



# MULTI SECTOR COMMUNITY LEVEL ASSESSMENT OF INFORMAL SETTLEMENTS

**AKKAR GOVERNORATE - LEBANON**

**ASSESSMENT REPORT**

**NOVEMBER 2014**

## SUMMARY

Addressing the needs of refugees living in informal settlements (IS) in Lebanon poses a unique set of challenges to humanitarian actors, who must confront concentrated vulnerability as well as dynamics among refugees that are different from other settings. While they lack resources and social capital within Lebanese society, refugees living in IS often share linkages that have important implications on their overall vulnerability or resilience. While these connections allow refugees to solve problems collectively and protect the most vulnerable among them, homogeneity and social cohesion may have negative implications, as evidenced by refugee groups that collectively do not access health care or education services, face labour exploitation, or are exposed to insecurity.

**A majority of IS have existed for a year or more** and are largely inhabited by refugees who have not lived elsewhere in Lebanon since the crisis began. With most fleeing generalized violence in Syria, security is a major concern in deciding where to settle in Lebanon. As a result, IS are **generally located on the outskirts of host communities** and residents are limited to households that share a common bonds. IS in Akkar are markedly smaller than in other regions of Lebanon, posing additional challenges to humanitarian actors in achieving economies of scale in interventions.

Protection concerns affect individuals as well as entire communities. This assessment also found that approximately 15% of households are led by women (653) and 1% by children (109). Protection concerns affect individuals as well as entire communities. Nearly one third of households **entering Lebanon through unofficial crossings**, and about the same proportion of individuals **lacking residence permits**. As a result, checkpoints were the main security concerns of refugees living in informal settlements. Further, nearly one fifth reported incidents of harassment and assault, while significant numbers also reported theft, robbery, and community violence. Refugees living in IS may have limited recourse with authorities; those reporting insecurity most frequently cited host communities, the military and police, and local authorities as the source.

Almost all IS are **highly dependent upon assistance and loans**, with labour a distant third source of income. When available, income generating opportunities are hard to find, low paying, and irregular. Refugees living in IS are further constrained by a **lack marketable skills, host community regulations, and transportation**. As a result, coping mechanisms are prevalent, particularly ones involving loans and credit. To deal with scarcity, many IS may also pool resources and coordinate access to income-generating opportunities, with the *shawish* (focal point of the IS) serving as a middleman for refugees seeking work and Lebanese seeking cheap labour. With inhabitants of IS facing mobility constraints and often working for and indebted to landlords, already vulnerable populations may be placed in even more precarious positions.

The cost of rent in the vast majority of IS is under 133 USD per month per tent, with most households paying between 33 and 66 USD. One quarter do not pay rent and are either hosted for free by the landlord or perform services in exchange for rent. **Almost all IS are located on private land parcels that were never intended for human settlement and are in need of extensive improvements**. This assessment found that over two thirds rely on improvised electricity connections, three quarters of sites lack site boundaries, and approximately one half are prone to flooding. Gravel, which would reduce the effects of heavy rains, and fencing, which would enhance feelings of security, were among key informants' top priorities for site improvements. Almost all key informants expressed a **need for plastic sheets, which would keep out rain and snow during the winter months**.

**Water and sanitation in IS are substandard** with wide disparities between individual settlements. While most have on-site access to sources of drinking and domestic water from wells provided by landlords, it may be of low quality. **Latrines are a particularly urgent need**. Approximately 60% of IS fail to meet basic standards of one latrine per 20 individuals, while 10% of IS had no latrines at all. In IS where latrines are present, almost all fall short of recognised standards with regards to hygiene, privacy, gender separation, and access for persons with specific needs. **Lack of access to municipal solid waste systems** has forced many IS to rely on burning and open dumping to dispose of rubbish. In addition to environmental damage, such ad hoc systems lead to the spread of disease and outbreaks of insects and rodents.

Providing IS with services or the means to access them may pose a unique set of challenges. With approximately **60% of refugees in IS under the age of 18, education is an urgent need**, but gaps in coverage and a lack of knowledge regarding services mean that only a fraction of school aged children attend. Substandard water, sanitation and shelter conditions have wide-ranging implications on health, but **many refugees do not access health services or bypass options intended to be affordable or accessible.**

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#### About REACH

REACH is a joint initiative of two international non-governmental organizations - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. All REACH activities are conducted within the framework of inter-agency aid coordination mechanisms.

For more information about REACH and to access our information products, please visit: [www.reach-initiative.org](http://www.reach-initiative.org) and [www.reachresourcecentre.info](http://www.reachresourcecentre.info). You can also write to us at: [lebanon@reach-initiative.org](mailto:lebanon@reach-initiative.org) and follow us @REACH\_info.

## LIST OF ACRONYMS

<b>GoL</b>	Government of Lebanon
<b>IAMP</b>	Interagency Mapping Platform
<b>IS</b>	Informal Settlement
<b>MMU</b>	Mobile Medical Unit
<b>MSNA</b>	Multi-Sector Needs Assessment
<b>ODK</b>	Open Data Kit
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>VASyR</b>	Vulnerability Assessment of Syrian Refugees

## GEOGRAPHICAL CLASSIFICATIONS

<b>Operational Area</b>	Refers to UNHCR regional operational areas in Lebanon. There are five UNHCR sub-office regions in Lebanon: Akkar, Bekaa, Mount Lebanon/Beirut, Tripoli T5 and South. The operational area of <b>Akkar</b> coincides with the governorate of Akkar, and the operational area of <b>Bekaa</b> comprise the districts of Baalbek, El Hermel, Rachaya, West Bekaa and Zahle. However, the operational area of <b>Mount Lebanon/Beirut</b> includes the governorates of Beirut and Mount Lebanon. <b>Tripoli T5</b> operational area refers to the districts of Tripoli, Batroun, Bcharre, El Minieh-Dennieh, Koura and Zgharta. The <b>South</b> operational area includes the governorates of South and El Nabatieh.
<b>Governorate/ Mohafazat</b>	Largest administrative division below the national level. Lebanon has eight governorates: Bekaa, Baalbek / Hermel, Beirut, El Nabatieh, Mount Lebanon, North, Akkar and South.
<b>District/Caza</b>	Second largest administrative division below the national level. Each governorate is divided into districts or cazas. Lebanon has 26 districts.
<b>Cadastre/ Cadastral zone</b>	Geographic classification which are below the level of district/caza. Cadastral is not an administrative division and is used solely by humanitarian practitioners in Lebanon. Cadastrals may encompass one or more contiguous villages/neighbourhoods.
<b>Municipality</b>	Smallest administrative division in Lebanon. Municipalities serve villages and urban areas. There are 985 municipalities in Lebanon.

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## INTRODUCTION

As the Syrian crisis continues into a fourth year, increasing numbers of displaced Syrians seeking refuge in neighbouring countries have formed informal settlements (IS) in close proximity to host communities. This has been the case in Lebanon, where an absence of formal camps has led to a proliferation of improvised housing accommodations. With the number of registered refugees in Lebanon surpassing 1.1 million during the course of this assessment,<sup>1</sup> affordable and suitable housing has become increasingly scarce.

The growth of IS reflects these trends. Predominately handmade shelters pieced together with a combination of plastic sheeting, timber, and various other materials sourced by displaced persons, IS are not recognized by the Government of Lebanon as formal camps. While they are but one housing context where refugees have settled, challenges associated with addressing their needs may be unique. Refugees living in IS represent the most vulnerable strata of the refugee population and often lack access to services. Usually located on the outskirts of host communities, IS generally lack utilities, have low access to services and protection, and are substandard in terms of site planning, shelter, water and sanitation. While the United Nations High Commissioner for Refugees (UNHCR) has continued to advocate for the establishment of managed settlements, humanitarian actors have sought ways to improve living conditions in IS and support the communities that host them.<sup>2</sup>

In addition to understanding some of the factors that have contributed to the growth in IS, there is an urgent need to understand their vulnerabilities. Most IS do not benefit from the services available in neighbouring villages simply because they cannot afford to pay for them. As a result, access to basic services such as water and electricity often pose major challenges. Problems with accessing social services are exacerbated by a lack of protection, making support towards the informal settlements a priority for the humanitarian community.

The 2014 Vulnerability Assessment of Syrian Refugees (VASyR) found that approximately 14% of the refugee population throughout Lebanon lives in IS.<sup>3</sup> The proportion of refugees living in IS in Akkar is much higher. Registration data obtained from UNHCR, which lists 109,372 refugees registered in Akkar,<sup>4</sup> as well as assessments conducted of IS, place the figure at about 25% the refugee population in the Governorate. Since Akkar-wide assessments of IS in Akkar began in February 2014, the figure has appeared to be growing. Approximately 19,500 individuals were found living in 219 shelters at the conclusion of the first sweep in March 2014.

While some anecdotal evidence indicates that a significant part of the growth in IS can be attributed to agricultural seasonal labour, other accounts suggest that the growth in population may be due to other factors that at play, including events in Syria and other regions of Lebanon, access to livelihoods, increased refugee vulnerability, and changing housing market conditions.

Social marginalization and stigma associated with living in informal settlements may also prevent access to livelihoods and social services such as education and health care. Nomadic and semi-nomadic populations composed of Lebanese, Syrian, and stateless groups have long resided in informal settlements in Akkar, with farms in the Governorate serving as a destination for migrant workers seeking work during harvests. Among host community populations, refugees living in IS may often be cast in this light, and their current circumstances may be viewed as unfortunate but not extraordinary. Anecdotal evidence suggests that many Lebanese believe that refugees who live in IS lived in similar substandard housing in Syria before the crisis.

IS are one of the most visible manifestations of the refugee crisis in many communities in Akkar, one of Lebanon's underdeveloped regions, and where 63% of the Lebanese population lives under the poverty line.<sup>5</sup> With this in mind, IS place additional burdens on already fragile infrastructure, services, and livelihoods. In areas where IS are heavily concentrated, particularly in Akkar's Sahel region, addressing the basic needs of IS play an important role not only in the vulnerability and resilience of refugees but in host communities and the humanitarian response overall.

<sup>1</sup>UNHCR Data. Inter-agency Information Sharing Portal. <http://data.unhcr.org/syrianrefugees/country.php?id=122>

<sup>2</sup>Regional Response Plan 6, 59

<sup>3</sup> VASyR, preliminary results, World Food Program, (Beirut, 2014)

<sup>4</sup> Data obtained from UNHCR.

<sup>5</sup> World Bank - Lebanon: Economic and Social Impact Assessment of the Syrian Conflict. (Beirut 2013)

## METHODOLOGY

The objective of the assessment is to provide a baseline of data and information on needs and vulnerabilities across WASH, education, child protection, health and other relevant sectors to better inform the humanitarian community's response to some of the most vulnerable refugees in Akkar and in Lebanon. This assessment builds off of REACH's previous work identifying and mapping IS as an Interagency Mapping Platform (IAMP) partner. IS included in this assessment were ones that had been pre-identified and p-coded during the course of REACH's on-going IS mapping assessment.

Using a geographic sweep approach agreed upon by IAMP partners, REACH has been continuously identifying, geo-referencing, and collecting key data on all IS in Akkar since February 2014. During the course of a geographic sweep, REACH field teams collect data on demographics, registration status, settlement leadership, landlords, establishment dates, rental costs, and place of origin in each IS. Conducting a complete geographic sweep of Akkar takes approximately six to eight weeks, and after one sweep concludes, another begins.

According to the interagency approach, IS are defined by two factors:

- **Number of shelters:** Informal settlements, according to the IAMP definition, IS are settlements with four structures or more. While the IAMP approach recently began to assign p-codes to settlements with less than four shelters, at the time of the assessment they were not considered IS. REACH assessed a separate sample of settlements with less than four tents; these are included in a separate section.
- **Social structure:** While shelters that comprise an IS are generally clustered in close proximity to one another, the definition of an IS is not based on spatial relationships between shelters but on social relationships. Households belong to a single IS if they share a single focal point, or *shawish* (settlement focal point), who coordinates internal and external relations.

So leadership structure, rather than the arrangement of shelters, defines what constitutes an informal settlement. While such instances are rare, a single cluster of structures that by all outside appearances might appear to comprise a single community, may, in fact be counted as multiple IS if they have different *shawishes*.

REACH sought to ensure a snapshot in time by assessing the 303 settlements that had been identified and p-coded during its second geographic sweep, which took place between March 31 and May 31 2014. In addition to the 303 sites included from second sweep, REACH included an additional ten sites that had been identified and p-coded at the start of the assessment. **In total, 289 sites were assessed with key informant interviews** with settlement *shawishes*. Representatives from these IS were interviewed on the phone using a separate questionnaire. To maintain a consistent sample, IS that were identified during the concurrent third sweep mapping were also not included.

*Note: A total of 24 settlements identified during the second sweep were no longer present when REACH data collection teams visited during the course of the assessment, their residents having moved to other locations in Lebanon or in some cases returned to Syria.*

### KEY INFORMANT INTERVIEWS AND SITE OBSERVATIONS

The *shawish* of each IS was requested to answer a comprehensive, multi-sector questionnaire that allowed REACH to develop a baseline dataset on the welfare, needs, and vulnerabilities affecting their community. The questionnaire administered to key informants was based on the community-level key informant assessment tool, designed and developed by the national information management working group and endorsed by the sector working groups. This national tool is designed to provide organisations conducting community level assessments with a core set of nationally agreed questions from which to base their assessments. This process aims to facilitate the development of comparable data sets across organisations.

To take into account the differing information needs at the Akkar operational level, the nationally agreed assessment tool was presented to the sector working groups, who actively participated in designing the final version of the questionnaire.

The final version incorporated a number of questions in addition to the nationally agreed minimum. REACH made efforts to ensure that the additional questions included in the data collection tool are based on those used in the Regional Response Plan 6, as well as internal standardised questions and indicators used by REACH in previous assessments.

Data collection was conducted with a version of the tool built on the Open Data Kit (ODK) platform and deployed on Android smartphones to reduce the incidence of inaccuracies and inconsistencies in the data collection and cleaning processes. Data collected in the field was validated by the team leader before being uploaded to the centralised database, after which a final data quality check was conducted by a REACH database specialist. In addition to this report, the collected data during key informant interviews was used to develop a database, map products, and individual IS profiles to inform the targeting of specific interventions.

Key informant interviews and site observations were conducted over the course of 20 days during June and July 2014. Where and when available, REACH attempted to crosscheck information provided against other sources, including information gathered during the site observations. While information officers attempted to verify information provided by key informants through the site observation component of assessment, it was not possible to conduct extensive secondary verification through additional research.

## FOCUS GROUP DISCUSSIONS

In addition to key informant interviews, REACH conducted focus group discussions in 35 IS. Providing contextual information and an opportunity to validate key informants' responses, focus group discussions allowed REACH to collect information on how IS are formed and organized and how they cope with challenges. They also offered a venue for participants to discuss interventions that would be most beneficial to the community, bridging the gap between needs and potential solutions while providing information about local capacities and stress-points that may be useful in efforts to coordinate and condition aid.

Beyond contextual information, focus group discussions provided an opportunity to test the degree to which key informant responses accurately reflected conditions present in IS. Discussions in which participants provided disparate responses would reflect a degree of dissimilarity amongst residents of individual IS whereas consistent responses would suggest homogeneity.

Selection of sites for 30 focus groups was based on random selection amongst IS with 150 inhabitants or more; five were selected on the basis of specific attributes of interest to partners, including settlements that were female-led, inhabited by stateless populations ones that were under threat of eviction, and ones where a majority of residents were unregistered.

## CHALLENGES AND LIMITATIONS

While key informants were selected on their ability to answer sector-specific information on behalf of their entire community, their knowledge of the community in the settlement may vary according to population and other factors. Similarly, some of the questions asked by KIs required specific degree of knowledge that some may have lacked. As a result, questions about access to services, health and nutrition, and registration and legal status, may be considered indicative rather than authoritative. As a result, while the findings in this assessment serve as an indication of the overall situation about informal settlements in general.

Information presented in this report is intended to be representative of needs and conditions in IS throughout Akkar; however specific details will change over time. The population of IS is constantly changing as settlements form or disappear or lose or gain residents. Humanitarian interventions can have substantial positive impacts in relatively short periods of time, thus making the information presented about living conditions and access to essential services subject to change.

Finally, the community level-approach used in this assessment has some limitations in terms of comparability across IS in different population categories. While many findings are presented on an IS-level, wherever possible and relevant, findings are weighted to reflect how indicators related to vulnerability and access to services affect refugees living in IS as a whole.

## FINDINGS

Findings of the assessment are organised into several short sections that provide an overview of populations living in IS as well as sector-specific challenges. The first sections, covering demographics, intentions, and organisation of IS, are intended to shed light on the population of refugees who live in IS and how settlements are formed and managed. Subsequent sections on shelter and WASH cover two of the greatest challenges faced by humanitarian actors and refugees – the provision of adequate and safe infrastructure for rapidly growing and changing communities. The livelihoods section outlines challenges and coping mechanisms that may be unique to IS, while sections on education and health examine barriers refugees face in accessing social services.

### DEMOGRAPHICS OF INFORMAL SETTLEMENTS

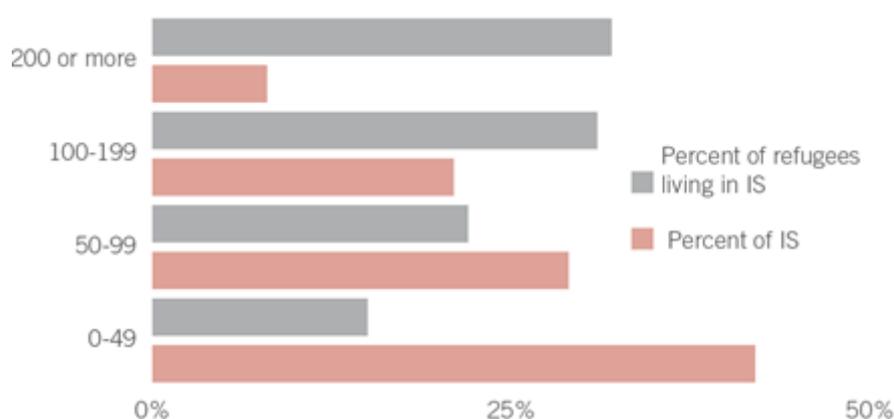
The assessment presented in this report took place between the second and third geographic sweeps of IS in Akkar conducted by REACH. During the second sweep, which was conducted from March 31 until May 28, 2014, REACH identified 303 IS hosting 27,667 individuals. This assessment found 26,641 individuals living in the 289 previously identified and p-coded settlements.

Table 1: Key population figures

	IAMP-SECOND SWEEP	IN-DEPTH ASSESSMENT	IAMP-THIRD SWEEP
Time Period	March 31-May 31, 2014	June 18-July 25, 2014	June 23-July 31, 2014
Population Identified	27,667	26,641	25,057
Informal Settlements	303	289 (assessed)	310

IS in Akkar are markedly smaller than ones in other regions of Lebanon. An IS in Akkar is home to 92 refugees, a figure significantly lower than the national average of 133 or that of other regions. For example, IS in Bekaa host 164 refugees on average. As the graph below illustrates, 42% of settlements are home to just 15% of the population of refugees living in IS. On the other hand, 63% of refugees live in just 29% of IS.

Figure 1: Population and size of IS

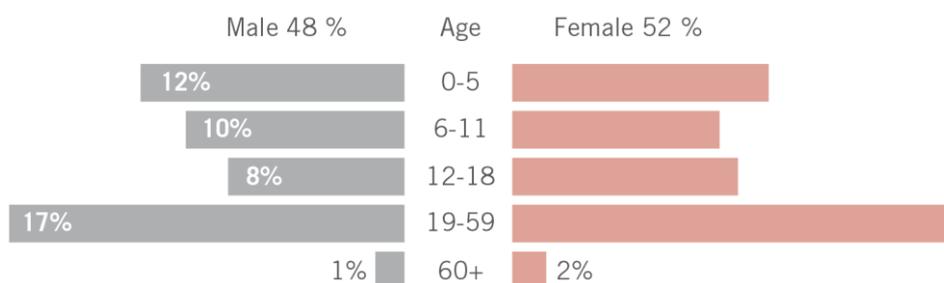


The smaller size of settlements in Akkar may pose challenges to humanitarian actors to achieve economies of scale when designing interventions. As subsequent sections will discuss, while approximately half of settlements could accommodate more households, patterns whereby refugees are likely to settle amongst family and friends are likely to ensure that settlements remain small. Additional factors present in Akkar host communities and amongst the refugee population may also influence the size of IS.

**Table 2: Key demographic figures**

IS Assessed	289
Reported Population	26,641
Number of Families	4,431
Population Range	11 to 1,033
Average Population per IS	92
Average Number of Families per IS	15
Population of IS Under 18	15,957
Percent of Population Under 18	60
Percent of IS on Private Land	96

Several other demographic features of IS in Akkar are worth highlighting. The population of refugees is overwhelmingly Syrian. Lebanese returnees, Palestinians from Syria, and stateless individuals made up just a small proportion of individuals living in IS. It is also comparatively young; 60% of refugees living in IS are 18 years old or younger.

**Figure 2: Age structure of IS**

## INTENTIONS OF POPULATIONS IN INFORMAL SETTLEMENTS

Uncertainty regarding residents' intentions may pose challenges for humanitarian actors in coordinating effective interventions. New IS may be formed but only exist for short periods of time, IS that have existed for comparatively long periods of time may face sudden eviction by landlords or municipalities, and fissures within IS populations may divide communities and drive some members to relocate.

This assessment found that on a whole, most IS are in existence for periods long enough to warrant extensive interventions. As the graph below shows, approximately 39% of the settlements were present during the assessment had been founded in the past year; 36% had been occupied for periods between one and two years; and approximately 23% have been in existence for two years or more. Most IS have existed for a year or more with the median length of time being 15-18 months.

Figure 3: Date of IS formation



While it is generally accurate to characterise IS as a last resort shelter solution for refugees, most do not consist of individuals who have been pushed out of other forms of shelter, such as homes and apartments. According to key informant interviews, 75% of settlements consisted predominantly of refugees who moved directly from their homes in Syria to IS in Akkar. The remainder are inhabited primarily by residents who had previously lived in other IS in Akkar (11%), in other regions of Lebanon (9%), and other housing contexts in Akkar, such as houses and apartments (4%). As a result, the growth of IS likely reflects a shortage of adequate and affordable housing that makes other options unattainable in the first place, rather than refugees being pushed out of other housing. In other words, refugees who have been forced to leave other housing contexts such as apartments have likely only been a marginal source of population growth in IS.

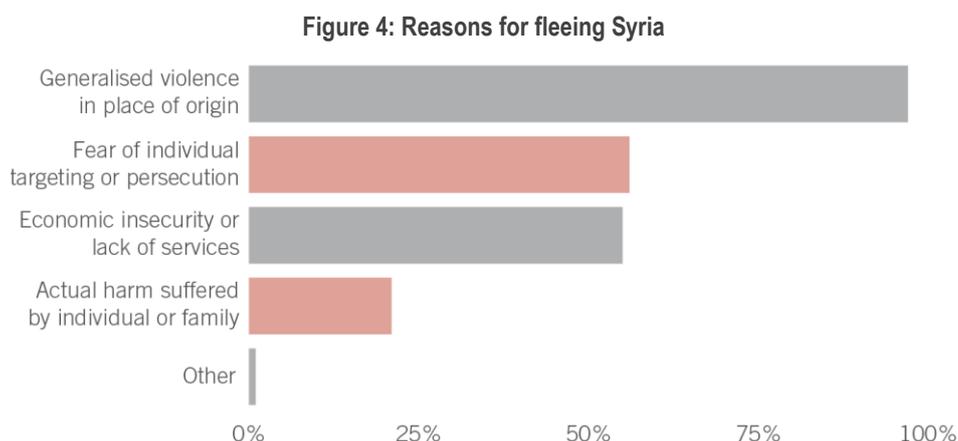
On a whole, populations in IS are relatively stable and in very few cases do residents express plans to move elsewhere or return to Syria. By contrast, IS that decamp en masse are a far greater source of population change. (See section on migrant labour below.) At the same time, small changes and turnover are relatively common in IS with households regularly joining or leaving IS. Key informants in 34% settlements reported taking in new residents in the four weeks prior to assessment. In 88% of IS, the majority of new residents arrived directly from Syria. IS receiving new arrivals from Syria were seven times more likely to report that they arrived from the same governorates as established residents than from other regions.

During the same time period, 24% of key informants reported that they had residents who had left their settlement.. In 56% of cases, IS reporting departures of individuals and households were to other locations in Akkar and 13% were to Bekaa. Only 4% of IS reported former residents who returned to Syria, but these accounted for a small number of departures – 19 individuals in total throughout Akkar.

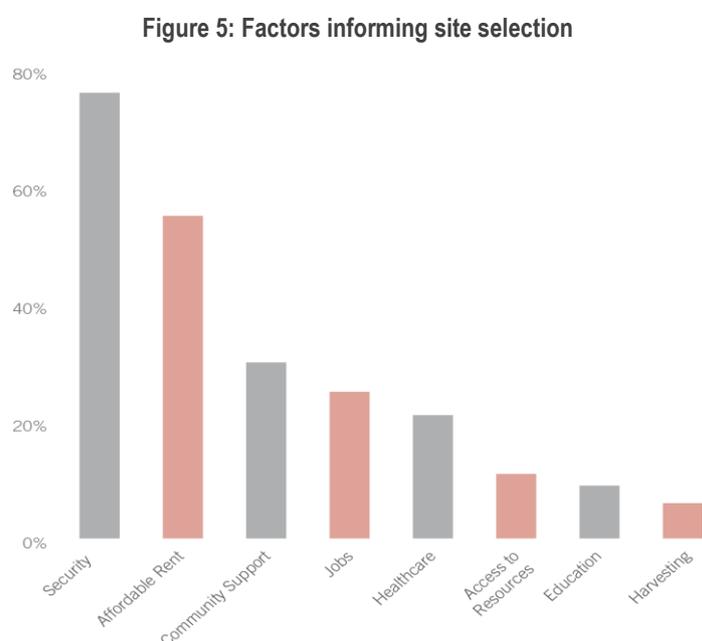
Most commonly, refugees who settle in IS will have already established contact with friends or relatives living in their eventual destination prior to leaving Syria. In other cases, groups of families living in IS left Syria together, and less frequently, discussants recounted stories of how they moved to IS with families they met at the border or after fleeing Syria. If they do not know each other, they are often from the same region; in the 219 IS where key informants reported that residents arrived directly from Syria, only 9% of key informants named multiple governorates in Syria as refugees' areas of origin.

Similarly, focus group discussions indicated that it is common for families living in IS to be related to one another or to belong to the same extended kinship group. In instances where IS residents were not connected on the basis of kinship, they were often neighbours or worked in the same workshops or factories. In several focus group discussions held in larger IS, residents consisted of two or three separate interconnected groups from different parts of Syria, each of which maintained its own sense of community in Akkar.

As the figure below shows, key informants cited generalized violence in their home communities in Syria as their primary reason for fleeing. Fear of individual prosecution, economic insecurity, and lack of services were secondary and tertiary reasons for leaving, and actual harm suffered by individuals and family members was ranked fourth.



Multiple considerations inform refugees' decisions to establish IS in specific locations. Notably, non-economic factors took precedence over ones related to livelihoods — key informants cited security as their primary concern, followed by affordable rent, host community support, and jobs. In total, over three fourths of key informants responded that security informed their decisions to settle in their current location and not others.



## ORGANISATION OF INFORMAL SETTLEMENTS

Very little has been written about the organizational structure of informal settlements in Lebanon; however, key informant interviews and focus group discussions suggest that they exhibit substantial variation and that such differences may make important contributions to communities' overall resilience. Often isolated from Lebanese institutions and host communities, IS have significant autonomy in organizing and managing their own affairs.

In some settings, residents participate actively in decisions that affect their communities, while others exhibit a more top-down, authoritarian systems.

Due in part to settlements' interactions with the humanitarian community, one common thread amongst IS is the presence of a *shawish*, a focal point for various households who often serves as the settlement's leader. On the most basic level, the *shawish* coordinates relationships with the host community and aid agencies. Often, it is the *shawish* who identified land for rent and established an agreement (often informal) in order to lease it. In larger settlements, it is generally the *shawish's* responsibility to collect rent for the landlord.

In an article published in UNHCR's *Refugees Daily* about informal settlements in Bekaa, the *shawish* is characterized as "a refugee who has built up connections with local Lebanese officials or has prominent family connections among the refugees." The article suggests that their roles are often controlling or exploitive, with the *shawish* charging a commission for his services or using his influence and status to take advantage of refugees.<sup>6</sup> This assessment found little evidence to suggest that these types of exploitive relationships are widespread in Akkar, although in some focus group discussions, participants alluded to dissatisfaction with the way their communities were managed.

In this assessment, focus group discussions indicated that *shawishes* do often have prior experience living or working in Lebanon or have prior connections to the host community. In many cases they identify a parcel of land available for rent and guide refugees to it. It was not clear whether the *shawish* of individual IS kept portions of residents' rents; in some smaller settlements, residents reported paying the landlord directly, avoiding commissions or potential malfeasance.

In some IS, focus group discussions indicated that they had selected individuals to serve as *shawish* based on their perceived ability to effectively represent the IS to the host community or humanitarian organisations. For example, participants in a focus group held in a large IS explained that they designated a former lawyer to be *shawish* because they felt his background would allow him to effectively represent them. In a focus group held in an IS headed by a female *shawish*, participants explained their choice was based on the fact that she was the only one with mobile phone service at the time the settlement was founded and was thus, the only effective representative of the IS with aid agencies.

During focus groups, participants described a number of other duties associated with the *shawish*, including:

- Serving as broker or middleman for landlords seeking cheap labour
- Representing the settlement in the host community and to humanitarian organizations
- Identifying social services and referring residents to community resources
- Procuring services and utilities, such as electricity and water
- Allocating work opportunities outside the settlement
- Acquiring permission for new families to live in the settlement
- Overseeing the placement and arrangement of new tents
- Enforcing rules and resolving disputes within the settlement

*Shawishes'* duties may vary depending on the size of the settlement and its relationship with the landlord and host community. In larger settlements, the *shawish* appears to play a more extensive organizational role and in extreme instances, few decisions that affect the community or individual households' livelihoods can be taken without his permission. In settlements that do not pay rent, landlords may have more influence, and the *shawish's* role is limited to representing the settlement to the host community and procuring utilities.

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<sup>6</sup> <http://www.unhcr.org/cgi-bin/texis/vtx/refdaily?pass=463ef21123&date=2014-05-16&cat=Syria>

## EDUCATION

Approximately 60% of residents of IS are under the age of 18 and there is a tremendous need for access to education. The transient nature of some IS may prolong students' out-of-school status. Combined with a lack of family resources, discrimination, bullying, and other pressures that may be more pronounced among populations living in IS, children may face significant barriers in accessing to education.

Approximately 60% of key informants reported that at least some of the children in their IS regularly attend school. Based on their responses, 3,024 children living in IS in Akkar are currently receiving some kind of education. With a population of 15,957 children under 18 living in IS, however, the numbers currently attending may represent only a small fraction of the population of school-aged children as a whole.<sup>7</sup> The rate of school attendance in IS may be lower than that of children living in other housing contexts; the 2014 VASyR found that 48% of Syrian refugee children in Akkar were attending school, versus a national average of 34%.<sup>8</sup>

Approximately 90% of key informants reported that children in their settlements attended formal education (accounting for 86% of children who live in IS and who are currently attending school), while 8% reported that children attended non-formal education. Approximately 2% reported that they did not know whether schooling was formal or non-formal, reflecting at the very least, some amount of confusion over the Lebanese school system and available educational programmes provided by the humanitarian community. 73% of children attend public schools and 27% attend private free schools. Based on key informants' responses, 1,923 children from informal settlements currently attend public schools in Akkar.

In a March 2014 assessment of public schools of Akkar, REACH found 5,938 Syrian children attending public school in "first shift" programs and 4,384 attending in "second shift" afternoon programs targeted towards Syrian refugees, for a combined total of 10,322 Syrian students attending public schools in Akkar.<sup>9</sup> The school attendance figures provided by key informants would indicate that approximately 19% of Syrian children enrolled in public schools reside in informal settlements. Significant anecdotal evidence from humanitarian partners working in education suggests that this proportion may be disproportionately high.

Previous assessments have indicated that in many cases, knowledge about educational opportunities among residents of IS is low and that many do not know what types of schools are available in host communities. For example, a February 2014 study by Concern Worldwide regarding education IS found that 49% of respondents did not know what type of schools were accessible, even though 41% have primary schools nearby.<sup>10</sup> Along similar lines, it is quite likely that key informants may not have been aware of the distinctions between formal and non-formal education and between various private and public schools in Lebanon's very different and highly privatized school system.

With demand for education far exceeding supply, ensuring that refugee children have access to schooling may involve harnessing resources that settlements already have. Key informants in 99 settlements reported the presence of trained, qualified teachers -- 350 across all IS in Akkar. These teachers may be important in filling current gaps, particularly in areas where children do not attend school; in 35 settlements where teachers were present children reportedly attended neither formal nor non-formal education.

In focus group discussions, bullying, transportation costs, and fears about safety were parents' primary concerns about Lebanese schools and factors that made them reluctant to send children outside of the settlement. Focus groups indicated in interest in education that takes place in settlements, provided it is sufficiently rigorous. At the same time, participants did not consider non-formal education options were not to provide valid substitutes for formal schools. Focus group discussions also indicated widespread dissatisfaction with the Lebanese curriculum, particularly the use of French, as well as a high demand for Syrian schools and curriculum.

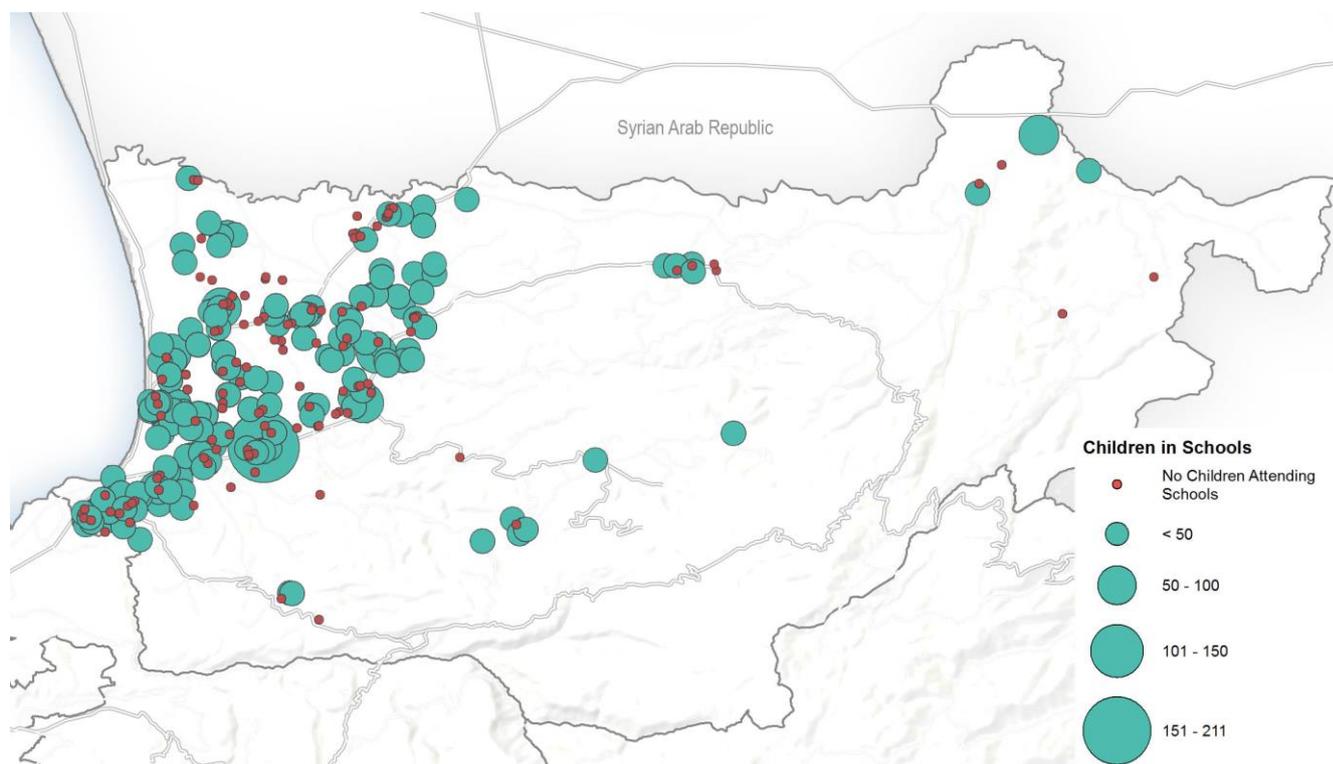
<sup>7</sup> Different definitions of school-aged children are used. The education sector and the Regional Response Plan considers children aged 3-18 to be school aged, while Lebanon's Ministry of Education and higher education considers school-aged children to be between 6-16. This assessment did not collect specific information about school aged children.

<sup>8</sup> VASyR. 2014

<sup>9</sup> REACH 2014. Geneva. Akkar Public Schools Assessment.

<sup>10</sup> Multi Sector Needs Assessment, Social Cohesion Chapter (Beirut:2013) <https://data.unhcr.org/syrianrefugees/download.php?id=5392> p. 22.

Figure 6: Informal settlements where children attend school



## HEALTH AND NUTRITION

Marked by poverty, poor sanitation, and substandard shelter conditions, IS may be vulnerable to infectious and preventable diseases, as manifested by reports of skin diseases, diarrhoea, fever, and respiratory ailments. As in other settings, refugees living in IS may not take advantage of opportunities to obtain care at reduced fees because of initial apprehensions regarding the cost of treatment and medication as well as other indirect barriers such as transportation barriers and perceived quality of care.

With substandard WASH conditions, infectious diseases in IS are common. Asked about the presence of symptoms among settlement residents over the past two weeks, more than half of key informants reported incidents of skin diseases and diarrhoea -- 70% and 64% for each, respectively. Follow-up questions about the prevalence of infectious diseases and symptoms indicated that substantial proportions of the population living in IS had been affected during the past two weeks. Approximately 15% experienced skin diseases and 5% of residents had contracted diarrhoea. Symptoms related to other diseases were also common – 3% experienced fevers and 2% had respiratory ailments.

Table 3: Reports of infectious diseases and symptoms

MEDICAL CONDITION	CASES REPORTED	PERCENT OF IS REPORTING	PERCENT OF POPULATION AFFECTED
Skin Diseases	4,029	70	15
Diarrhoea	1,444	64	5
Fever	718	42	3
Respiratory Ailments	439	40	2

Focus group discussions indicated a degree of uniformity with regard to whether and where residents of individual of IS access medical facilities or seek treatment for illnesses. In addition to having collective preferences, different focus groups often held sharp and divergent opinions about individual clinics and hospitals, typically due to one or two bad experiences that residents may have had.

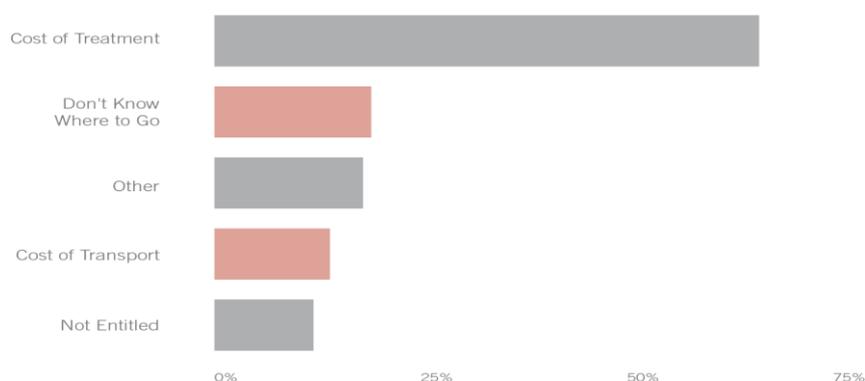
Key informants in 75% of IS reported that residents of their IS have used health facilities in Lebanon. In the 25% that do not, a majority of key informants reported aware of the existence of UNHCR-supported facilities that offer treatment to registered refugees at reduced costs. Despite 25% of IS not using health facilities in Lebanon, key informants claimed that both they and residents have a high degree of knowledge about health care resources; however, responses to subsequent questions indicated that levels of knowledge about health care is likely to be low.

**Table 4: Knowledge of healthcare facilities**

Residents Aware of UNHCR Facilities	98%
Shawish Knows Location of UNHCR Facilities	96%
Residents Have Used Referral Services or Resources from UNHCR to Identify Health Services	72%

Despite the availability of subsidised clinics, the cost of treatment still figures prominently in many IS residents' decisions regarding whether or not to access health care. In most cases, key informants cited factors related to cost – of treatment as well as transportation – as reasons for not using health facilities in Lebanon. As the graph below illustrates, 80% of key informants cited financial factors as a barrier in settings where residents did not use health facilities. And while key informants reported broad awareness of UNHCR facilities, 19% reported lack of knowledge as a barrier.

**Figure 7: Barriers to healthcare access**



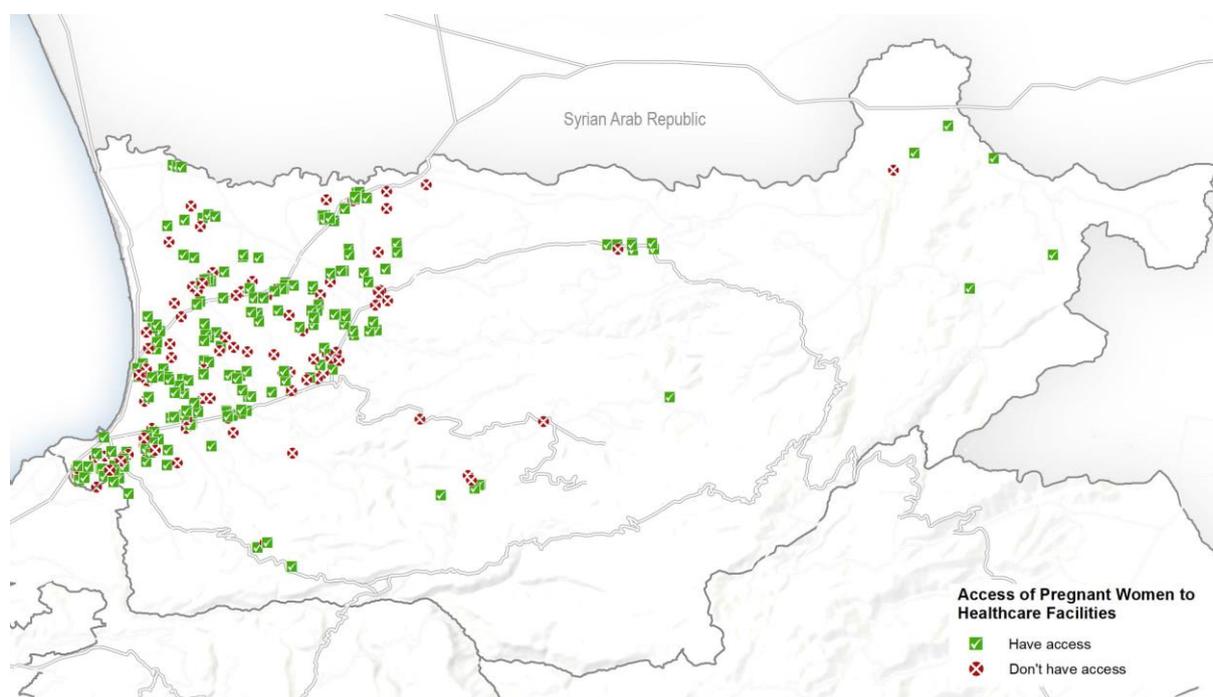
With the cost of transport and a lack of knowledge playing important roles in health care access for residents of IS, mobile medical units (MMUs) play a critical role in providing access to primary health care. Nearly two thirds of key informants indicated that an MMU had visited their settlement, and 28% reported visits in the month prior to the interview. Despite relatively significant coverage, approximately one third of key informants reported that their settlement had never been visited by an MMU. IS that had reportedly not been visited by MMUs tended to be smaller; while representing a third of IS, they represent one quarter of the IS population living in them.

Welcoming and accessibility appear to be important factors in determining where IS residents go for treatment. For example, in one focus group, participants complained that personnel at a clinic they had visited did not seem to want to touch them. In several others, participants noted that they preferred to pay additional costs or travel further to access clinics run by private charities.

Reports of refugees traveling to Syria to seek treatment for serious illnesses were less frequent, but common enough to warrant mentioning as a means of accessing services. In several focus group discussions, participants said that they do not go to public health clinics because clinics are not open long enough.

It is unlikely that the residents in the 25% of IS in which inhabitants do access health facilities in Lebanon or receive visits from MMUs are accessing treatment elsewhere, although a small minority of IS have their own rudimentary health care infrastructure. During focus group discussions, REACH visited two IS with physicians who treated patients in exchange for small fees. Some IS also have residents who were nurses in Syria and who may also play an important role in providing basic primary care. In another IS, a former physician had started an informal pharmacy, importing medications from Syria to sell to residents at rates far cheaper rates than available in Lebanon.

**Figure 8: Informal settlements where pregnant women access health facilities**



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In focus group discussions, residents in very few IS reported making special efforts to prevent the spread of disease, such as trying to separate people who are ill and making special efforts to clean the settlement following a disease outbreak. Instead, diarrhoea, skin diseases, and other ailments are often treated with traditional remedies made by refugees themselves, particularly in areas where clinics are far away or deemed to be too expensive. In one case, residents of an IS travelled to the coast to bathe in seawater to treat skin infections. In keeping with a reliance on traditional remedies, injuries such as fractures are sometimes treated with homemade braces.

Rates of access to health services for pregnant women also relatively low. Key informants indicated that throughout all IS assessed in Akkar, there are currently 924 pregnant women and girls – a significant portion of the population as a whole. According to key informants, pregnant women and girls in only two-thirds of settlements (66%) accessed health services.

Focus group discussions suggest that these visits may be somewhat limited in their frequency and purpose; instead of receiving regular check-ups, pregnant women wait until it is time to give birth or if facing complications.

## Nutrition and Food Security

Similar to responses about livelihoods trends, key informants reported that residents' overall nutritional situation had gotten worse over the past six months. Approximately 79% felt that it had declined, while 18% felt there had been no change. Only seven settlements, or 2% of IS, felt that their nutritional situations had improved. Key informants in 63% of settlements indicated they thought that some members of their community were malnourished. Notably, 62% respondents named boys ages 6-18 as the group most affected by malnourishment, followed by children under 5 (16%). Poverty and variations of the consequences associated with a lack of income were to blame.

**Table 5: Change in nutrition in the past 6 months**

Residents' Nutrition Has Improved	2%
Residents' Nutrition Has Not Changed	18%
Residents' Nutrition Has Declined	79%

Refugees living in IS face multiple barriers in accessing food. Perhaps unsurprisingly, the first is income, which was cited by 93% of key informants as one of their three main concerns. The second barrier is a lack of cooking fuel, cited by 77% overall. With limited possessions and means to outfit kitchens, a lack of cooking facilities and utensils also figured prominently, with 56% and 36% of key respondents citing them as barriers, respectively. As many IS are isolated from host communities, 29% cited a distance from markets.

**Table 6: Challenges in accessing food (Percentage of IS reporting challenges)**

CONCERN	FIRST	SECOND	THIRD	OVERALL
Income, Money or Resources	76	9	8	93
Cooking Fuel	11	42	20	73
Cooking Facilities	3	16	37	56
Utensils	4	14	18	36
Distance to Markets	5	20	4	29
Other	0	0	13	14

## LIVELIHOODS

Life in IS is marked by extreme poverty, limited income-generating opportunities, and pessimism about the future, with refugees living in IS dependent upon assistance, credit, daily labour, and the deployment of various coping mechanisms. The fact that vulnerable groups whose mobility is constrained may often be indebted to landlords to whom they also have work obligations should be cause for concern.

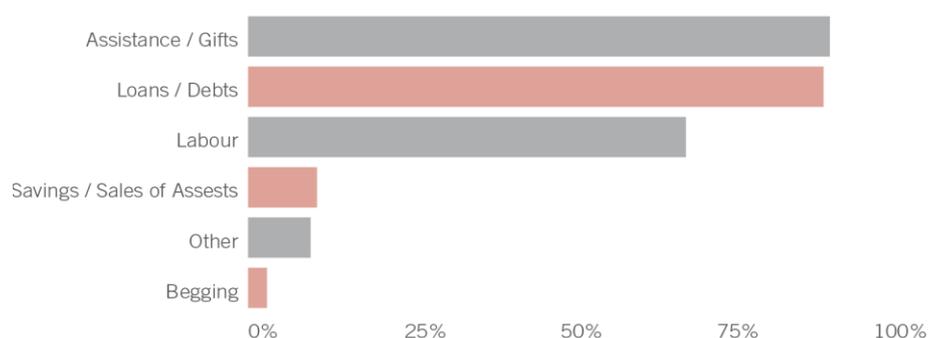
Ad hoc approaches to managing vulnerability, such as the pooling resources and using strategies to coordinate access to income-generating opportunities, provide makeshift safety nets for residents living in IS. In settlements where inhabitants share connections and social capital, these may be stronger still. The dark side of interdependence between households is that when shocks that affect the community occur, they may be more deeply felt.

On a whole, the economic outlook in IS may be characterized by pessimism about the future. When asked to describe changes in residents' economic situations over the past six months, 73% of key informants reported that they had worsened. Key informants in only two IS reported an improvement, while 26% of key informants reported they had stayed the same.

Most residents of IS report having been unskilled workers in Syria; in focus group discussions, positions involving daily labour, factory work, and service work were the most common positions. IS residents who reported having been engaged in skilled trades or owning small businesses were less common, and professionals and white-collar workers were less common still. Very few residents of IS held professions in Syria although some reported that there were doctors, lawyers, teachers, pharmacists, and nurses among residents.

Facing a job market where the supply of unskilled work far exceeds demand, IS residents rely on UNHCR assistance and loans as their main sources of household income. In focus group discussions, participants also frequently reported having received support and charitable contributions from regional and Lebanese charities. Charities based in Gulf countries (Qatari and Kuwaiti in particular), local sheikhs, and local Lebanese organizations were also often cited as sources of support.

Figure 9: Sources of income



With 70% of IS reporting work as a source of income, labour is an unreliable source of income for many settlements, and the overall percentage of refugees living in IS who work is small. Based on responses provided by key informants, 1,745 of the 10,684 adults (aged 18 and over) living in IS worked within the previous month – a figure representing approximately 16% of the adult population living in IS. Work is often infrequent and based on daily or seasonal labour; adults who worked spent an average of 3.11 days per week on the job.

When they are available, income-generating opportunities generally consist of daily labour in agriculture or construction for men and work as servants or field hands for women. Focus group discussion participants highlighted how limited mobility, increasing numbers of refugees, and economic constraints exacerbate the lack of livelihood opportunities in Akkar. In some cases, participants described limited skills as a barrier, noting that they lacked training or trades which would allow them to compete.

When opportunities are perceived to be available, they may be blocked by checkpoints, a lack of access to transportation, or other factors. Some municipalities have reportedly enacted restrictions that make it more difficult for refugees to find work, for example, prohibiting refugees from queuing in areas where they might be able to find daily labour more easily.

Key informants in 57 settlements reported children who worked within the past month, totalling 446 children, or approximately 3% of the population under 18 living in IS in Akkar. On average, children reportedly worked less than one day per week. Focus group discussions suggested, however, that children often help mothers with work, particularly harvesting, more frequently than reported. Given the sensitivity of questions about child labour, the actual incidence and frequency of children working may have been underreported.

### IS INHABITED BY MIGRANT LABOURERS

A subset of IS are inhabited by seasonal labourers who travel between regions in Lebanon – typically Akkar and Bekaa – to harvest potatoes, tomatoes, strawberries, olives, and other crops. Migrant labourers have long traversed Akkar and Bekaa looking for seasonal agricultural work, but the current crisis may have drawn other classes into work traditionally associated with Bedouin or stateless populations.

IS inhabited by migrant labourers may pose specific challenges for humanitarian actors. They may only exist for substantially shorter periods of time, making it more difficult to coordinate interventions. Hosting more individuals than settlements in Akkar on average, their arrival or departure may give the impression of sudden influxes or exoduses of refugees to and from host communities.

In total, REACH identified 24 p-coded settlements that relocated in between the period in which it conducted its second IAMP sweep to the end of the current assessment. It was able to contact the *shawish* of 23 of them. Of the 23 interviewed, 16 moved to Bekaa and seven moved within Akkar. Together, the 23 settlements represented a migration of 2,870 individuals.

Telephone interviews with the *shawishes* of the 16 IS that had relocated to Bekaa indicated that residents who left Akkar generally remained together in Bekaa. One community lost approximately 20% of its inhabitants in the course of moving; those that went elsewhere went south to Minieh instead. While communities stayed together, *shawishes* reported that IS departing for Bekaa grew in size or joined much larger, already established IS.

All of the settlements that relocated had existed for less than a year, with a majority having so for less than three months. All reported having left their previous location in Akkar for work opportunities; however, in some cases also reported problems with host communities or in accessing aid in Akkar. While interviews did not include questions about community members' livelihoods in Syria, some *shawishes* volunteered that they had been engaged in seasonal agricultural work in Lebanon before the crisis. Most reported plans to return to Akkar before the winter or to help with the harvest next year; 12 reported that they planned to return to Akkar at a later date, two were not certain, and two planned to remain in Bekaa.

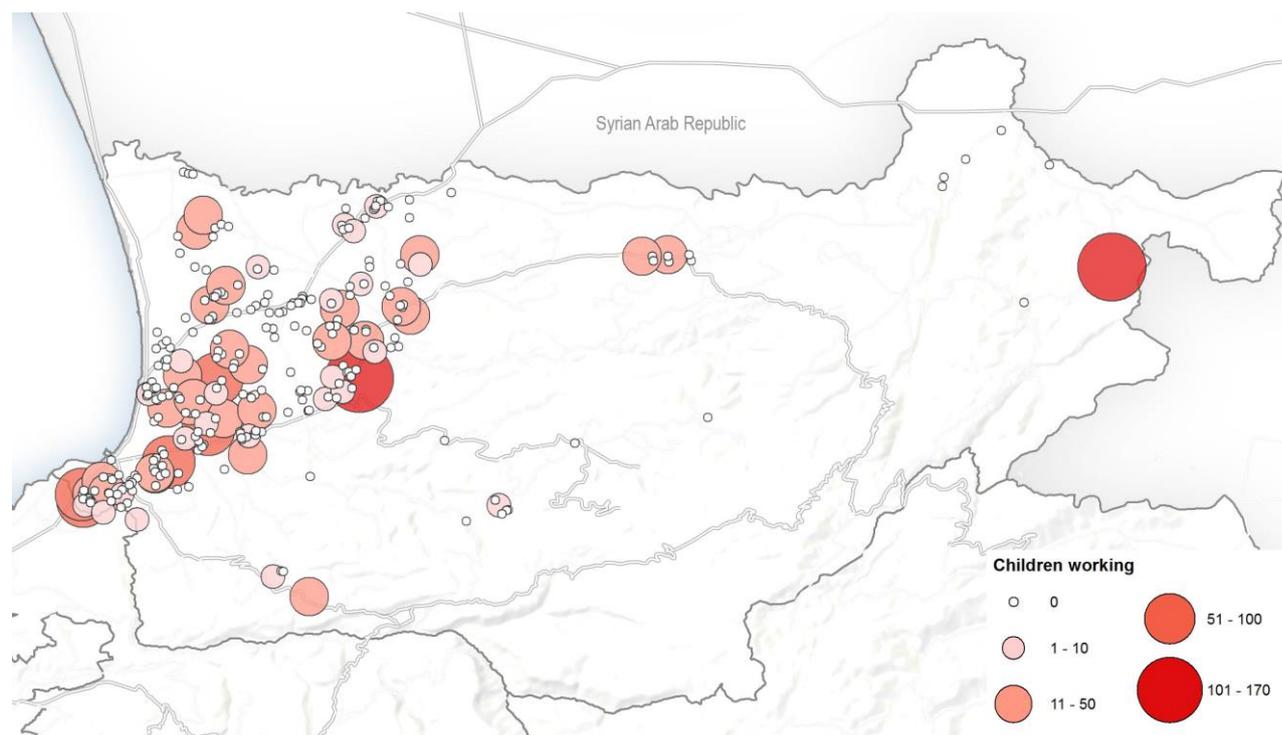
Notably, settlements engaged in migrant labour were larger on average— consisting of 148 individuals versus 92 for IS as a whole. Few reported having a work relationship with their landlord in Akkar or in Bekaa and almost all paid rent. In other words, it appears that IS engaged in migrant labour rent live on the land of other, nearby landowners.

According to IAMP data collected during the second sweep, 50% of individuals living in these settlements were reportedly unregistered. *Shawishes* in 14 settlements reported that children had not been attending school and nine reported that children in their group worked; however, none reported that a majority of children worked and one qualified child participation, noting that only children older than 15 worked.

All of the IS that relocated to Bekaa were engaged in seasonal agricultural work or currently seeking it; 11 harvested potatoes; three left to harvest tomatoes and two were still looking for seasonal labour agriculture. On average, the seasonal labourers earn 6,000-6,500 LBP (4-4.33 USD) per day in Akkar and earn only slightly more – 500 LBP (0.33 USD) per day more in Bekaa.

Approximately 24% have a relationship with the landlord. Around half of the large IS included in focus group discussions had reported some form of work relationship with the landlord, most commonly in settlements on agricultural land. Work arrangements with landlords in these settlements may not have been reported in key informant interviews because they do not involve a majority of households or occur largely on an ad hoc basis. According to focus group discussions, it is common for at least some residents of IS to perform daily labour with the *shawish* selecting several men from the settlement on the landlord's behalf. While work is generally agricultural and as-needed, arrangements and types of work vary. One IS reported that the landowner owned a factory and he would use the *shawish* to select men from the settlement to work. In one IS the *shawish* reported that residents need to work for the landlord exclusively because they lived on his land without paying rent.

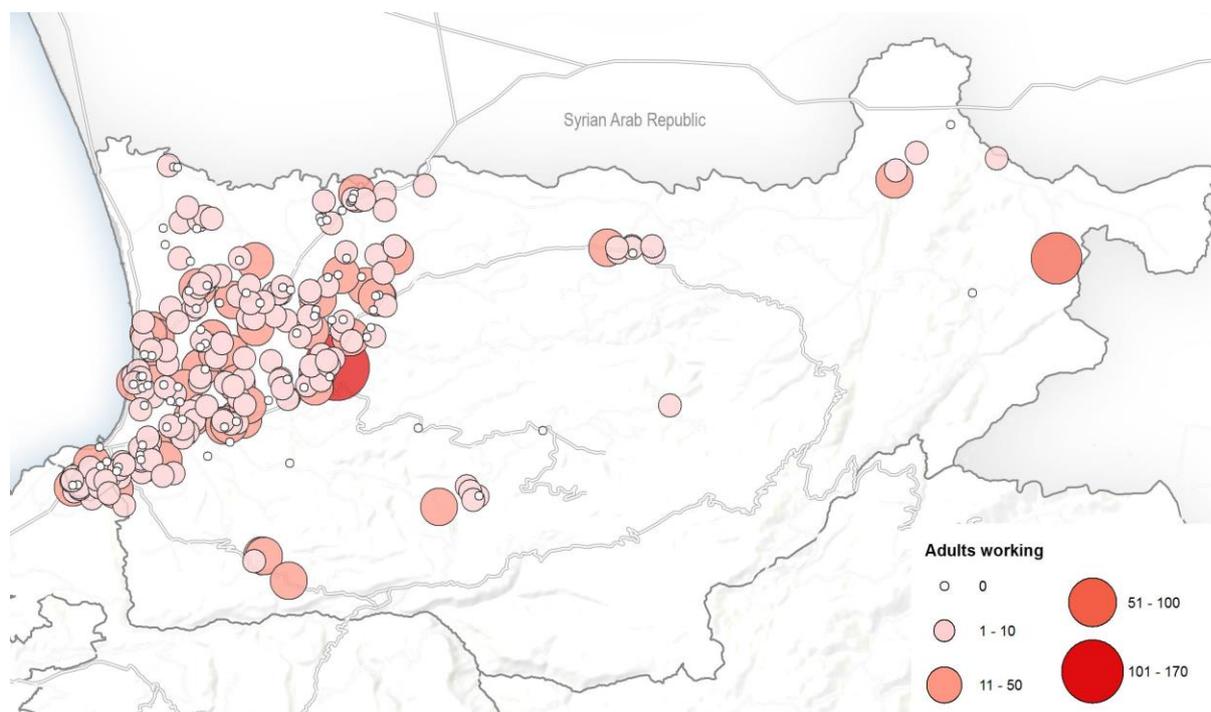
Figure 10: Informal Settlements where children work



The communal pooling of resources and strategies to coordinate access to work opportunities may be factors that insulate individual households in IS from exogenous shocks. Based on focus group discussions, individual IS lie somewhere on a spectrum between collective and more individualistic forms of organization. In several IS where focus groups were held, residents explained that each household looked after itself or tries to secure work.

On the opposite end of the spectrum, one IS reported that the *shawish* was responsible for collecting residents' wages and re-distributing them amongst residents. Arrangements between these two extremes may be most common. In a majority of focus groups, participants reported that the *shawish* coordinated some aspect of access to income-generating opportunities, whether for daily labour on the landlord's estate or assigning turns to look for work in the host community.

Figure 11: Informal settlements where adults work



Focus group discussions indicate that attitudes towards women working outside of the home and the IS may vary greatly. These may reflect cultural norms that residents have taken with them, but they may also be reactions to negative experiences refugees have had in Lebanon and concerns about women being exposed to harassment and unsafe situations. Attitudes and practices regarding women's employment may also reflect strategies to manage competition and ensure that households are able to secure livelihoods. For example, in one IS, women were allowed to work outside the settlement if their husband had a disability or if they were widowed. In these cases, the *shawish* prioritized finding women work because they were the head of the household. In one settlement where many men worked outside of Akkar, women had broad flexibility in determining whether to work or not.

In most cases, women in IS are either permitted or prohibited from working outside of the settlement on a collective basis, and it appears less common for it to be an individual family-level decision. One focus group discussion reported that their settlement was divided between residents from Edlib, and residents from Homs. Each occupied a separate area of the IS and while women from Homs worked, women from Edlib did not. In another IS, focus group participants pointed out that while they were reluctant to have women work outside of the settlement, they encouraged it because women could pass through checkpoints more easily.

Residents of IS reported employing various combinations of negative coping strategies in the two weeks prior to assessment. In the face of limited income-generating opportunities, borrowing money or buying food on credit from shop owners was the most common. While there was frequent mention of loans from storeowners and landlords in focus group discussions, informal inter-household borrowing may also be common and be closely intertwined with efforts to pool resources. Borrowing food, relying on help from friends and relatives, and reducing the size of meals were the next most common and almost as widely reported. Other means of restricting food intake may also be common, including reducing non-essential food expenditures, restricting consumption, and spending days without eating. Selling goods and using savings were not as widely reported, perhaps reflecting the fact that many residents have already accessed reserves that would have allowed them to manage expenses. While only one IS reported having to resort to begging, evidence of relying on extreme coping mechanisms was evident during some site visits and focus group discussions; in one case, a single mother with children reported having to sell her tent to pay for food.

**Table 7: Coping mechanisms**

Buying food on credit/borrowing money	77%
Borrowing food/relying on help from friends or relatives	73%
Reducing number or portion/size of daily meals	72%
Reducing non-essential food expenditures	40%
Restricting adult consumption so children can eat	32%
Spending days without eating	13%
Selling goods (TV, jewellery, etc)	10%
Having children (6-15) involved in income generation	10%
Selling income generating assets/means of transport	4%
Spending Savings	2%

## PROTECTION

Generally situated on the physical and social margins of host communities, the lives of refugees living in settlements are defined by a generalised lack of protection and security. While many issues, such as access to health care and education, economic exploitation, and substandard WASH and shelter facilities are protection issues that cut across different sectors, REACH found a number of specific concerns affecting women and children that warrant specific mention:

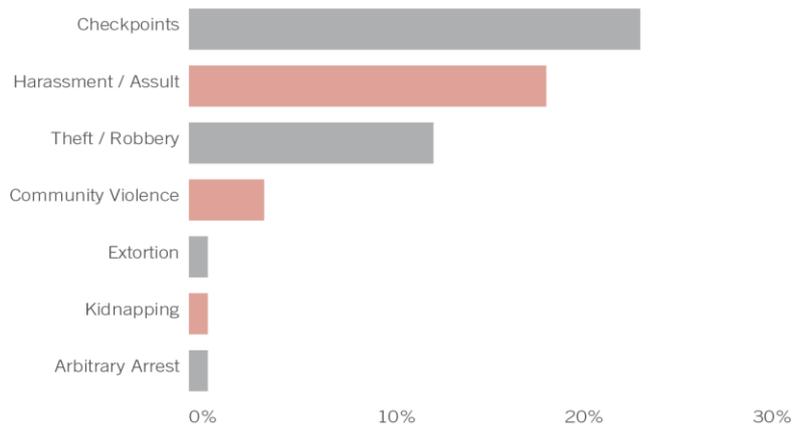
- 15% of households are headed by women
- 13% of households are headed by widows
- 3% of households are headed by unmarried women
- 1% of households are headed by children

In addition, 40 IS reported separated children, totalling 215 across all IS in Akkar as a whole.

Based on information provided by key informants, women and girls under 18 who are currently pregnant make up a sizable portion of the female population in IS. As discussed in the subsequent section on access to health, a significant portion of these women do not have access health care services before giving birth.

In addition to individuals and households with specific concerns, IS residents' positions on the margins of communities – both physical and social – leave them vulnerable to a range of protection concerns that may affect their communities as a whole. Approximately 43% of key informants from IS reported security concerns, most commonly related to checkpoints. Checkpoints are a concern as many refugees living in IS may have limited identification documents, do not have current residence permits, or have entered Lebanon through unofficial border crossings.

Figure 12: Top security concerns



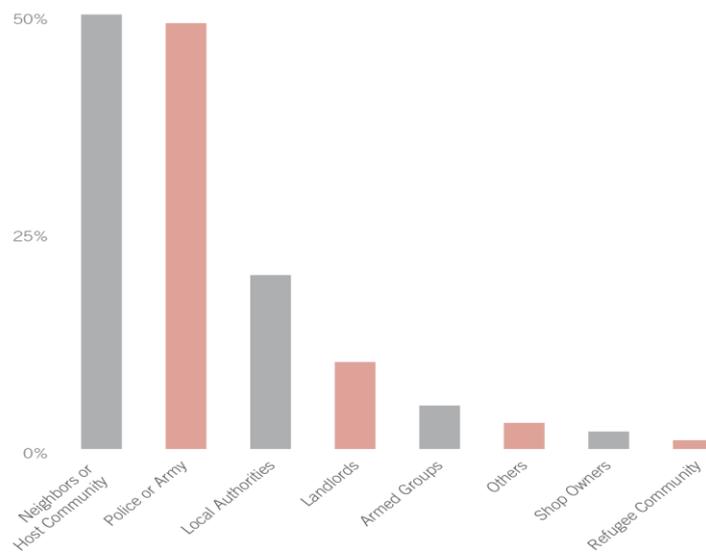
Due to many IS residents limited legal statuses, residents of IS may have limited recourse with authorities and encounters with authorities may be a source of insecurity. While half of communities cited sources or insecurity as coming from the host community, nearly the same amount cited the police and army, followed by local authorities, at 20%. Notably, only 1% of key informants cited other members of the refugee community as a source of insecurity.

In focus group discussions, feelings of safety and security varied greatly amongst individual IS. In more extreme cases, residents of IS reported instances of threats or physical violence. At the same time, some focus group discussions reported initial periods of tensions with host communities that dissipated following efforts by community leaders to address problems. Focus group discussions indicated that landowners may also play a role in liaising with the local community to prevent instances of tension between IS and the Lebanese inhabitants of the villages that host them. The fact that some IS experienced tensions but managed to contain them speaks to the importance of dispute resolution mechanisms.

In addition to dispute resolution feelings of security may not be due to positive interactions but rather, distance and separation between IS and host communities. For example, in several focus group discussions, participants attributed feelings of security to their distance from host communities and main roads.

Because they often have limited recourse with authorities, IS may have to resort to self-policing or community-based approaches to feel secure. For example, in one settlement where most residents crossed the border at unofficial crossings, the *shawish* instituted a 7:00 p.m. curfew to help prevent problems between IS residents and the local authorities. Additionally, one settlement reported that men living there took turns patrolling and guarding the settlement at night.

Figure 13: Sources of insecurity



Key informants were asked to give or estimate the number of families or individuals without key forms of legal documentation. Based on their responses, approximately 29% of IS residents lack residence permits, and 10% of families lack valid identification documents. Lack of identification may contribute to a high rate of unregistered families. In this assessment, 18% of families were reported as being unregistered across all IS.

It may be that that figures related to residence permits and use of unofficial crossings are underreported due to concerns about the implications of reporting limited legal status in Lebanon; the 2014 VASyR, found for example, that 49% of refugees in Akkar lacked residential permits.<sup>11</sup>

**Table 8: Refugees with limited legal status**

LEGAL CHALLENGE	NUMBER	PERCENT
Families without Identification Documents	446	10
Individuals without Residence Permits	7,795	29
Unregistered Families	803	18

Most commonly, IS are composed of refugees who entered through a combination of official and unofficial crossings. Key informants in 49% of settlements reported that residents had used both types to enter Lebanon. While most IS have residents that entered through a combination of official and unofficial crossings, 12% are composed of residents who entered exclusively through unofficial points.

Altogether, approximately 32% of households entered through unofficial crossings. This number is largely consistent with other assessments, including one by the Norwegian Refugee Council, which found that 34% of refugees it interviewed in Bekaa and North Lebanon had crossed at unofficial points.<sup>12</sup> Among IS with residents that had entered at unofficial points, 47% reported residents who crossed through Wadi Kahled, while 39% reported residents who had crossed through Aarsal.. The rate of families without documents in Akkar –according to key informants in this assessment, 10%, is higher than the overall rate found in other assessments. (For example, the NRC’s which found that 5% of the individuals it interviewed lacked documents.)<sup>13</sup>

## SHELTER

IS predominately consist of handmade makeshift shelters – “tents” – produced with a combination of plastic sheeting, tarpaulin, timber, and various other materials sourced by refugees. Structurally weak and providing little protection against the elements, tents are typically 25-30 metres square and house five to six refugees on average. In addition to sleeping quarters, most tents have a small room or space dedicated to cooking and bathing and a separate communal area, which may be used for additional sleeping space.

The vast majority of IS in Akkar (96%) are located on private land, with refugees facing widely different market conditions and tenancy arrangements. Approximately 87% do not have formal contracts with the landlord, although focus group discussions indicate that many have long-term verbal agreements or pay for rent months in advance. Tenancy arrangements are often unstable; 29% of IS (85) may be facing forced relocation, with landlords being the driving force in 93% of cases, and host communities and local authorities behind the remainder.

<sup>11</sup>VASyR 2014

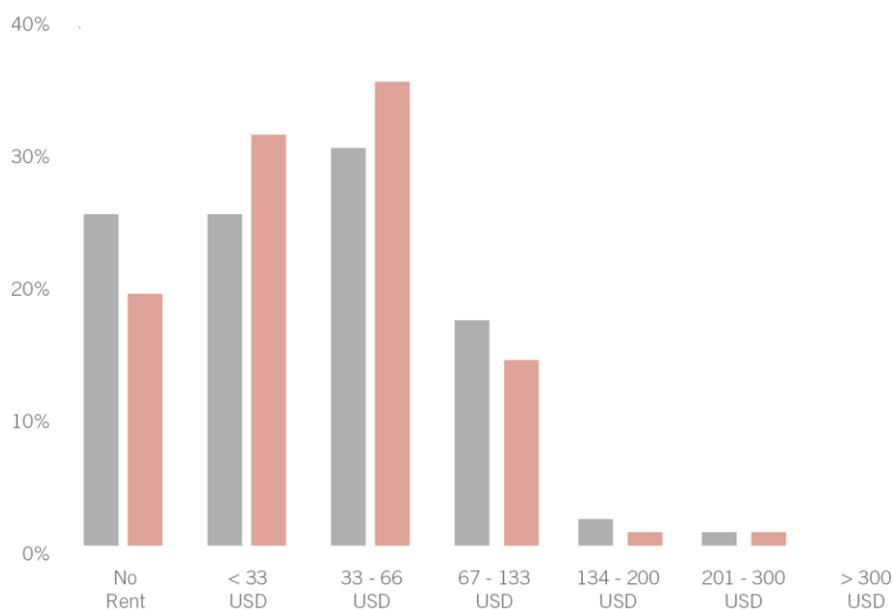
<sup>12</sup> Norwegian Refugee Council-Lebanon. Consequences of Limited Legal Status for Syrian Refugees in Lebanon. (Beirut 2014) <http://reliefweb.int/sites/reliefweb.int/files/resources/NRC%20Consequences%20of%20Limited%20Legal%20Status%20for%20Syrian%20Refugees%20in%20Lebanon%20April%202014.pdf>

<sup>13</sup> Ibid.

## Shelter Units

With few exceptions, families pay less than 133 USD per tent, per month – only 3% of settlements reported higher rent costs. As the figure below illustrates, a space in most IS costs families between 33-66 USD. More precise rent data, collected during the course of the IAMP second sweep, showed the average rent price per month, per tent to be 49 USD. Excluding IS hosted free of charge, rent averaged 64 USD per month, per tent.

Figure 14: Rents in IS – per tent per month



Approximately 25% of IS do not pay rent. These tend to be smaller, housing 70 individuals on average and accounting for 19% of residents living in IS overall. They are also more likely to perform services for the landlord in lieu of paying rent. As table 3 below shows, 41% of IS that do not pay rent work in exchange for rent. IS that perform services for the landlord are smaller still – 57 individuals on average—regardless of whether or not they pay rent.

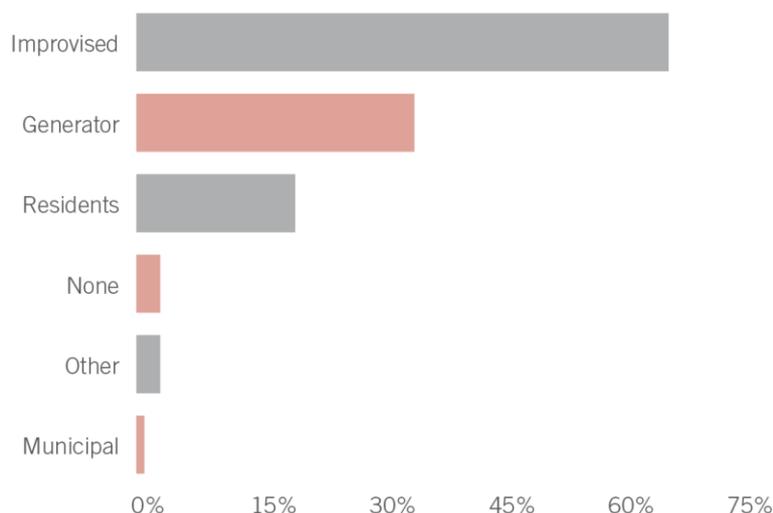
Table 9: Landlord arrangements

	PERFORM SERVICES FOR LANDLORD	DO NOT PERFORM SERVICES FOR LANDLORD
Number of IS	69	220
Percent of IS	24	76
Population	3,950	22,691
Percent of IS Population	15	85
Average Population Size of IS	57	103
Percent of IS That Do Not Pay Rent	41	20

Most IS report some form of access to electricity, with only 3% reporting neither a connection to public supplies nor generators. Approximately two thirds of IS rely on improvised electricity connections, which generally tap into public power supplies.

These improvised connections can place substantial burdens on electricity supplies available in Lebanese host communities. In an assessment of host communities in Akkar conducted between March and April 2014, REACH found that villages hosting IS were almost twice as likely to report that electricity supplies had been adversely affected by the crisis than villages overall. Additionally, IS with improvised connections were reported to be a source of tensions between Syrian and Lebanese populations.<sup>14</sup>

Figure 15: Access to Electricity



Dependence on improvised connections appears to be product of financial constraints rather than other barriers, such as distance. Approximately 35% of IS report access to a generator; however, many IS continue to tap into public supplies. Notably, 27% of IS with generators rely on improvised connections to public supplies, suggesting that cost of fuel is the limiting factor in making them operational.

### Site Improvements

In addition to being constructed of substandard materials, IS are situated on parcels of land that were generally never intended for human occupation. Many have poor drainage and are prone to flooding, while a lack of site boundaries and enclosures increases feelings of vulnerability. Poor site planning and organization presents fire risks and at the very least, a nuisance and lack of privacy.

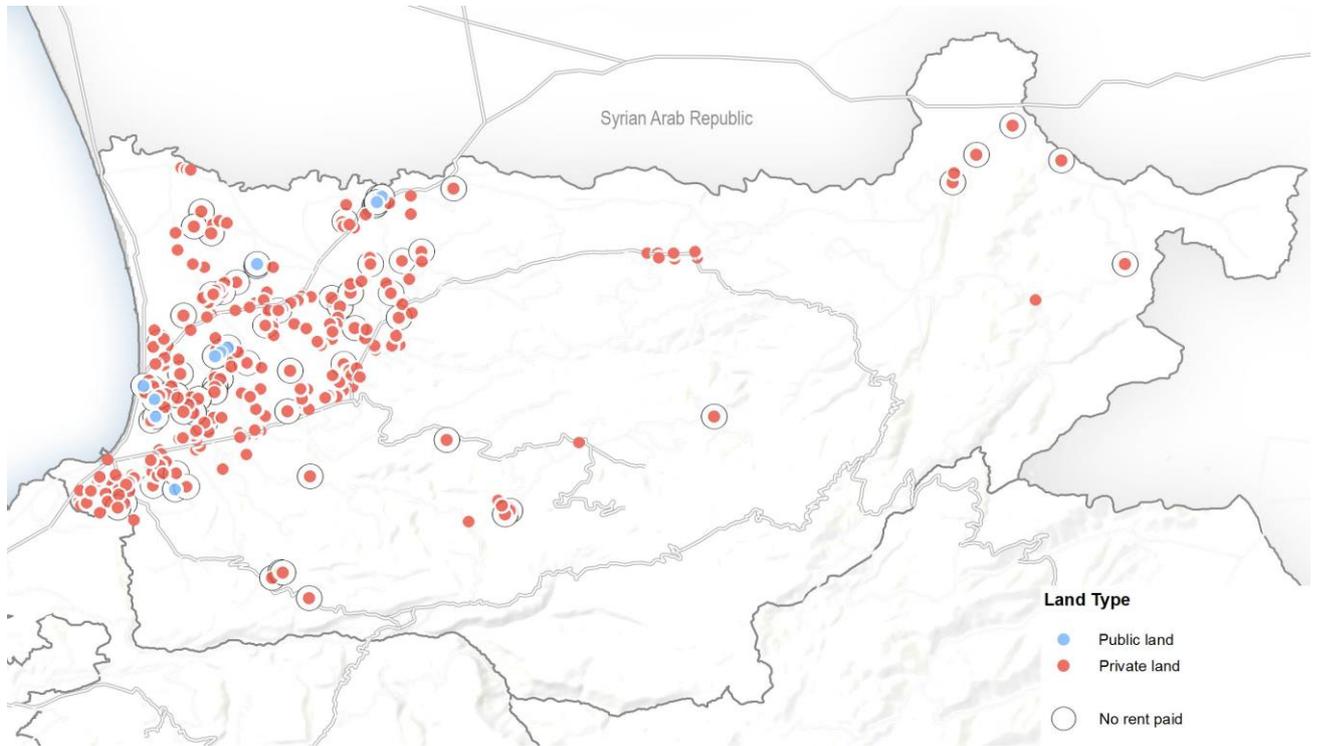
Most IS lack boundaries and enclosures that would enhance feelings of security. Only 24% of key informants reported their settlement had a boundary or enclosure: 8% reported fences, 3% reported concrete walls, and 2% reported trenches. Combined boundaries, consisting of fences and trenches, concrete walls and fences, etc., were present in 11%.

IS are often haphazardly planned, with structures placed in close proximity to one another and at irregular intervals. At a minimum, congested and crowded sites may exacerbate the lack of privacy present in most IS. At worst, poor site planning leaves settlements prone to hazards in the event of fires. Despite the advantages that may be associated with re-planning, key informants did not indicate substantial interest in changing the layout and configuration of their current sites. Only 9% indicated an interest in re-planning and 1% indicated an interest in decongestion.

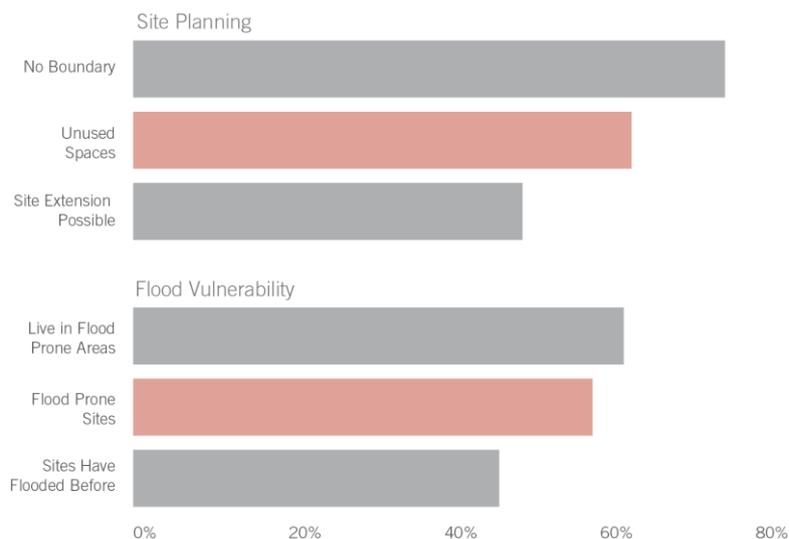
<sup>14</sup> REACH, (Geneva, July 2014) Lebanese Communities Hosting Syrian Refugees-Akkar Governorate.

Key informants in a majority of IS reported needing better drainage systems and remediation against flooding. Approximately 59% reported that their settlements are prone to flooding and 47% reported that that it had flooded at some time in the past. Altogether, 63% of families and individuals living in IS live in locations which are consistently prone to flooding. While the assessment did not specifically capture the severity of flooding and damage caused by it, responses indicate a need to better safeguard IS against the elements.

**Figure 16: Informal settlement land type: public vs. private**

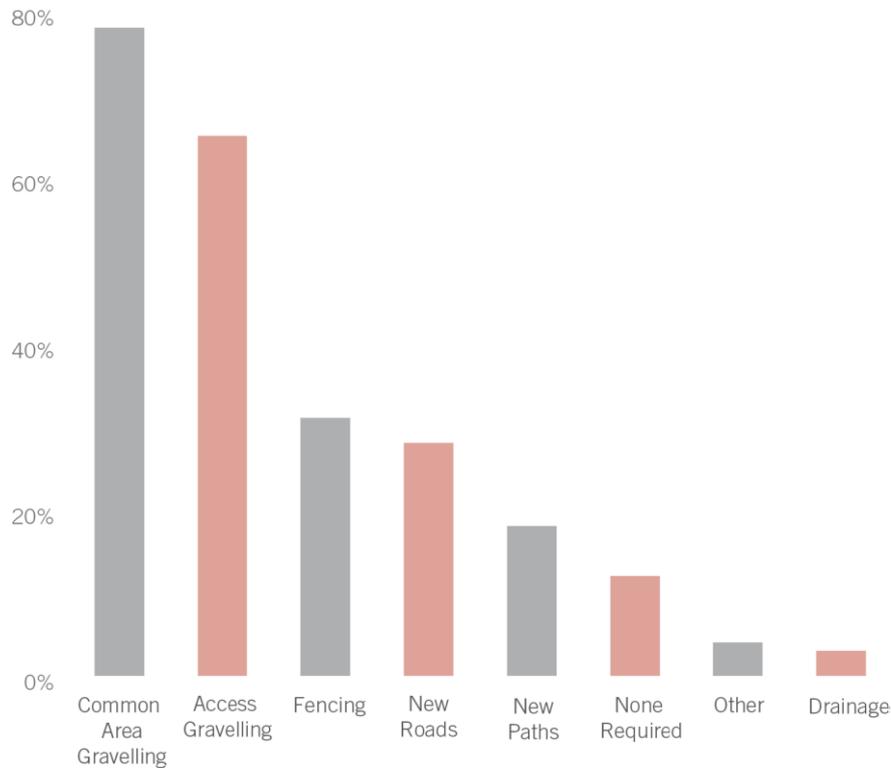


**Figure 17: IS site planning and flood vulnerability**



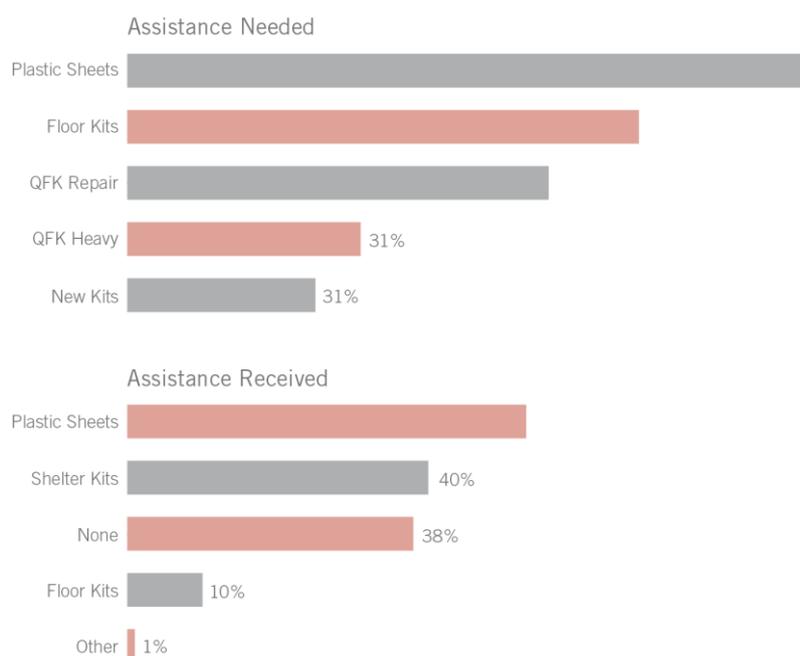
Key informants indicated significant interest in other types of improvements, most commonly, the placement of gravel in common areas (78%) and on access roads (65%) with such measures helping to reduce the impact of heavy rainfall and the resulting mud during the winter months. With approximately three quarters of IS lacking enclosures, 31% of key informants indicated a need for fencing.

Figure 18: Site improvement needs



Approximately 62% of IS report receiving some form of shelter assistance related to individual structures. Plastic sheeting is the most commonly cited form of assistance received as well as the most frequently mentioned need. It is common to see structures that use banners, posters, and even carpets in lieu of plastic sheeting that could adequately cover shelters. Where present, plastic sheeting is often severely worn and damaged by the elements.

In addition to plastic sheets, over two thirds of key informants expressed a need for floor kits, quick-fix kits and kits for building new shelters. REACH Information Officers judged weather proofing to be an urgent need in 78% of IS, while needs for drainage and grading were observed in 45% and 24% of IS, respectively.

**Figure 19: Shelter assistance needed vs. received**

Approximately half of IS in Akkar have room to expand or to host more families – 50% of key informants indicated that an extension of their current site was possible. Another 64% of key informants reported the presence of unused spaces which could hold shelters on their current sites. In other words, there may be significant space to accommodate other households in already existing IS. As focus group discussions suggest, the formation of new IS in lieu of the full use of space in existing ones is likely a product of refugees electing to settle in communities where they have connections with previous residents. With reports of local authorities in many locations growing wary IS in general or large IS specifically, it remains to be seen whether settlements will grow in number but shrink in size, or whether an aversion to larger settlements will prompt existing sites to be more fully utilized.

## WATER AND SANITATION

Water, sanitation, and hygiene (WASH) in Akkar IS are generally substandard with wide disparities between individual settlements. While most have on-site access to sources of drinking and domestic water, it may be of low quality and communities may lack the means to store it. Similarly, while a majority of IS have access to latrines, most have too few and almost none have ones that meet standards. IS are rarely covered by municipal garbage collection routes and are forced to rely on ad hoc methods of disposing of solid waste such as burning or open dumping.

Combined, the WASH challenges facing IS pose public health challenges as well as long-term environmental concerns for host communities, with uncoordinated well drilling, rudimentary latrines, and poor solid waste coverage foreshadowing environmental damage that villages will have to face for years to come.

### Water

Key informants reported that on average, households in IS consume 350-400 litres of water per day but that individual sites only have an average of 1,200 litres of water storage capacity. Nearly two thirds (64%) of settlements access water as needed from wells, which are often located onsite, dug by landlords, and included in rental costs. (Approximately 88% of settlements reportedly did not pay for water.)

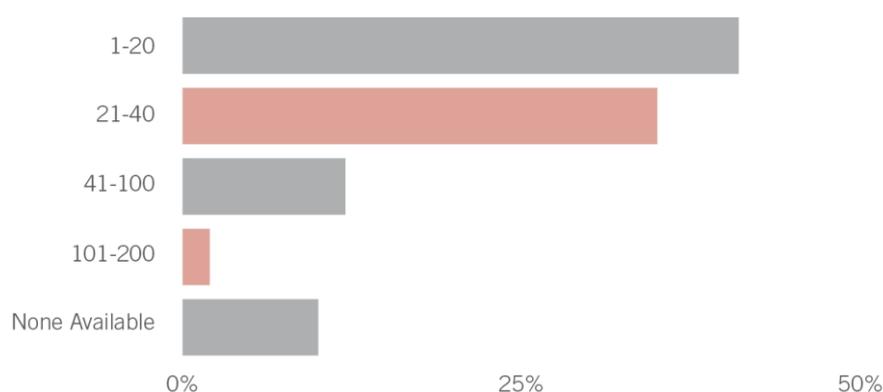
Key informants in 6% of settlements reported “natural sources” of drinking water; these may include springs, but in a number of settlements this refers to rivers, which run the risk of quickly becoming polluted or unsanitary. Key informants in approximately 9% of settlements (25) reported that residents had to travel 10 minutes or more to access water. In settlements where residents pay for water, costs and payment modalities vary, with some IS charged for water access on a household level and some on a community basis. With few exceptions, the sources IS reported using for drinking water are the same ones used for domestic use (washing, bathing, etc.).

According to the 2014 Interagency Multi Sector Needs Assessment (MSNA), rates of water treatment may be higher in IS than in other housing contexts, mainly due a focus on distributing water filters in IS as part of the 2013 humanitarian response.<sup>15</sup> Despite these efforts, approximately 93% of key informants reported no means of treating water. Where water treatment was reported, chlorine was the most common method (reported in 6% of settlements) with filters and “traditional” means employed in only two settlements each, respectively. In approximately half of focus group discussions participants reported consuming water that was contaminated or unsanitary.

## Latrines

Latrine access and standards vary widely across IS, with a sizable minority of settlements meeting standards for basic availability and the remainder falling either closely or very far behind. According to Sphere Standards, there should be one latrine available for every 20 individuals in settings such as IS.<sup>16</sup> While approximately 41% of IS fall within the 1:20 ratio, the remaining 59% do not.

Figure 20: Latrines available per person in IS

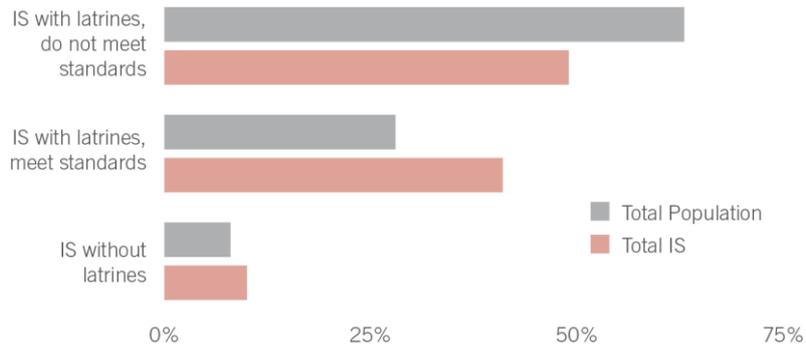


REACH Information Officers also identified that 10% of IS that have no latrines at all. Representing 8% of the population living in IS, inhabitants of these settlements are forced to rely on open defecation. While IS that lack latrines tend to be smaller on average, some are among the largest in Akkar. Two IS, with 372 and 367 individuals each, completely lacked latrines. In order to meet Sphere Standards, each would need 19 latrines. Extreme examples such as these owe not to a lack of willingness among residents or humanitarian actors but to landlords, who refuse to allow improvements or modifications to their sites.

<sup>15</sup> Multi Sector Needs Assessment, WASH Chapter, 25. <https://data.unhcr.org/syrianrefugees/download.php?id=5394>

<sup>16</sup>The Sphere Project. Humanitarian Charter and Minimum Standards in Humanitarian Response. <http://www.spherehandbook.org/en/excreta-disposal-standard-2-appropriate-and-adequate-toilet-facilities/>

**Figure 21: Latrine availability – IS that meet basic standards of latrine availability (1 per 20 individuals)**



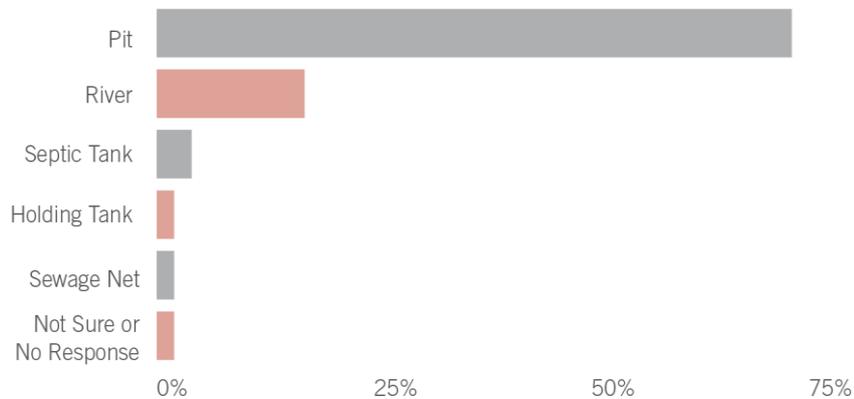
Across all IS in Akkar, 601 additional latrines would be necessary to bring settlements up to the standard of one latrine for every 20 persons. Latrine facilities would remain substandard in other regards, with 85% lacking separate facilities for men and women, and almost all lacking appropriate levels of privacy, access for individuals with disabilities, adequate sanitation, and infrastructure to limit environmental impact. Traditional pit latrines are the most common and were present in 70% of settlements.

**Figure 22: Prevalence of latrine types**



Much remains to be done to bring existing latrine facilities up to standard. Prioritization may be given first to IS with open air facilities and latrines that leak or deposit into waterways. Based on site observations, flies were present in 77% and 27% had noticeable leaks. Only 16% had surfaces and surroundings that appeared clean. In 83% of IS with latrines, waste is deposited into pits, septic tanks, holding tanks, or municipal sewage networks. The remaining 17% is deposited into rivers, causing sanitation hazards in the communities that host them and threatening water supplies for those refugees who are dependent on natural sources of water.

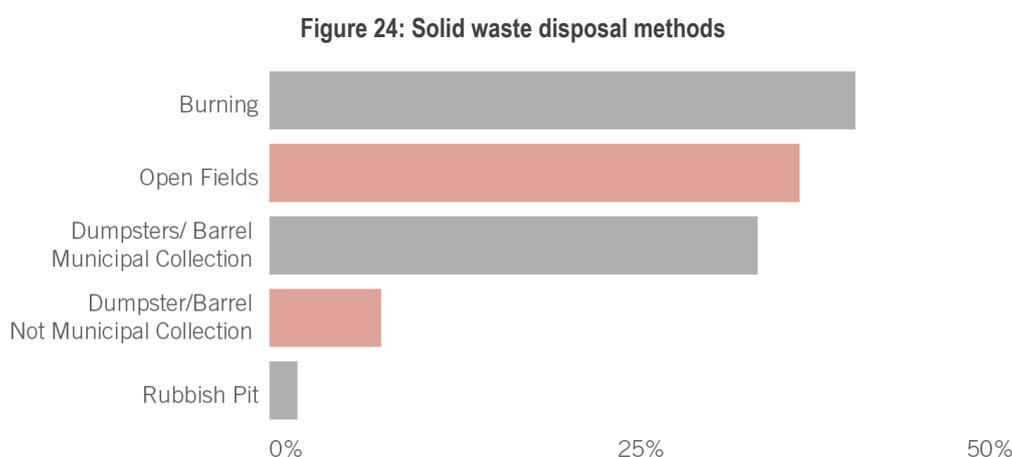
**Figure 23: Latrine deposit location**



## Solid Waste

Typically situated on the outskirts of host communities or between villages, IS often lack access to solid waste collection services. While 35% of IS dispose of rubbish in bins collected by municipalities, it is common for IS to employ multiple means for managing solid waste. Coordination problems and unwillingness on the part of local authorities and the contractors to extend services to IS has led many settlements to employ unsanitary and environmentally hazardous means of disposal.

The most common method of disposing of rubbish is burning, practiced in 42% of IS, followed by open dumping (leaving it in a field), which is employed in 38%. Approximately 8% of IS have bins that are collected by parties other than the municipality and 2% have dedicated rubbish pits. While not captured by the key informant assessment tool, participants in some focus groups reported disposing of rubbish in the sea or piling it along main roads.



Key informants and focus groups expressed a desire for more sanitary and less environmentally hazardous ways of disposing of rubbish. Approximately 28% of key informants reported a need for bins, which would allow rubbish to be collected or at least better contained. On average, each settlement reported a need for three bins – a total of 689 across Akkar.

In addition to environmental damage, unmanaged solid waste, combined with unhygienic wastewater management practices, contributes to disease vectors. Mosquitoes, flies, and rats were reported in the overwhelming majority of settlements – 98% and 95%, and 92% each, respectively, while fleas were reported to be present in 70%. Snakes, a disease vector not captured by the key informant assessment tool, were mentioned frequently in focus group discussions and were drawn to vermin in settlements. At the same time, access to vector control in most settlements is low; only 23% of key informant reported access to insecticide and only 8% reported the availability of powder to kill rats.

## SMALL INFORMAL SETTLEMENTS (LESS THAN 4 TENTS)

Settlements that had less than four tents during the course of second sweep – “small settlements” – were not included in the sample presented in the main body of this report. Prior to the assessment and during the course of it, such settlements were not assigned p-codes and in most cases, partners only collected limited data on them as a result of not being classified as IS in shelter sector guidelines and the IAMP; however, with partners intervening in them and small settlements and IS regularly moving above and below the four-tent threshold, data collection in them as been standardized. REACH as well as other IAMP partners are now collecting the same information on both settlements with less than four tents as on ones with more than four.

While the distinction between small settlements and IS is artificial, classifying IS based on the four-tent threshold remains a useful distinction for understanding trends in refugee settlement patterns. Between the second and third IAMP sweep, REACH noted a decline in the population of refugees living in IS and substantial increase in the number settlements with less than four tents, as well as the number of individuals living in them.

**Table 10: Small settlement population figures**

	Second IAMP Sweep	Third IAMP Sweep	Increase
Small Settlements	242	293	21%
Individuals	2,936	3,684	25%

To understand the growth in small settlements as well as to shed light on their needs and conditions of refugees living in them, REACH collected information from a sample of small settlements using the same methodology outlined in the main body of the report. The questionnaire administered to key informants was for the most part identical, but included several additional questions about intentions. To maintain a consistent sample, REACH randomly sampled from the 242 small settlements identified during second sweep at 95% confidence and a 5% margin of error. The goal of this section is to highlight ways in which smaller settlements may differ from their larger counterparts. For purposes of this report, and to facilitate comparison, settlements with less than four tents are referred to as “small settlements” while ones assessed in the other section are referred to simply as “IS.”

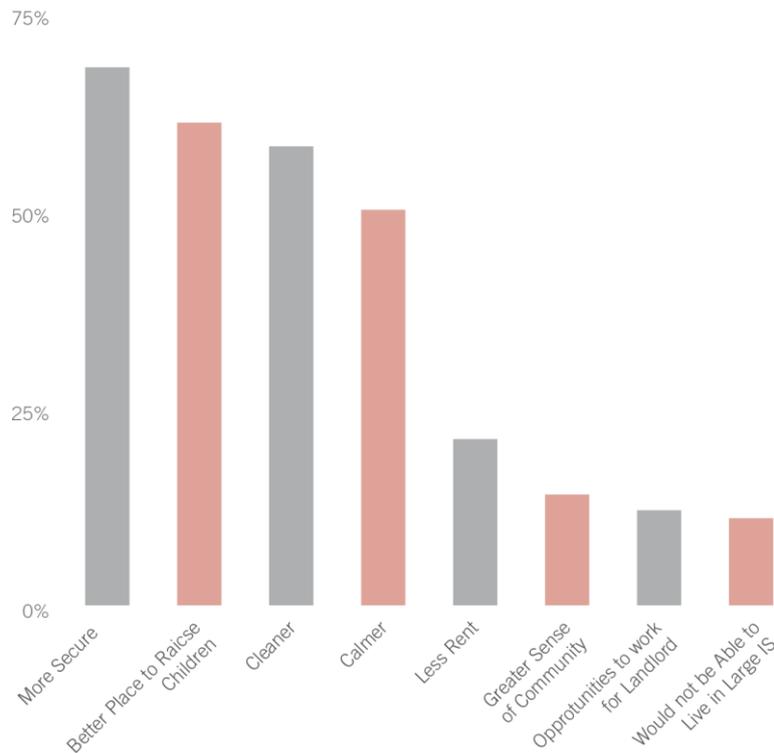
REACH visited 161 locations identified as small settlements in the IAMP second sweep and assessed 143. The 18 not included in the analysis were ones that had added additional shelters and had become IS according to the IAMP / shelter sector definition. In terms age, gender, and nationality demographics, small settlements sampled resembled their larger counterparts. With an average of 12 individuals and two families each, small settlements have similar age compositions and household profiles. On average, small settlements have existed for as long as their larger counterparts. In other respects, however, particularly with regard to protection, shelter, and WASH, they exhibited significant differences.

Small settlements had a unique protection profile, differing with larger settlements with respect to legal status and security. Key informants in small settlements reported similar rates of registration and legal documentation. While in 29% of refugees in IS reportedly lacked residence permits, 45% did in small settlements.

Small settlements were much less likely to report feelings of insecurity. Only 17% of key informants in small settlements reported feelings of insecurity in the previous three months, versus 43% in large ones. Overall, 11% reported insecurity related to checkpoints, 6% reported harassment or assault; and 4% reported theft or robbery. A higher proportion reporting insecurity cited the police or army as a source, while approximately the same proportion cited host communities. Remarkably, while 20% of key informants in large settlements reported local authorities as a source of insecurity, no key informants reported them as a source in small settlements.

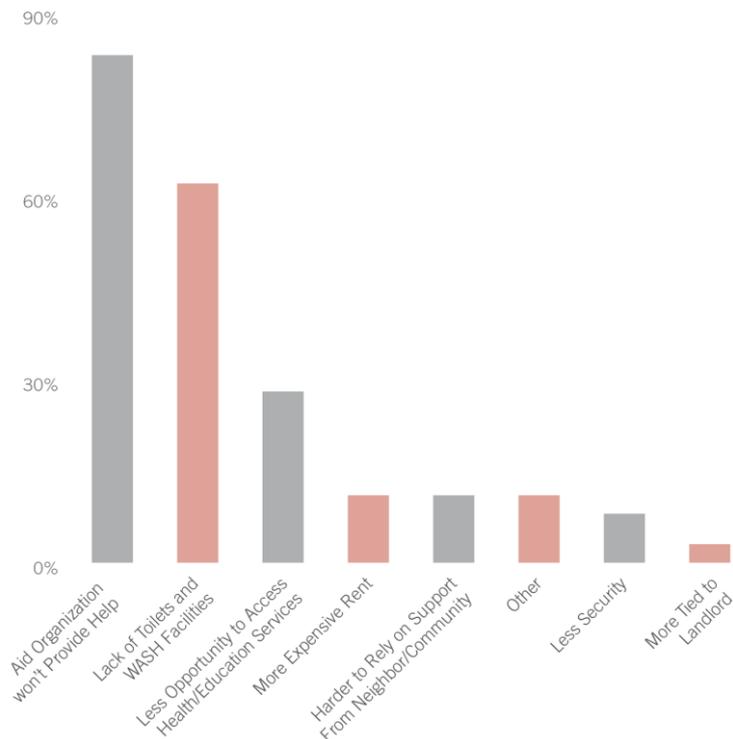
Approximately, 83% of key informants in small settlements named as a factor – a figure slightly higher than IS. Asked to name some advantages to living in a small settlement instead of a larger IS, 68% of key informants also cited security; 61% thought small settlements were better environments to raise children. In 58% and 50% of cases, key informants noted that smaller settlements were cleaner and calmer, respectively, while others named less rent, a greater sense of community and opportunities to work for the landlord. Notably 11% noted that living in a small settlement had advantages because they would be unable to cope psychosocially with larger IS, where noise, commotion and a lack of privacy are more commonplace.

**Figure 25: Advantages of living in a small settlement (in comparison with larger IS)**



The most common disadvantages to living in small settlements that key informants cited were that aid organizations would not provide help (83%), followed by a lack of latrines and WASH facilities (62%). Lower access to services such as health care and education were cited in 30% of IS as well as less of a sense of community in 11%. Residents of small settlements think that smaller settlements are safer – only 9% cited less security as a disadvantage of living in a small settlements.

**Figure 26: Disadvantages of living in a small settlement (in comparison with larger IS)**



Over two thirds of key informants (68%) heard about opportunities to live on the land from family and friends; 16% had lived or worked before the crisis in the same host community, and 7% heard about the possibility of settling on their current land while living in other housing in the same village.

The immediate origins of residents of small settlements differed from those living in IS: 63% of key informants said that residents mainly came directly from Syria; 6% cited other housing contexts in Akkar, and 6% came from other regions in Lebanon. Refugees living in small settlements were approximately twice as likely to have moved from other IS in Akkar than refugees living in IS. While 23% of key informants in small settlements reported that residents were comprised primarily of refugees who had previously in other settlements, only 11% of IS were inhabited by refugees who had lived in other IS. In other words, small settlements are more likely to be formed by households breaking of from IS with larger populations.

Small settlements are also much more likely to be hosted rent free than IS. While 25% of IS are hosted rent free, 39% of small settlements do not pay rent. Perhaps unexpectedly, small IS are not significantly more likely to have work relationships with landlords; approximately 27% of small settlements reported performing services for the landlord in exchange for staying – a proportion not much higher than in IS (24%).

Small settlements are much less likely to have received shelter assistance; 66% of small settlements reported having not received assistance, versus 38% of larger ones. As in IS, key informants cited the need for plastic sheets; however the numbers that reported needing plastic sheets were larger – key informants in every settlement but one cited a need for plastic sheets. While shelter-specific needs were more widely reported, site improvement ones were less common; a lower proportion of key informants reported needing gravelling, and new roads; interest in fencing and boundaries was also low.

WASH profiles of small settlements also differed. Due in part to the small numbers of inhabitants of small settlements, 84% met basic Sphere Standards for latrine availability on the basis of having one latrine alone. All but two small settlements failed to meet basic latrine availability standards because they had no latrines at all. At 15%, the rate of small settlements lacking latrines is slightly higher than the rate in larger ones, 10%. Approximately 77% of small settlements got their water from wells, versus 64% in larger IS. Solid waste practices were largely the same in small settlements as in large ones, with approximately 36% having access to municipal waste collection.

In most respects, the health and nutrition profiles of residents of small settlements mirrors those of IS. Key informants reported rates of skin disease that were nearly 50% lower among small settlements residents (8% versus 15%) and rates of diarrhoea that were 50% higher (10% versus 5%). MMUs visit small settlements, but with lower frequency than IS. Whereas approximately one third of IS reported not having been visited by an MMU, 72% reported no visits in small settlements. And while 75% of key informants in IS reported accessing health care facilities in Lebanon, the rate was slightly higher in small settlements at 83%.

As in IS, a significant portion of children do not attend school. In small settlements, however, the coverage rate was lower (fewer settlements report sending children to school), but the overall attendance rate in terms of children attending school appeared to be higher. Key informants in 37% of small settlements reported that children regularly attended school, a rate considerably lower than in IS, where the rate was 60%. Despite lower rates of individual settlements sending children to school, 15% of children under 18 in small settlements went to school, versus 12% in IS. While the population of children under 18 does not correspond with the school-aged population, it may serve as a proxy for the proportion of children attending school.

## CONCLUSION

Some aspects of life in informal settlements pose specific challenges to humanitarian actors that may not be present in other types of emergency settlement settings. Widespread vulnerability and poverty may be tempered by forms of resilience and safety nets that other refugee populations do not have. At the same time, the downside of homogeneity and social cohesion is that shocks to communities may have more far-reaching impact when they occur and collective behavior may ultimately preclude refugees from accessing services that may ultimately help them.

There is an urgent need to address basic shelter, water and sanitation infrastructure in IS. With winter approaching, nearly all settlements need supplies to reinforce shelters and sites against the elements. Plastic sheeting, floor raising kits, and site improvements to protect against rain and snow are the most urgent shelter needs. With almost all IS falling short of WASH standards, some drastically, latrines as well as ways to manage solid waste are urgent needs across many IS. IS with no latrines at all, ones that fall far short of basic availability standards, and ones that deposit into waterways have urgent needs to address. Providing receptacles for solid waste and helping integrate IS into garbage collection routes would help protect the public health and environment for refugees and Lebanese host communities alike.

With regard to livelihoods, dynamics in IS that are not present in other housing contexts may pose additional challenges. Forms of resilience, seen in mechanisms for coordinating access to income generating opportunities, community sharing, and pooling of scarce resources appears to offer a rudimentary safety net to the most vulnerable households and individuals. At the same time, IS residents' low skill levels and social marginalization may pose additional challenges. Greater understanding of livelihoods and labour markets, particularly a household level, would enhance understanding of vulnerability and resilience. With widespread debt and dependency on landlords for shelter, credit, and employment, understanding livelihoods in IS is an important protection concern as well.

There is also a need to better understand and address current gaps in education and health access and expand coverage to IS not receiving services. In instances where barriers remain, it will be important to understand why many refugees do not access services that may be available to them. With education, this may involve providing schooling options that reflect the needs and demands of the refugee population, while with health care, it will likely involve reducing costs while finding ways to increase quality of care.

## ANNEX I: MULTI SECTOR COMMUNITY LEVEL KEY INFORMANT TOOL

		ITS Profiling Tool	
Date: [DD/MM/YY]		Database ID:	
Completed by:		Team ID:	Reviewed <input type="text"/>
A. General Information			
A1	Key Informant Name		
A2	PCODE	Governorate/Mohafazat	District/Caza
A3	How many individuals live in this settlement?	How many families?	Males Female
A4	What is the nationality of the settlement population?		
	Syrian	Lebanese (Syria)	Lebanese (other) Other/Specify
	Don't know	No response	Palestinian
B. Protection & Pattern of Displacement			
B1	Are there any individuals with the following conditions? (read through list)		
	Disabled	Seriously/Chronically Ill	Injured
	Yes No DK NR	Yes No DK NR	Yes No DK NR
	If yes, how many?	If yes, how many?	If yes, how many?
	Female-headed HHs	Pregnant	Unaccompanied Children
	Yes No DK NR	Yes No DK NR	Yes No DK NR
	If yes, how many?	If yes, how many?	If yes, how many?
B2	Why did this community leave Syria? (can select more than one)		
	Generalized violence in place of origin	Fear of group targeting/persecution	
	Fear of individual targeting/persecution	Economic insecurity or lack of services	
	Harm suffered by individual/family/community	Other (specify)	
B3	From which district(s) of Syria did members of settlement originate?		
B4	When did members of this settlement leave Syria?		
B5	How many families in this community lack valid identity documents?		
B6	How many families in this community do not have a valid residence permit?		
B6	How many children have not received a birth certificate?		
B7	If all members of this settlement are not registered/awaiting registration with UNHCR, why are they not registering?		
	Fear of being reported	Cost of transportation	Other (specify) Missing IDs
	No interest	No response	
B6	Did members in your settlement reside elsewhere in Lebanon since leaving Syria? Yes No		
B7	If yes, how many locations? For every location(s), specify where.		
B8	If yes, why did they leave their last location(s)? (Can select more than one)		
	Safety concerns in last location	Joining friends/relatives	
	Change in weather	Lack of access to health services in last location	
	Lack of access to food in last location	Lack of access to livelihoods in last location	
	Lack of access to education in last location	Lack of access to water in last location	
	Poor sanitation	Cost of living (including rent) in last location	
	Tension with landlord	Tension with Lebanese host community	
	Evicted from last location	Other/Specify	
B9	When did community members arrive in this settlement? (can select multiple)		
	Less than 1 month ago	1-6 months ago	6 months-2 years ago
	2-3 years ago	3-10 years ago	10+ years ago
B10	Does your settlement intend to relocate? Yes No		
B11	If yes, when?		
	Less than 2 weeks	Less than 1 month	1-6 months More than 6 months
B12	If yes, why?		
	Safety concerns	Lack of access to health services	Lack of access to education
	Change in weather	Lack of access to livelihoods	Poor sanitation
	Lack of access to food	Cost of living (including rent)	Eviction
	Tension with landlord	Tension with host community	Other/Specify
			Lack of access to water

C. Shelter									
C1	How many tents/housing units are there in this informal settlement?								
C2	Is the land for the informal settlement private or public? Private Public								
C3	Does your community pay rent to live on this land? Yes No								
C4	If yes, how much does the community pay per tent/household per month?								
C5	Is your settlement at risk of eviction in the next month? Yes No								
C6	Do most households have an electricity connection? Yes No								
C7	If yes, what is the source of the electricity?								
	Private provider		Public Formal (Municip)		Public Informal		Generator		
	Other (specify)		Don't know		No response				
C8	Who covers the cost?								
	Refugees		Municipality		Other/Specify		NR		
C9	What assistance is needed?								
	Plastic sheets		QFK Repair		QFK Heavy				
	New arrival Kit		Floor raising kits		No response				
C10	Is there a possibility of site extension? Yes No								
C11	Is the site on a flood prone area? Yes No								
C12	Have there been floods? Yes No								
C13	What type of boundary does the site have? Fence Concrete wall Trench								
	Mixed		No boundary		Other				
C14	What kind of site improvements do you see are required for this site?								
	Gravelling of the common areas		Gravelling of access		New road access				
	New pathways		Drainage		Covered soak pits for HH grey water				
	Fencing		Other		Not required				
C15	Are these planned already? Yes No								
C16	If yes, What kind of plan do you think are required for this site?								
	Decongestion		Re-planning within the same site		Do nothing				
D. Employment									
D1	In the past month, how many adults/childrens have worked? Adults Childen								
D2	What are the main sources of income in community in the last month?								
	Labour		Savings/sale of assets		Begging				
	Informal commerce		Loans/debts		Remittances				
	Assistance/gifts		Don't know		Other				
D3	Have there been any changes in the past 6 months regarding the populations financial stability								
	Improved		Declined		No change				
D4	Has the group engaged in any of the following in order to purchase food or basic goods?								
	Spending days without eating		Spending savings		Begging				
	Selling goods (TV, jewelry, etc.)		Borrowing food or relied on help from friends or relatives						
	children worker(6-15)		Restricting consumption by adults so young/small children can eat						
	Buying food on credit		Reducing number of meals eaten per day or portion/size of meals						
	Borrowing money		Reducing non-essential food expenditures						
	Selling income generating assets/means of transport (sewing machine, bicycle, car, livestock)								
E. Access to food / markets									
E1	What is the first, second, and third concern related to food in your community?								
	No cooking facilities		No utensils		No cooking fuel		Distance to markets		
	No income, money, resources Other (Specify)								
E2	What is the proportion of households in the community that are receiving e-cards to buy food?								
	Less than 25%		Between 25% and 50%		50% - 75%		over 75%		
E3	Have there been any changes in the availability of products sold on the market/shops in the past 6 months?								
	Increase		Same		Decrease		Don't know		
E4	Have there been any changes in the prices of products sold on the market shops in the past 6 months?								
	Increase		Same		Decrease		Don't know		

F. WASH									
F1	What is the current drinking water source? (can select multiple)								
	Trucked in		Municipal pipeline		No access to safe water source				
	Well		Streams/Springs		Purchased Bottled Water				
F2	What is the current water source for domestic use (other than drinking)? (can select multiple)								
	Trucked in (public)		Purchased Bottled Water		Well				
	Streams/Springs		Other (specify)		No access to safe water source				
F3	What is the distance to the closest source of drinking water?								
	Less than 2 minutes (<100m)		Between 2-5 min (200-500m)		Between 5-10 min (0.5-1km)				
	More than 10 minutes (1+ km)		Don't know		No response				
F4	Do people have access to latrines in this settlement? Yes <input type="checkbox"/> No <input type="checkbox"/>								
F5	If yes, how many toilets/latrines for the entire community? <input type="text"/>								
F6	If yes, are there separate facilities for men and women? Yes <input type="checkbox"/> No <input type="checkbox"/>								
F7	What types of bathroom facilities does this community have access to?								
	Traditional pit latrine/without slab/open pit		Flush latrine						
	Latrine with cement slab		Portable toilets						
	Other (specify)		Don't know						
F8	What kind of vectors are common in this location? Rats <input type="checkbox"/> Mosquitoes <input type="checkbox"/> Flies <input type="checkbox"/> Fleas <input type="checkbox"/>								
F9	What do you use for vector control? Insecticide <input type="checkbox"/> Rat-killing powder <input type="checkbox"/>								
	Nothing		Don't know						
F10	What is the average water consumption per shelter <input type="text"/>								
F11	Is the water regularly tested? <input type="checkbox"/>								
F12	If yes, by who? <input type="text"/>								
F13	If yes, how frequently? <input type="text"/>								
F14	How is waste managed? <input type="text"/>								
F15	How does the community dispose of household waste?								
	Collective bin		Rubbish pit/disused septic pit		Dump in nearby field		Village/Municipal collection		
	Burn		Dump near tent		Private collection		Other (specify) <input type="text"/>		
F16	Is there a need to dispatch garbage bins? Yes <input type="checkbox"/> No <input type="checkbox"/> How many? <input type="text"/>								
G. Health and Nutrition									
G1	Have any members of your settlement contracted or have any of the following medical conditions? (in last two weeks)								
	Diarrhea		Respiratory infections		Other diseases		Long term (chronic)		
	Fever		Injury		Don't know		Skin infections		
G2	Are people aware of the existence of UNHCR-supported facilities nearby? Yes <input type="checkbox"/> No <input type="checkbox"/>								
G3	If yes, Do you know where they are located? <input type="text"/>								
G4	Have residents ever used any resources or referral services from UNHCR to identify health services?								
	Yes		No		Don't know		No response		
G5	If not, why not? (can select multiple options)								
	Cost of treatment		Cost of transport/Distance						
	Thinks they are not entitled		Don't know where to go						
G6	If needing medical treatment (diseases/pregnancy), have community members accessed health services?								
	Yes		No		Don't know		No response		
G7	If yes, which of the following have community members visited?								
	Primary health center		Mobile clinic		Hospital		Other <input type="text"/>		
G8	For mobile clinic, when was the last time a mobile clinic visited the settlement?								
	One week or less ago		One week to one month ago		Never		More than a month ago <input type="text"/>		
G9	Do pregnant women/girls in your group use healthcare facilities? Yes <input type="checkbox"/> No <input type="checkbox"/>								
G10	Are there any malnourished people in your group? Yes <input type="checkbox"/> No <input type="checkbox"/>								
G11	If yes, which group is most affected?								
	Boys under 5		Girls under 5		Children under 5		Boys 6 - 18		Girls 6-18
	Children 6-18		Men 19-59		Women 19-59		Adults 19-59		
	Women over 60		Adults over 60						
G12	Has the nutrition situation changed in the last six months? Worse <input type="checkbox"/> No change <input type="checkbox"/>								
G13	What do you consider to be the cause of any malnutrition? <input type="text"/>								

H. Education													
H1	Are children in this settlement regularly attending school?				Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
H2	If yes, what the number of children are regularly attending school?				Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
H3	If yes, is the school they attend formal or non-formal?				Formal	<input type="checkbox"/>	Non-formal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
H4	If yes, is the school public or private?				Public	<input type="checkbox"/>	Private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
H5	For those not regularly attending school, have they ever regularly attended school? (Check all that apply)												
	Attended school in Syria			<input type="checkbox"/>	Attended school in Lebanon but discontinued			<input type="checkbox"/>	Never attended school			<input type="checkbox"/>	
H6	Do you have any qualified/trained teachers in your group?				Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
I. Intentions													
I1	When was this settlement established?				[DD/MM/YY]								
I2	Where did most community members live immediately prior to this location?												
	Came directly from Syria			<input type="checkbox"/>	Another settlement in Akkar			<input type="checkbox"/>	Bekaa			<input type="checkbox"/>	
	Other housing in Akkar			<input type="checkbox"/>	Multiple locations			<input type="checkbox"/>	Another region of Lebanon (not Bekaa)			<input type="checkbox"/>	
I3	If they came from Syria, please list the location?												
I4	Why did your community settlement here?												
	Jobs		<input type="checkbox"/>	Education		<input type="checkbox"/>	Healthcare		<input type="checkbox"/>	Community support		<input type="checkbox"/>	
	Affordable rent		<input type="checkbox"/>	Harvesting		<input type="checkbox"/>	Security		<input type="checkbox"/>	Access to resources		<input type="checkbox"/>	
I5	Do you think that most community members will remain in the settlement after summer ends / (2-3 months)?												
	Yes		<input type="checkbox"/>	No		<input type="checkbox"/>	Don't know		<input type="checkbox"/>	No response		<input type="checkbox"/>	
I6	What percentage will leave?												
	0-9%		<input type="checkbox"/>	10-19%		<input type="checkbox"/>	20-29%		<input type="checkbox"/>	30-39%		<input type="checkbox"/>	
	40-49%		<input type="checkbox"/>	50-59%		<input type="checkbox"/>	60-69%		<input type="checkbox"/>	70-79%		<input type="checkbox"/>	
	80-89%		<input type="checkbox"/>	90-100%		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
I7	What are some of the reasons people will leave?												
	Weather conditions			<input type="checkbox"/>	Harvesting season over			<input type="checkbox"/>	Cannot afford to stay			<input type="checkbox"/>	
	Cheaper locations elsewhere			<input type="checkbox"/>	No jobs in current location			<input type="checkbox"/>	Live there during the summer			<input type="checkbox"/>	
	Conduction of shelters is poor			<input type="checkbox"/>	Security concerns			<input type="checkbox"/>	Plan to return to Syria			<input type="checkbox"/>	
	Eviction			<input type="checkbox"/>	Lack of service			<input type="checkbox"/>	Join family elsewhere			<input type="checkbox"/>	
	Unable to get support or aid			<input type="checkbox"/>	Most of all won't leave			<input type="checkbox"/>	Other			<input type="checkbox"/>	
I8	Where will most people go?												
	Another location in the village			<input type="checkbox"/>	A nearby village			<input type="checkbox"/>	Another region of Akkar			<input type="checkbox"/>	
	Bekaa		<input type="checkbox"/>	Another country		<input type="checkbox"/>	Syria		<input type="checkbox"/>	Another region of Lebanon (not Bekaa)		<input type="checkbox"/>	
I9	What percentage will stay?												
	0-9%		<input type="checkbox"/>	10-19%		<input type="checkbox"/>	20-29%		<input type="checkbox"/>	30-39%		<input type="checkbox"/>	
	40-49%		<input type="checkbox"/>	50-59%		<input type="checkbox"/>	60-69%		<input type="checkbox"/>	70-79%		<input type="checkbox"/>	
	80-89%		<input type="checkbox"/>	90-100%		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
I10	What are some of the reasons people will stay?												
	Security			<input type="checkbox"/>	Jobs			<input type="checkbox"/>				<input type="checkbox"/>	
	Able to access social services			<input type="checkbox"/>	Able to access resources			<input type="checkbox"/>	Receive/able to access aid			<input type="checkbox"/>	
	No other options			<input type="checkbox"/>	Other			<input type="checkbox"/>	Housing options are too expensive			<input type="checkbox"/>	
	Do any families plan to leave the settlement within the next month?												
	Yes		<input type="checkbox"/>	No		<input type="checkbox"/>	Don't know		<input type="checkbox"/>	No response		<input type="checkbox"/>	
	If yes, how many families?												
	Don't know		<input type="checkbox"/>	No response		<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>	
I12	Did you move here from another region in Lebanon?				Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
I19	Beirut				<input type="checkbox"/>	Tripoli				<input type="checkbox"/>	Bekaa		<input type="checkbox"/>
	Other				<input type="checkbox"/>					<input type="checkbox"/>			<input type="checkbox"/>
J. NFI (observation of the enumerator)													
J1	Blankets or quilts - At least one per person		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J2	Mattresses		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J3	Kitchen sets - A set of pots/pans per HH		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J4	Cooking stove (usually gas)		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J5	Water containers At least one (20L) per HH		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J6	Every HH member is fully clothed		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J7	Every HH member has shoes		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J8	Every HH member has a jacket		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J9	Every HH has a source of heat		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J10	Every HH as a stock of fuel? (usually diesel)		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J11	Every HH has electricity supply		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J12	Special items (wheelchairs, etc.)		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J13	Evidence of washing items		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J14	Feminine hygiene products		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			
J15	Evidence of Food Items		Less than 1/3	<input type="checkbox"/>	1/3-2/3		<input type="checkbox"/>	More than 2/3		<input type="checkbox"/>			

K. WASH and Shelter (observation of the enumerator)											
K1	Excreta disposal practice	Open defecation		Pit latrine		Pour flush latrine		Other			
K2	Can women dispose of sanitary towels hygienically?										
	Yes			No							
K3	Number of toilets/latrines										
K4	What type of latrines are available?										
	Traditional pit latrine			Pit latrine			Open air				
	Improved latrine pour flush with cement slab			Flush toilet							
K5	Are there separate facilities for men and women?										
	Yes			No							
K6	Excreta disposal facilities status										
	Good condition		Continous leak		Clean		Smelling				
	Flies		Privacy		Accessible for PWD						
K7	Solid waste disposal										
	Burning		In the street		Dump Site		Waste pit				
	Left where it is		Other								
K8	Are there other disease vectors?										
	Yes			No				If yes, please specify:			
K9	Are there any stagnant waters near the water sources?										
	Yes			No		Don't know		No response			
K10	Does the community require physical improvements to the shelter or land surrounding the shelter?										
	Yes		No		Don't know		No response				
K11	If yes, what type?										
	Drainage		Grading		Urgent weatherproofing of shelters			Other			