese Red Cross (LRC) ambulances operated continuously, deploying 3 to 5 teams who alternated between day and night shifts. The EMS Station located in Saida, due to its close proximity to Ain el Helwi, served as the central hub for operations, facilitating the evacuation of patients to surrounding hospitals as needed. All stations in the area were on high alert and actively responding to the emergency.

Throughout this period, the LRC responded to a variety of missions. The operations were characterized by different types of interventions and included a total of 1,572 responses including 11 patients that were directly injured due to the conflict and 9 patients being evacuated. The breakdown is as follows:

- Syrian Nationals:

- Urgent Cases: 76
- Normal Cases: 49
- First Aid at Station: 25
- Total Responses: 150
- Gender Segregation: 102 males and 48 females
- Age Segregation: 28 aged 0-17 years, 72 aged 18-40 years, and 50 aged over 40 years

- Lebanese & Other Nationalities:

- Urgent Cases: 752
- Normal Cases: 583
- First Aid at Station: 87
- Total Responses: 1,422
- Gender Segregation: 788 males and 634 females
- Age Segregation: 69 aged 0-17 years, 377 aged 18-40 years, and 976 aged over 40 years

- The PRCS-Lebanon branch has used this IFRC DREF funding to cover the bills for 266 patients at Al Hamshary hospital in Saida, near Ain Al Halwe refugee camp, in the period of August - December 2023. These are often "social cases" for people whose access to healthcare was impacted by the conflict and are unable to pay the costs for their medical consultations, treatment, surgery and essential medicine. In some cases, UNRWA covered a small portion of the costs, with the IFRC DREF funds covered the remaining deficit.

Lessons Learnt

- The ability to deploy rotating ambulance teams continuously and establish a central hub for patient evacuation in Saida proved crucial. Ensuring flexible and adaptive operations allows for effective management of high-volume responses during emergencies.

- The importance of enhanced coordination between different entities was evident. Regular meetings and advanced simulations should be conducted to test readiness and improve inter-agency cooperation. Additionally, ensuring regular maintenance of assets is essential to maintain operational reliability and efficiency.

- The diverse nature of the response highlighted the need for tailored interventions to meet varied needs. Effective coordination among various stations and stakeholders, alongside inclusive support mechanisms, is vital to address the complex requirements of affected populations during conflicts.

Challenges

- The operational constraints faced during the response efforts were notably influenced by the ongoing clashes, which restricted access to the interior of the camp. The volatile situation posed challenges in reaching affected areas and delivering much-needed assistance to displaced families.

Moreover, the targeting of PRCS-L vehicles heightened the risk factor, impeding our mobility and ability to navigate through conflict zones safely.

Additionally, the presence of undetonated ordnances within the camp posed a significant threat, further complicating the execution of relief operations and requiring careful consideration for the safety of response teams and affected populations.

- Due to the volatile situation and uncertainty of the security situation, segregated data related could not be collected





Water, Sanitation And Hygiene

Budget: CHF 7,845

Targeted Persons: 900

Assisted Persons: 870

Indicators

Title	Target	Actual
Number of Hygiene kits distributed	174	174
Number of Disinfection kits distributed	174	174
Number of people receiving bottled water	900	870

Narrative description of achievements

- In response to the urgent needs of displaced families identified by the LRC DMS, who required hygiene and disinfection kits along with access to safe drinking water, the LRC DMS took immediate action. Those who evacuated the camp had left with minor belongings and sought refuge in crowded shelters until the situation stabilized. The LRC DMS provided drinking water, hygiene kits and disinfection kits to these displaced individuals/families taking shelter in schools.
- Each family received 1 hygiene kit, 1 disinfection kit and approximately 60 liters of drinking water.
- This assistance was carried out in close coordination with other stakeholders, ensuring a concerted effort and avoiding any duplication

Lessons Learnt

- Establish further connections with local stakeholders within areas that are prone to sudden escalations

Challenges

- The operational constraints faced during the response efforts were notably influenced by the ongoing clashes, which restricted access to the interior of the camp. The volatile situation posed challenges in reaching affected areas and delivering much-needed assistance to displaced families.

Moreover, the targeting of PRCS-L vehicles heightened the risk factor, impeding our mobility and ability to navigate through conflict zones safely.

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- Due to the volatile situation and uncertainty of the security situation, segregated data related could not be collected



Secretariat Services

Budget: CHF 11,759

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
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# of finance in emergency staff supporting the intervention	1	1
# of lessons learned workshops conducted	1	2

Narrative description of achievements

- To capture an integral idea of the co-implementation of the operation in both the Palestinian camps and the neighboring Lebanese cities and the integrated approach followed by the LRC and PRCS two workshops were conducted with both teams. The workshop was preceded by two meetings that were conducted by PMER officers from the regional office with the management teams of LRC and PRCS to test the ground and check for the gaps to be filled during the workshops. The first workshop with the PRCS was done on Monday, February 12, in PRCS' HQ – Akka Hospital and was attended by Disaster Management Response Senior Officer, and the Procurement Manager and facilitated by the senior PMER officer (from the regional office) and the management team of the PRCS. The second workshop with the LRC was done on February 23, in the LRC HQ – Spears and was facilitated by PMER senior officer and PMER officer from the regional office and representatives of the management of each of the EMS and DMS sectors in addition to the project management, head of LRC delegation and the PMER and programs coordinator of the country delegation. The workshops aimed to guide and enhance the work of future project teams, focusing on honest observations of what occurred rather than attributing blame. Participants engaged in exercises to analyze the planned versus actual outcomes, identify reasons for deviations and discuss strategies for improvement in future responses. The workshop emphasized the importance of collaboration, learning from weaknesses, and sustaining strengths to enhance humanitarian efforts in conflict-affected areas.
- A finance in emergencies advisor was assigned to support the operation for 1 month with the relevant technical capacity.

Lessons Learnt

- Regular follow-up with DM and adjustment of distribution modalities are essential for maintaining security and safety. Drafting Standard Operating Procedures (SoPs) for cell activities, developing a dissemination security framework, and integrating fleet and movement coordination into the emergency hotline system will further enhance operational effectiveness.
- To improve coordination and cooperation, establish regular follow-up protocols between DM, shelter management, and external stakeholders. Ensuring the timely release of stock from the warehouse is crucial for prompt responses, and each warehouse level should maintain a one-month stock, with HQ ready to provide 3-6 months of stock as needed.
- Volunteer management should focus on engaging stakeholders to prevent duplication of efforts. Implementing a clear process for Alert – Activation – Response, utilizing the 140 alert system, and activating centers and teams as required will strengthen the Emergency Management System (EMS).
- Formalizing field-level communication between LRC and PRCS and establishing a formal agreement for collaboration between the two teams will enhance communication. Conducting quarterly surveys for community feedback and maintaining an open hotline for emergencies will improve community engagement.
- Strengthening coordination between PRCS, LRC, and the Army by building on the existing memorandum will enhance overall collaboration. Finally, including safety and security measures in the preparedness and response plan, with a focus on safe sectors through forward operations, will ensure comprehensive safety and security.
- Provide proper capacity building for volunteers in order to enhance and ensure the decentralization of assessment and stakeholder management.

Challenges

- Challenges from PRCS side included the procurement of medical equipment and complying with lengthy procedures from the regional office which caused a delay in taking into account the urgency of the situation.



National Society Strengthening

Budget: CHF 83,379

Targeted Persons: 0



Indicators

Title	Target	Actual
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Narrative description of achievements

- All stations within the proximity of the area were on high alert and actively responding to the situation. LRC volunteers across these various stations, who were on standby and responding, were provided with meals to sustain their efforts during this critical period.
- The number of available volunteers during the intervention fluctuated based on ongoing assessments of the security situation and the evolving response needs. As the situation was dynamic and could change rapidly, the LRC continuously monitored conditions on the ground to determine the appropriate level of volunteer deployment. This approach ensured that the right number of volunteers were present when and where they were needed most, maximizing the efficiency and effectiveness of the response while also ensuring the safety of the volunteers. The flexibility in adjusting the volunteer force allowed the LRC to adapt swiftly to the changing circumstances and maintain a high level of readiness throughout the intervention.

Lessons Learnt

- The fluctuating number of volunteers during the intervention, based on ongoing assessments of security and response needs, underscored the importance of a flexible volunteer management system. This adaptability ensured that the right number of volunteers were available when and where they were most needed, enhancing the overall effectiveness and safety of the response efforts.
- The establishment of the EMS Station in Saida as the central hub for operations and the provision of meals to volunteers demonstrated the critical role of effective coordination and resource allocation. By strategically planning and ensuring proper support for volunteers, the LRC maintained a high level of readiness and efficiency in their emergency response.



Financial Report

DREF Operation

Selected Parameters			
Reporting Timeframe	2023/8-2024/5	Operation	MDRLB014
Budget Timeframe	*	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 03/Jun/2024
All figures are in Swiss Francs (CHF)

MDRLB014 - Lebanon - Civil Unrest

Operating Timeframe: 10 Aug 2023 to 29 Feb 2024

I. Summary

Opening Balance	0
Funds & Other Income	368,582
DREF Response Pillar	368,582
Expenditure	-323,523
Closing Balance	45,059

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	265,599	318,061	-52,461
PO05 - Water, Sanitation & Hygiene	7,845		7,845
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	273,444	318,061	-44,616
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	11,759	5,462	6,297
EA03 - National Society Strengthening	83,379		83,379
Enabling Approaches Total	95,138	5,462	89,676
Grand Total	368,582	323,523	45,059

[Click here for the complete financial report](#)

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[Click here for reference](#)

