

Proposed  
Lebanon Emergency Crisis and COVID19 Response  
Social Safety Net Project

Social Impact Assessment

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## *Abbreviations*

<i>CMU</i>	<i>Central Management Unit</i>
<i>CPF</i>	<i>Country Partnership Framework</i>
<i>ESCP</i>	<i>Environmental and Social Commitment Plan</i>
<i>ESF</i>	<i>Environmental and Social Framework</i>
<i>ESS</i>	<i>Environmental and Social Standards</i>
<i>ESSN</i>	<i>Emergency Crisis Response Social Safety Net Project</i>
<i>GBV</i>	<i>Gender-Based Violence</i>
<i>GOL</i>	<i>Government of Lebanon</i>
<i>GRM</i>	<i>Grievance Redress Mechanism</i>
<i>HBS</i>	<i>Household Budget Survey</i>
<i>MEHE</i>	<i>Ministry of Education and Higher Education</i>
<i>M&amp;E</i>	<i>Monitoring and Evaluation</i>
<i>MoSA</i>	<i>Ministry of Social Affairs</i>
<i>NPTP</i>	<i>National Poverty Targeting Program</i>
<i>PCM</i>	<i>Presidency of the Council of Ministers</i>
<i>PDM</i>	<i>Post Distribution Monitoring</i>
<i>PMT</i>	<i>Proxy-Means Testing</i>
<i>POS</i>	<i>Point of Sale</i>
<i>SCD</i>	<i>Strategic Country Diagnostic</i>
<i>SDC</i>	<i>Social Development Center</i>
<i>SIA</i>	<i>Social Impact Assessment</i>
<i>UNHCR</i>	<i>United Nations High Commissioner for Refugees</i>
<i>UNICEF</i>	<i>United Nations Children's Fund</i>
<i>WFP</i>	<i>World Food Program</i>

## Chapter 1: Introduction

Lebanon is facing a number of crises. On October 17, 2019, thousands poured into the streets to protest economic and social conditions in the country and demand better governance. The protests began when the government proposed a tax on WhatsApp calls. The grievances, however, had been building for years. They included electricity shortages, collapsing infrastructure, undrinkable water and environmental degradation as well as a garbage crisis in 2015 and wildfires in 2019. By some estimates, 1 million people demonstrated, producing the largest protests in 15 years.<sup>1</sup>

The country was already struggling economically and financially. Gross public debt was about 150% of GDP in 2018, one of the highest debt to GDP ratios in the world. The cost of servicing this debt is around 10% of GDP each year. This consumes about half of the government's revenues and drives a large fiscal deficit that was more than 11 % of GDP in 2018. Real GDP is estimated to have contracted by 5.7% in 2019, with most of the decline during the last three months of the year. Then, on March 9, 2020, Lebanon defaulted for the first time on its US\$ 1.2 billion Eurobond debt and sought restructuring agreements, as a financial crisis hit its foreign currency reserves.

In addition, the influx of Syrian refugees in 2011 has led to one of the highest concentrations of refugees in the world. According to the Government of Lebanon (GoL), there are 1.5 million Syrian refugees (918,874 registered with UNHCR at the end of 2019) in the country.<sup>2</sup> Over the last ten years, the population of Lebanon has increased by 38% from 4.9 million to 6.6 million. Around half of the Syrian refugees living in the county are extremely poor and three-quarters poor.

This situation is now exacerbated by the outbreak of the COVID 19 pandemic, which has resulted in a nationwide lockdown of schools, businesses and the government as well as strict enforcement of social distancing. The country's strained health system lacks the human and financial resources necessary to cope with this public health emergency. The impacts are likely to be particularly dire for the poor and refugees.

In response to the economic crisis and the COVID 19 pandemic, the GoL is launching the Emergency Crisis and COVID19 Response Social Safety Net Project (ESSN), a \$300 million program aimed at i) stopping the increase in extreme poverty, ii) preserving the human capital of children at risk of dropping out of school, and iii) building the resilience of and peaceful coexistence between vulnerable Lebanese households and Syrian refugees. The ESSN will build on the successes of and learn from the experience of the National Poverty Targeting Program (NPTP) over the last 10 years. It will also introduce improvements and new features to ensure a sustainable Lebanese social safety net system.

## Objectives of the social impact assessment

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<sup>1</sup> *Economist*. October 24, 2019. "A Surge of Public Anger Sends Lebanon's Politicians Reeling."

<sup>2</sup> *Government of Lebanon and United Nations*. January 2020. "Lebanon Crisis Response Plan, 2017-2020 (2020 update)."

This Social Impact Assessment (SIA) is a requirement of the World Bank's Environmental and Social Framework (ESF)<sup>3</sup>. The framework comprises:

- A Vision for Sustainable Development, which sets out the Bank's aspirations regarding environmental and social sustainability;
- The World Bank Environmental and Social Policy for Investment Project Financing, which sets out the mandatory requirements that apply to the Bank; and
- The 10 Environmental and Social Standards (ESSs), together with their Annexes, which set out the mandatory requirements that apply to the Borrower and projects.

More specifically, the SIA is a requirement of ESS1, which sets out the GoL's responsibilities for assessing, managing and monitoring environmental and social risks and impacts associated with each stage of a project supported by the World Bank through Investment Project Financing, in order to achieve environmental and social outcomes consistent with the ESSs. As the ESSN's environmental risk is assessed to be low<sup>4</sup>, the assessment focuses on the social risks associated with the Project.

The objective of the SIA is for the GoL to assess the potential social risks and impacts of the ESSN and propose mitigation measures. Due to the restrictions on movement imposed by COVID 19, the SIA is based on a rapid desk review of primary and secondary sources as well as virtual meetings between the GoL, the NPTP central staff and the World Bank project team appraising the ESSN as well as selected UN agencies and donors.

Inclusive stakeholder consultations will be carried out during project implementation. In addition, the Government of Lebanon will monitor the implementation of the measures in this SIA and update the mitigation measures based on changing conditions.

For a full list of documents reviewed and virtual meetings, please refer to the References and Appendix E, respectively. Discussions with beneficiaries and NPTP field staff were not possible.

## *Chapter 2: Legal and Institutional Framework*

This section outlines the Project's legal and institutional framework and arrangements.

### *Legal and policy framework*

A Social Action Plan was submitted by the GoL to the Paris III International Conference for Lebanon in 2007 (after the 2006 conflict with Israel). A key element of the Social Action Plan was the establishment of a social safety net program. The objective of the new program, according to the Government Policy Statement of June 18, 2009 that

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<sup>3</sup> <http://pubdocs.worldbank.org/en/837721522762050108/Environmental-and-Social-Framework.pdf>.

<sup>4</sup> The environmental risk is assessed to be low as the project components are expected to have limited to no impact on the environment. The project will not carry out activities that will generate any adverse risks or impacts on the environment. The project will not directly support any civil works.

established the NPTP, was to “provide social assistance to the poorest and most vulnerable Lebanese households based on a transparent criteria that assesses each household’s eligibility to receive assistance, given the available public resources.” The policy statement also outlined the following guiding principles: i) equity, ii) fairness, iii) objectivity, iv) transparency, and v) helping the neediest. The government has issued a number of decisions and decrees relating to the NPTP:

- Decree No 17972/2006 approved a World Bank grant of US\$ 70 million for the reconstruction of Lebanon after the 2006 conflict.
- Under Decision No 35/2008 the Council of Ministers approved a World Bank grant of US\$ 6 million for the Second Emergency Social Projection Implementation Support Project (ESPISP II). The NPTP was piloted under ESPISP I (2007-2008) and launched under ESPISP II (2011-2013).
- Under Decision No 118/2009 the Council of Ministers approved the NPTP strategy.
- Decree No 8070/2012 allocated US\$ 28.2 million to finance the health and education components of NPTP.
- Decree No 885/2014 approved a World Bank grant of US\$ 8.2 million to address the impacts of the Syrian conflict on poor Lebanese households. The objective of the grant was to contribute toward reducing social tensions with Syrian refugees through the introduction of e-card food vouchers for poor Lebanese households.
- Decree 371/2017 approved a World Bank grant of US\$ 10 million from the Trust Fund for Lebanon to expand the coverage of the social assistance package and introduce a new “graduation” component.

With respect to the ESSN, on March 2, 2020, the Prime Minister established the Inter-Ministerial Committee for Social Policy. The cabinet is also considering a Social Protection and Safety Net Policy Statement. The statement identifies the reforms that are needed to open the fiscal space for financing the NPTP. In addition, an Extreme Poverty Law, which will institutionalize the Program, is currently being discussed in Parliament.

### *Institutional framework and arrangements*

The institutional and implementation arrangements of the ESSN are presented in Appendix D. These arrangements involve a number of GoL ministries and entities, including the Central Management Unit at the Presidency of the Council of Ministers (CMU-PMU), the Ministry of Social Affairs (MoSA), and the Ministry of Education and Higher Education (MEHE), as well as the World Food Program (WFP). Hence, coordination and collaboration are critical. The frameworks and arrangements relevant to the SIA are outlined below.

### *Institutional framework*

The **MoSA** is the government entity responsible for the provision of social protection and assistance as well as social safety nets in Lebanon. It became an independent ministerial body in 1993, after it separated from the Ministry of Health and Social Affairs. According to law 212/1993, the ministry is responsible for:

- Conducting studies and planning for social policies;
- Enhancing social development through a number of sectoral programs targeting specific groups or sectors implemented through parallel projects or joint initiatives with international organizations or civil society organizations (CSOs);

- Providing welfare and social assistance services to certain socially under-privileged groups either directly or through contracts with CSOs and non-governmental organizations (NGOs);
- Promoting local development through a network of social development centers (SDCs) and joint projects with CSOs and local administrations; and
- Caring for the elderly, the disabled, orphans, and families of war victims.

**MEHE** is responsible for the direction and operation of national public schools, as well as liaison with and regulation of the private school sector.

Additionally, according to law 211/1993, MEHE is the governmental entity that handles technical and vocational education affairs for private and public general institutions. Based on the provisions of the aforementioned law, MEHE is responsible for:

Article 2 of law 247/2000 states that the General Directorate of Higher Education at MEHE regulates, supervises, and coordinates the public and private Higher Education sector.

- Managing the affairs of public schools and institutes providing technical and vocational education services; and
- The comprehensive development of the vocational and technical education sectors and their modernization in a manner compatible with the labor market and economic environment.

### ***Institutional arrangements***

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The NPTP is currently overseen by the Council of Ministers, which is the executive body of the government of Lebanon whose president is the Prime Minister. The NPTP is managed by MoSA and the CMU-PCM and implemented by approximately 464 social workers (and 27 field coordinators) operating from 220 SDCs.

- The Council of Ministers makes policy decisions and allocates the budget.
- MoSA's NPTP unit is responsible for i) managing the NPTP database in MoSA, ii) checking for household data errors, iii) transmitting household data to the CMU-PCM, iv) verifying claims from hospitals/schools and authorizing payments, v) delivering the e-cards to beneficiaries (with WFP), vi) managing the outreach campaign, grievance and redress mechanism, and monitoring and evaluation.
- CMU-PCM's NPTP unit is responsible for i) maintaining the PMT formula, ii) managing the central NPTP database, iii) validating and cross-checking household data with national databases, iv) processing household data received from MOSA and generating scores according to the PMT formula, v) ranking households and producing lists of beneficiaries, and vi) monitoring program results, including targeting performance.
- MoSA's social workers are responsible for i) receiving applications and checking them against official documents, ii) conducting household visits and filling out questionnaires, iii) transmitting household information to MoSA's NPTP unit, and iv) managing appeals.

With the ESSN, the CMU-PCM, which was established in 2008, will act as the project management unit (PMU) under phase 1 of the project implementation and then this will be transitioned to MoSA under phase 2 of the project (see appendix D for the institutional arrangements).



- The new Inter-Ministerial Committee of the Council of Ministers will ensure coordination of social policies among the agencies and ministries as well as overseeing the implementation of the ESSN.
- The CMU-PCM will continue to i) maintain the PMT formula, ii) manage the central NPTP database, iii) validate and cross-check household data with national databases, iv) process household data and generate scores according to the PMT formula, and v) rank households and produce beneficiary lists. But it will now also contract a number of firms to manage the i) new intake and verification process, ii) grievance and redress mechanism (with MoSA and MEHE), iii) communication and outreach (with MoSA and MEHE), and iv) monitoring and evaluation. In addition, the CMU-PCM will implement the Environmental and Social Commitment Plan (ESCP).
- The MoSA will i) provide social services, ii) build the capacity of its social workers in case management, and iii) manage the grievance redress mechanism and outreach/communication activities with the CMU-PCM.
- The MEHE will i) monitor the school attendance and academic performance of children, and ii) manage the grievance redress mechanism and outreach/communications activities with the CMU-PCM.

In addition, the cash-based assistance of component 1 and 2 will be contracted out to WFP. The WFP platform/services for delivering cash-based assistance include: (i) direct instructions – on a monthly basis - to the Financial Service Provider (FSP) to load each e-card with specific amounts of assistance on a specified loading date; (ii) transaction monitoring; (iii) joint planning and distribution of e-cards and PINs to beneficiaries, where WFP, with cooperating partners and MoSA SDC staff will assist in beneficiary orientation to ensure they understand the program, why they are receiving assistance, and their rights as beneficiaries, etc; and (iv) implementation of post-distribution monitoring, and e-card complaints handling.

### *Chapter 3: National Poverty Targeting Program (Current Program)*

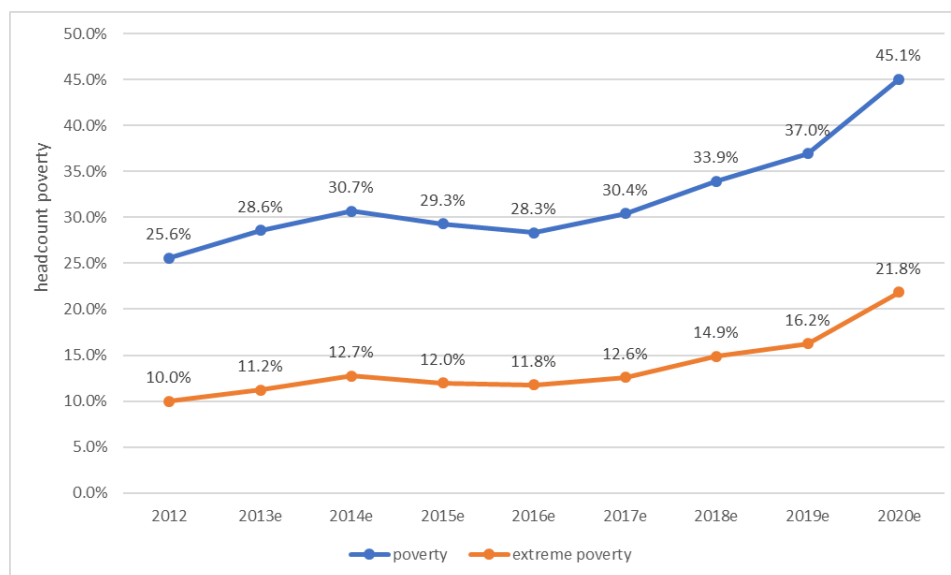
In 2011, the GoL, with assistance from the World Bank, launched the NPTP to assist households living below the extreme poverty line. The World Bank has provided technical assistance and financial support to the NPTP through four emergency grants:

- The First Emergency Social Protection Implementation Support Project (\$1 million, 2007);
- The Second Emergency Social Protection Implementation Support Project (\$6 million, 2011);
- The Emergency National Poverty Targeting Program (\$8.2 million, 2014); and
- The National Poverty Targeting Program Additional Financing (\$10 million, 2016).

### *Target group*

The NPTP targets extremely poor Lebanese households, defined as households that are not able to meet their basic food needs. Based on the most recent Lebanon Household Budget Survey (HBS, 2011/2012), about 10% of the Lebanese population was extremely poor (and 25% poor) in 2011/2012. The war in Syria and the arrival of a large number of refugees from the country led to a 7% rise in poverty between 2012 and 2017. This combined with more recent economic and financial crises to raise the extreme poverty rate to 22% (and the poverty rate to 45%) in 2020. This means that 155,000 households or 840,000 people are now extremely poor in Lebanon.

*Figure 1: Poverty and Extreme Poverty Rates for Lebanon, 2012-20*



Source: HBS 2011/12 and World Bank staff calculations using macroeconomic inputs from March 15, 2020.

### Targeting method

The NPTP uses Proxy Means Testing (PMT) to identify extremely poor households. PMT relies on the collection of easily verifiable and measurable household characteristics to calculate household “welfare scores”. The current PMT formula is based on 39 variables that correlate with poverty in the most recent poverty survey (HBS, 2011/2012). These variables include demographics, health, education, employment, housing, and assets (Appendix A). This process involves the following steps:

- The Central Administration of Statistics (CAS), with the World Bank and the CMU-PCM, develop the PMT formula using a sample of households from the most recent poverty survey.
- Households complete application forms (name, age and address) and submit them along with identification documents to the SDCs.
- Social workers from the SDCs visit households and collect information using the PMT questionnaire (Appendix B and C, in English and Arabic, respectively). The questionnaire includes the household characteristics or variables that the PMT formula uses to determine welfare.
- The collected household data is entered into a MoSA database and then transferred to the CMU-PCM. The CMU-PCM verifies the data and checks it against other government databases.
- The CMU-PCM computes “welfare scores” using the PMT formula and ranks the households from poorest to least poor. All households under a certain score, which represents the extreme poverty line in Lebanon, are deemed eligible to receive NPTP benefits.
- MoSA informs the new beneficiaries of their eligibility through its SDCs. MoSA also manage appeals by having social workers redo household visits.

### Beneficiaries and assistance

The NPTP was originally designed to provide cash transfers. However, the government decided in 2011 to provide health and education benefits through fee waivers. Approximately 200,000 households applied to the program

between 2011 and 2016 and 108,000 households (460,000 people) were deemed eligible and became beneficiaries. Between 2012 and 2017, about 143,000 students received education support and 112,000 patients obtained health benefits.

In 2014, in response to rising poverty in communities hosting Syrian refugees and to mitigate tensions between the refugees and the Lebanese population, the government introduced food assistance through an electronic card (e-card) with support from the World Bank and the World Food Program (WFP). The WFP was already implementing a similar but larger e-card program for more than 600,000 Syrian refugees in Lebanon. The e-cards were made available to the poorest 10,000 households (53,000 people) in the NPTP database.

**Table 1: NPTP Beneficiaries by Type of Benefits**

	2017	2018	2020
<i>Health and education benefits</i>			
Households	108,000	43,000	43,000
Individuals	460,000	230,000	238,000
<i>Food assistance (through e-cards)</i>			
Households	10,000	10,000	15,000
Individuals	53,000	57,000	106,000

Source MoSA NPTP

All NPTP beneficiaries were re-verified (reassessed) in 2018 with a new PMT formula<sup>5</sup> to ensure they were still eligible. New applicants were also allowed to apply. After the reverification, 43,000 households (230,000 people) were still deemed eligible to receive health and education fee waivers. Of the 43,000 households, the poorest 10,000 households (57,000 people) were still deemed eligible to receive food assistance via the e-cards. In 2019, the e-cards were extended to the next poorest 5,000 households.

### **Grievance redress mechanism**

A GRM assessment of the NPTP identified a number of shortcomings with the existing system and recommended the following: i) establish a hotline and document complaints and responses, ii) integrate uptake locations in SDCs, iii) prepare frequently asked questions (FAQs) for the hotline and social workers, iv) modify the existing MIS to create multiple uptake mechanisms or replace with a web-based application to allow for data analysis, v) prepare a GRM manual to standardize processes and procedures at the local and national level, vi) organize aware raising and training activities for staff, and vii) design a communication campaign to inform the public about the program and its

<sup>5</sup> The original NPTP formula had 50 variables and was based on a poverty survey from 2004 (HBS 2004).

benefits. These recommendations have informed the design of the GRM and outreach and communication sub-component of the ESSN.

### *Monitoring and evaluation*

NPTP's food assistance recipients are monitored through regular Post Distribution Monitoring (PDM) surveys, which indicate massive improvements in household food security. Specifically, households are eating more and better food, and resorting less to negative coping strategies (i.e. reducing portion size or the number of meals per day when they are unable to access food). In addition, beneficiary satisfaction with the Program is high.

### *Chapter 4: Emergency Crisis and COVID19 Response Social Safety Net Project – ESSN (Proposed Project)*

Through the Emergency Crisis and COVID19 Response Social Safety Net Program (ESSN), the Government of Lebanon, will assist the poor and vulnerable who are severely affected by the protracted economic and COVID 19 crises. The ESSN will provide support through the following four main components:::

- *(i) cash transfers to 140,000 extreme poor Lebanese households;*
- *(ii) top-up cash transfers for students from extreme poor Lebanese households at risk of dropping out of school;*
- *(iii) social care services to vulnerable Lebanese households and Displaced Syrians;*
- *(iv) enhanced delivery of Social Safety Net systems; and*
- 

The proposed scale up will be conducted in a phased manner, beginning with verified beneficiaries from the NPTP database in *Phase 1* (immediately), followed by fresh intake of new verified beneficiaries from the IMPACT database in *Phase 2* and the larger set of NPTP applicants. Most recently, and in response to the COVID-19 pandemic, the GOL announced a “National Social Solidarity Program” (NSSP), aimed at assisting households impacted by the lockdown restrictions. The program – costed at LBP80 billion – aims to provide emergency aid of LBP400,000 to approximately 200,000 households. To support the NSSP, the Ministry of Interior and Municipalities (MOIM), in collaboration with the MOSA, the Central Inspection Office, and the PCM, launched an electronic platform (IMPACT) to collect household applications interested in receiving social assistance. While in its infancy, and pending assessment, the IMPACT Platform could have the potential of becoming the basis of a “National Social Registry.

Phase 1 intake, which will be under the responsibility of the PCM-CM, will include approximately 43,000 extreme poor households from the existing NPTP database. Identification of the 43,000 potential beneficiaries from the NPTP database using existing PMT scores will first be undertaken, followed by verification and then payment to eligible households. Phase 2 intake, which will be transitioned to the MoSA, will include approximately 90,000 extreme poor households from IMPACT and NPTP. Phase 2 will first undertake shortlisting of the applicants from the IMPACT database using categories, filters, followed by initial processing of applications, verification of new applications, identification of eligible new beneficiaries using computed PMT scores and then payment to eligible households from new applications.

### *Beneficiary Selection*

The ESSN project will adopt a hybrid targeting methodology, combining Proxy Means Test (PMT) to identify extreme poor households, and categorical targeting to prioritize socially vulnerable groups within the group of extreme poor households.<sup>20</sup> In order to be eligible for program benefits households must simultaneously fulfil two conditions: (i) their verified PMT scores must be below the eligibility cut-off corresponding to the extreme poverty line (i.e. bottom 22% of PMT score distribution in the population based on the HBS 2011-12), and (ii) they must belong to defined socially vulnerable categories. The PMT formula that will be used for determining eligibility will be the same formula currently employed by the NPTP program, that was developed with support from the WB to the NPTP program. The PMT will be administered afresh to households in the NPTP that are not currently receiving cash benefits, and to applicants from the IMPACT database alike. Both groups of potential beneficiaries will be subjected to the same PMT test, method of verification and eligibility cut-off. The socially vulnerable categories to be considered for targeting include: (i) households headed by women, (ii) households with any member aged 70 or above, (iii) households with any member that has a severe disability,<sup>21</sup> (iv) households with children (ages 0 – 17). Households will need to meet both criteria (PMT score below threshold and inclusion among the defined categories) to receive benefits. The inclusion of women-headed households as a distinct category for inclusion is motivated by the need to recognise and address the greater hardships and vulnerability faced by poor female heads of households.<sup>22</sup> The total number of extreme poor households that belong to these categories is 139,225 (estimated by the WB using HBS 2011/12), which is very close to the intended coverage of 140,000 households. For those households that do not belong to the defined categories among the current 15,000 recipient of the NPTP, the project will consider an exemption from the requirement to belong to agreed categories given the likely small number of such households.

### *Component 1: Provision of cash transfer for basic income support*

The objective of component 1 is to arrest the increase in extreme poverty by providing cash transfers to **140,000** households, scaling-up from the 15,000 households who currently receive e-card food vouchers. Simulations conducted by the WB using nowcasted HBS 2011/12 data show that the scale up will reduce the extent of extreme poverty from 21.8 percent in the post-crisis simulation for 2020 to 12.9 percent, reflecting 8.9-percentage points decrease in the extreme poverty rate.

Since 2014, when the e-card food voucher program was introduced, the transfer value has been US\$ 27 per capita per month (LBP 40,000 at the official exchange rate), capping at six members per household (i.e. monthly household payments not to exceed US\$ 162). This value reflects what extremely poor households require to meet their basic survival food needs. Going forward, the WFP has revised the transfer value to LBP 50,000 per capita per month. This amount will be reviewed and revised annually (or at more frequent intervals if required) during implementation.

The Project will continue to use pre-paid cards issued by a commercial bank for the cash transfer. However, beneficiaries will no longer be limited to food purchases in a closed circuit of shops. They will now also be able to withdraw money from ATMs and cash-out at money transfer operators (MTOs). This change mirrors the global shift from vouchers and in-kind assistance to unrestricted cash, which has proven to be more efficient and effective.

The NPTP database currently has 140,000 households (581,000 people) that have applied to the Program. This includes the 43,000 households (238,000 people) who have met the current eligibility criteria and become NPTP beneficiaries. World Bank analysis shows that about 75,000 households in the database have PMT scores corresponding to the bottom 22% (extreme poverty rate) of the Lebanese population. This is in line with the best performing social assistance programs in the world, making it possible to begin the first phase of the scale up using 75,000 households from the NTPT database.

In addition, the Program can also include the bottom 30% of households that have members with disabilities or are elderly (above the age of 74). Recognizing that these socially vulnerable groups have additional needs, the PMT eligibility cut-off can be increased to allow some non-extremely poor households that have members that belong to these categories. The benefits paid to these households can be half of the value (LBP 25,000) paid to the extremely poor households.

Although the entire NPTP database was verified in 2018, the scale-up requires a new verification to account for changes in household circumstances over the last two years and ensure that ineligible households do not receive benefits. The verification exercise will be led by the CMU-PCM for phase 1 of the project, with technical inputs by the World Bank, and implemented by an independent third party. It will use the existing PMT formula but a cut-off score corresponding to the new extreme poverty rate (22%) and updated household information to determine eligibility. The third party with experience in data collection will conduct face to face visits to collect the information on household characteristics once COVID19 general mobility restrictions are lifted. The verification exercise will be done in phases, beginning with households below the cut-off score and expanding progressively. All beneficiary and applicant households will be verified.

The ESSN will also undertake communication and outreach activities to solicit new applications from poor households who have never applied to the Program, particularly from regions that are currently under-represented in the NTPT database. New applicants will be encouraged to submit applications via multiple channels, including through SDCs and NGOs as well as online. The data collection firm will verify new applicants by conducting face to face visits similar to those conducted with households in the database. Approximately 81,000 beneficiaries from outside the NPTP database will be added in the second phase of the scale-up.

### *Component 2: Provision of cash transfer for students at risk*

The objective of component 2 is to preserve the human capital of poor households by supporting the retention of children who are at risk of dropping out of school due to socio-economic reasons which may also be aggravated by school closure due to COVID19. The component will provide top-up cash transfers to approximately 87,000 students (between the ages of 13 and 18) enrolled in school from the 140,000 extremely poor households eligible for component 1. The targeted children constitute 67% of students between the ages of 13 and 18 enrolled in public schools. The aim of the transfer is to reduce the number of children dropping out of school due to the economic and financial crises.

The cash transfer to students at risk will cover the direct and indirect costs of general and vocational public schools. The direct costs paid directly to schools include i) school registration fees, ii) parents' council fees, and iii) school textbook expenses; while the direct costs paid directly to households include i) transport costs, and ii) school uniform

expenses. For vocational students, direct costs also include equipment. In addition, the Project will contribute toward the indirect costs of schooling (foregone wages) by providing an amount equal to a third of the prevailing child wage. The partial support is offered to encourage enrolment, attendance and grade completion as well as remedial classes. The various costs covered by this component are described in Appendix F.

The component will combine elements of hard and soft conditionality. Registration and enrolment will be strictly monitored by the Project for the payment of all education-related expenses. Attendance and academic performance will also be monitored. Schools will report monthly on attendance and quarterly on academic performance, as poor academic performance often leads children to drop out. If the child misses some school, a social worker will visit the household and recommend psycho-social or academic support. If the child misses two consecutive months of school, the benefits will still continue and the social worker will visit the family again to encourage the child back to school.

### *Component 3: Provision of social care services for vulnerable Lebanese and non-Lebanese households*

The objectives of Component 3 is to (i) strengthen the capacity and systems of the Ministry of Social Affairs (MOSA) and the Social Development Centres (SDCs), and (ii) increase access to quality social services, for the vulnerable and disadvantaged Lebanese and non-Lebanese households. While the benefits of cash transfers are well-documented, evidence also shows that when safety net programs are combined with inclusion measures such as social services and case management, they can improve the resilience of beneficiaries.

- Sub-component 3.1: Strengthen the capacity and systems of MOSA and the SDCs. This sub-component will support MOSA in its mandate<sup>39</sup> to sustain and strengthen its own institutional capacity and the enabling policy environment by ensuring that minimum service standards and operating guidelines are developed and mainstreamed throughout MOSA and the SDCs; -by implementing activities that will maintain and train<sup>40</sup> a cadre of qualified social workers (to fill the staffing gaps in SDCs to meet the 1.5 average qualified/trained social worker, per SDCs) who can take on more specialized functions;<sup>41</sup> and the deployment of information management and [integrated](#) referral systems across all SDCs (which MOSA in collaboration with other organizations are currently developing). The sub-component will also support MOSA's capacity to coordinate and lead the dialogue between [donors](#), humanitarian and development actors, [strengthen-and](#) linkages between [inter-government](#) agencies (e.g. MoPH, MEHE, municipalities) [and technical assistance to monitor and assess quality and impact of social services.](#)
- Sub-component 3.2: Increased access to basic and specialized social services (est. US\$35 million). This sub-component will support MOSA to expand the provision of social services, through SDCs and contracted specialized organizations. SDCs are [a key](#) -entry point where vulnerable groups (from both the host and displaced communities), seek assistance and basic 'prevention' services (day care centres, orientation, awareness raising, parenting or [reproductive health lessons](#), afterschool learning support, community activities, [skills training](#), psychosocial support, [care giver support](#) etc.) and where social workers assess their needs and refer them to specialized support services (e.g. safe spaces, [shelters](#), psychosocial support, [therapy](#) case management for children at risk, [eviction](#)-and documentation guidance, [dispute resolution, facilitate pathways to certify skills](#), learning and other aids for persons with disability [etc.](#)), which are typically provided by [contracted](#) NGOs or UN agencies. The package of services will therefore be designed



to meet the needs that range from preventative to response services, some of which will be implemented by the SDC themselves and others through contracted specialized agencies.

#### *Component 4: enhanced social safety nets program delivery*

The objective of component 4 is to ensure the efficient and effective implementation of the ESSN and lay the foundations of a sustainable program, including the building blocks of a National Social Registry. The component will finance: i) a grievance redress mechanism (GRM), and communication and outreach activities; ii) monitoring and evaluation (M&E), verification system, and external audit; iii) National Social Registry, iv) project management and implementation support.

#### *Grievance redress mechanism*

The project will finance the establishment and management of a robust GRM, which is critical for the success of a social safety net program and establishing trust with communities. The GRM will provide channels for stakeholders to provide feedback on project activities. The CMU-PCM will play an important role in developing the subcomponent through a GRM officer and focal points at MoSA and MEHE. Some of the key GRM functions will be outsourced to a firm. The firm would develop a system and set of procedures for logging and resolving grievances at the national and local levels through MoSA and MEHE. Multiple channels for receiving feedback and complaints will be used, including through the SDCs, schools, and a call center. More information on the GRM can be found in the Stakeholder Engagement Plan (SEP).

#### *Communication and outreach*

The project will support the development and implementation of a clear communication and outreach strategy that builds broad public support for the Project, and ensures it targets the poorest and most vulnerable households. It will include the sensitization of politicians and policy makers, consultations with civil society and communities, and mass media campaigns focused on targeted beneficiaries. The strategy will also need to ensure that vulnerable groups, including women, are well-targeted by the Project. A firm will be hired by the communication specialist in the CMU-PCM to develop and implement this subcomponent.

#### *Monitoring and evaluation*

This project will finance the design and implementation of a robust monitoring and evaluation (M&E) system to ensure the efficiency and effectiveness of the ESSN. It will include collecting, analysing, documenting and communicating information about the progress and results of the Project. Complaints and feedback received through the GRM will also be included in the reporting. In addition, an impact evaluation will be embedded in the design of the Project to evaluate its impact and inform its potential scale-up.

### *Chapter 5: Baseline Data*

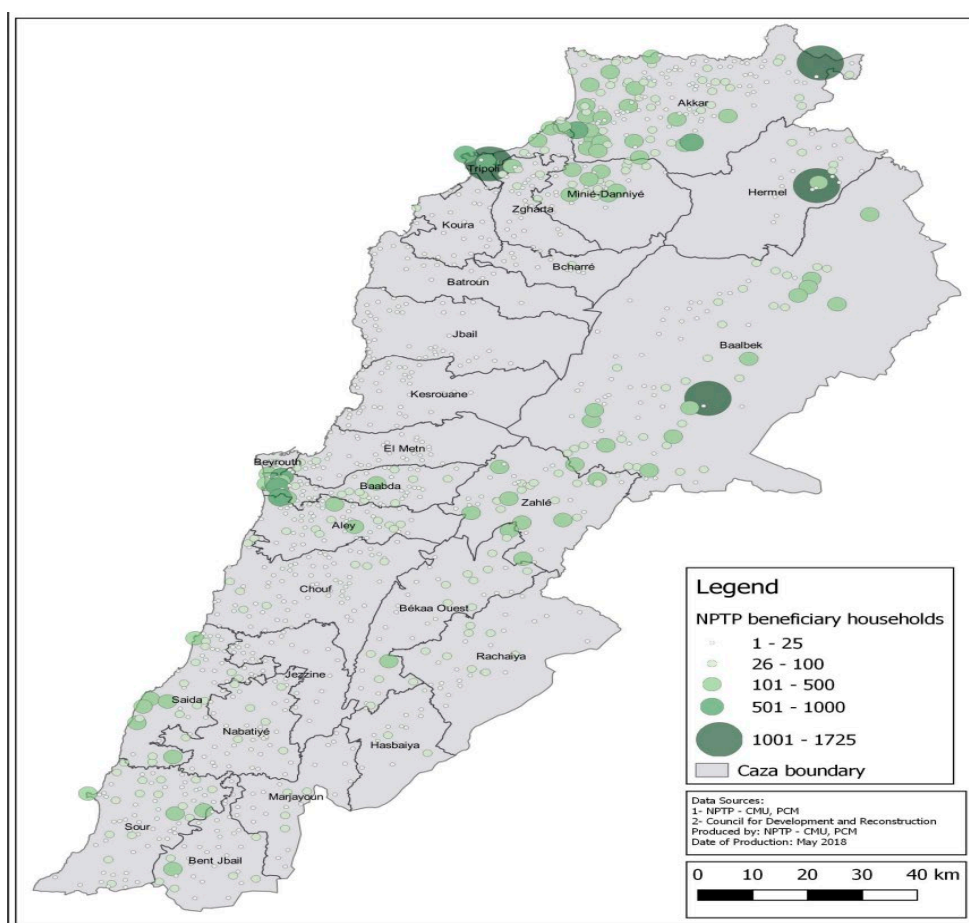
The proposed scale up will be conducted in a phased manner, beginning with verified beneficiaries from the NPTP database in Phase 1 (immediately and up to approximately 43,000 households), followed by fresh intake of new verified beneficiaries from the IMPACT database in Phase 2 and the larger set of NPTP applicants (approximately



90,000 households). The identification of eligible new beneficiaries using computed PMT scores will take place in phase 2 of the Project. An identification of those beneficiaries will be provided throughout implementation and in future updates of this SIA.

Most of the information presented in this section is drawn from the NPTP database. As noted above, the database includes beneficiaries as well as applicants, who were deemed ineligible for the existing Program but some of them may become beneficiaries of the scaled-up NPTP and under the hybrid targeting methodology. There are currently 139,547 households (581,133 people) in the NPTP database, who for the purposes of this analysis will be considered potential future beneficiaries.

**Figure 2: Current NPTP Beneficiary Households by Location**



**Demographics.** About half of current and future beneficiaries (51% and 52%\*, respectively) are female (Table 2). Children (under age 18) make up a larger portion of current beneficiaries (46% compared with 38% of future beneficiaries), which is not surprising as they are poorer and the poor have more children. Similar portions of current and future beneficiaries (5% and 6%, respectively) are elderly (over age 64). Women head a smaller portion of current beneficiary households (18% compared with 23% of future beneficiary households). When comparing current and future beneficiaries to the population in Lebanon, which includes non-Lebanese residents, there are more children and less elderly but a similar portion of female-headed households among beneficiaries.

**Table 2: Demographics of Current and Future Beneficiaries and Lebanon**

	NPTP Beneficiaries	NPTP Database (Beneficiaries and Applicants)	Lebanon
Number of households	42,931	139,547	1,267,000
Number of individuals	237,936	581,133	4,843,000
Female beneficiaries/applicants (%)	51%	52%	52%
Children (% under age 18)	46%	38%	32% <sup>6</sup>
Elderly (% over age 64)	5%	6%	13%
Female-headed households (%)	18%	23%	19%

Source: NPTP database and Lebanon Labor Force and Household Living Conditions Survey<sup>7</sup>.

**Dwelling.** Current beneficiaries have less living space (15.89 m<sup>2</sup> per person compared with 27.89 m<sup>2</sup> per person for future beneficiaries), fewer rooms (2.5 compared with 2.8 for future beneficiaries), and fewer bathrooms (1.06 compared with 1.18 for future beneficiaries), which is not surprising as they are poorer. They are also slightly less likely to have access to the public sewage system (54% compared with 60% for future beneficiaries). However, similar portions of current and future beneficiaries own their homes (43% and 44%, respectively) and rent their homes (19% and 21%, respectively).

**Health.** About 15% of current and future beneficiaries have some form of disability, with 5% partially disabled and 1% fully disabled. Approximately 1% of all beneficiaries suffer from terminal diseases. About 17% of current and 21% of future beneficiaries live with chronic diseases, with 4% of all beneficiaries suffering from psychological ailments.

**Education.** About 11% of current and future beneficiaries have never enrolled in school and are illiterate. The proposed Project needs to consider how it will reach this group when designing outreach and communication activities. Approximately 41% of future beneficiaries (over age 7) have completed some primary school, 25% some lower secondary, 8% some secondary, 6% some vocational, and 5% some university. The primary reasons for not enrolling in school among future beneficiaries include i) financial reasons (50%), ii) repetitive failure (30%), iii) health reasons (11%), and iv) dropped out to work (6%).

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<sup>6</sup> Under the age of 20.

<sup>7</sup> Central Administration for Statistics, International Labor Organization and European Union. 2020. "Lebanon Labor Force and Household Living Conditions Survey 2018-2019."

**Employment.** Only a quarter (24%) of future beneficiaries are employed, with a third of them (30%) permanently employed.

**Durable goods.** Most current and future beneficiaries have a mobile phone (71% and 77%, respectively), suggesting that social media and text messaging should be considered when designing outreach and communication activities for the new Project. While few current or future beneficiaries own a personal computer (0.3% and 1.4%, respectively), a quarter (23%) of current and a third (34%) of future beneficiaries have a flat screen television. A small portion of beneficiaries own motorized vehicles—about 6% of current and 16% of future beneficiaries own a car, making it difficult for them to reach the SDCs to access social services. Flat screen TV and car ownership seems to decrease with poverty.

**Regional distribution.** The largest portion of current and future beneficiaries are from North Lebanon, while the largest portion of the extreme poor are from Mount Lebanon (Table 3). Households from North Lebanon are over-represented, comprising 41.4% and 46.3% of current and future beneficiaries, respectively, but only 25.9% of the extreme poor. Households from Mount Lebanon, on the other hand, are under-represented, making up 31.8% of the extreme poor but only 16.1% and 19.0% of current and future beneficiaries, respectively. This suggests that the proposed Project needs to increase the number of beneficiaries from Mount Lebanon. Households from Bekaa are also over-represented among current beneficiaries, comprising 29.6% of current beneficiaries but only 19.6 % of the extreme poor. However, their representation among future beneficiaries (19.1%) and the extreme poor is similar.

*Table 3: Regional Distribution of Extremely Poor, Current and Future Beneficiaries*

	Extremely Poor, 2011/2012 (bottom 10%)	Poor, 2011/2012 (bottom 25.6%)	NPTP Beneficiaries	NPTP Database (Beneficiaries and Applicants)
Beirut	3.1	4.4	0.4	1.2
Mount Lebanon	31.8	33.6	16.1	19.0
North Lebanon	25.9	24.0	41.4	46.3
Bekaa	19.6	18.1	29.6	19.1
South Lebanon	12.7	12.5	8.0	8.5
Nabatieh	6.9	7.5	4.5	6.0
Total	100	100	100	100

Source: HBS 2011/2012 and NPTP database

**At risk children.** One of the main limitations on educational attainment in Lebanon is children dropping out of school before the age of 18. Dropping out is more likely at the end of primary school and lower-secondary school, when one out of six students leave school. This is particularly true for boys and the poor. For the lowest income group (the bottom 20%), only 52% of children are still in school by the age of 18. For this group, dropping out begins at age 13.

For boys from the lowest income group, only 34% are still in school by the age of 18 (compared with 72% of girls). Barriers to enrolment and attendance include out-of-pocket expenses, the need to work, grade repetition, the quality of education, and family circumstance. Boys are twice as likely as girls to be involved in paid work.

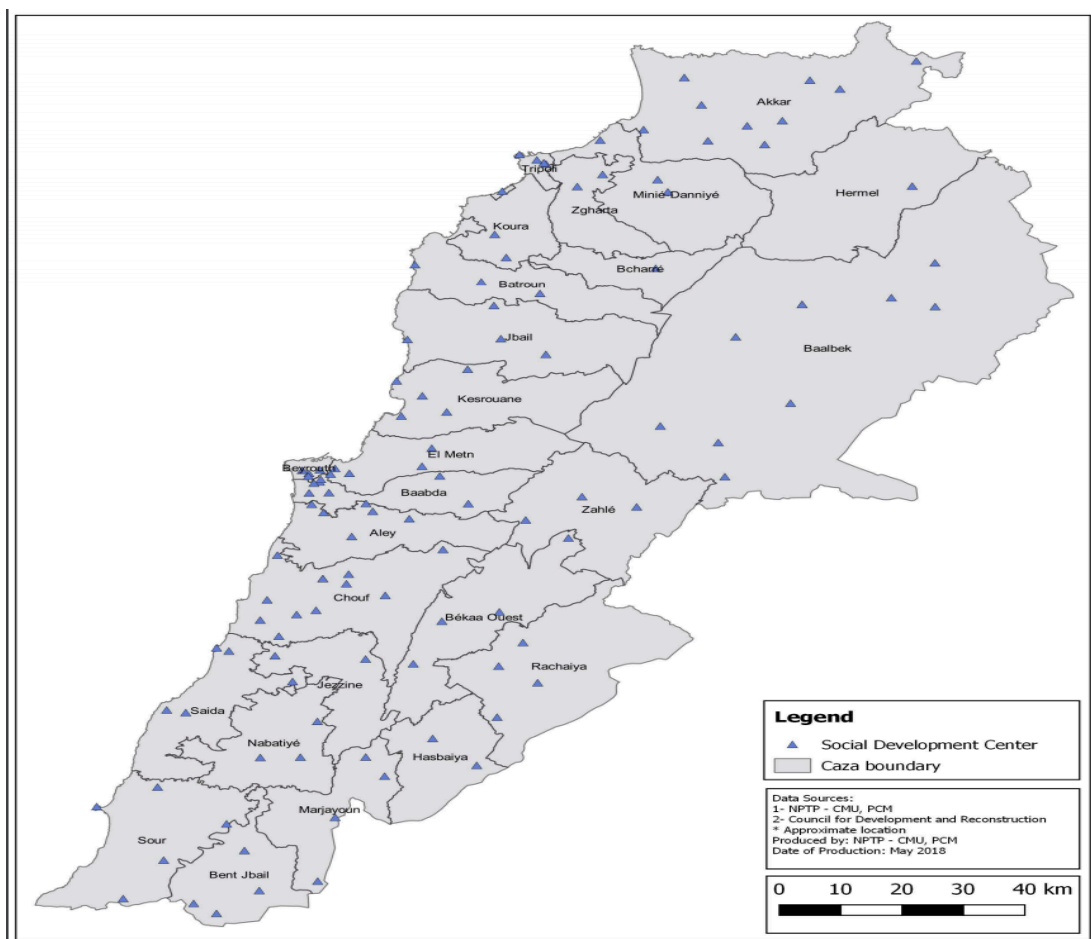
**Refugees.** The influx of Syrian refugees has led to Lebanon hosting the largest number of refugees per capita rate in the world, with about one refugee for every four nationals in the country. The socio-economic situation of Syrian refugees has been deteriorating, with almost three-quarters living below the poverty line (less than US\$ 3.80 per day per person) and about half living below the extreme poverty line (less than US\$ 2.90 per day per person) in April 2019.<sup>8</sup> More recent analyses indicate that the economic crisis in late 2019 and COVID 19 pandemic in early 2020 have led to a 51% increase in extreme vulnerability, reaching 83% of the Syrian refugee population. This situation is even worse among certain groups, including the elderly, disabled and critically ill. The impacts of these crisis on jobs, particularly in the service and construction sectors, where many refugees are employed, makes it difficult for refugees to earn a living during the lockdown. The resulting competition for income generating activities is likely to become fiercer and fuel intercommunal tensions that could burst into violence.

**Social workers.** There are currently 464 social workers working in 220 SDCs across the country. Program staff indicated that only 170 of them have qualified as social workers as many of them were hired to fill out questionnaires and enter data. Some of them were also recruited due to their political connections. About 70% of the social workers are women as fewer men are interested in social work as a profession. In some circumstances, in insecure regions, remote areas or traditional communities, for example, male social workers or female social workers accompanied by male social workers are necessary. In other circumstance, with female-headed households, for example, it is advisable to have a female social worker. This also reduces the risk of gender-based violence.

*Figure 3: Social Development Centers by Location*

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<sup>8</sup> UNHCR, UNICEF and WFP. 2019. "Vulnerability Assessment of Syrian Refugees in Lebanon."



## Chapter 6: Social Benefits, Risks and Impacts

The ESSN has a number of social benefits, risks and impacts.

### Potential social benefits

The new Project's substantial benefits include its short-term and long-term outcomes.

- For the **140,000** poor and vulnerable Lebanese households who will benefit from the cash transfers (component 1):
  - Short-term outcomes include more food consumption and less food insecurity.
  - Long-term outcomes include lower poverty, higher human capital development, and enhanced resilience as well as lower social tensions (between the poor and non-poor, refugees and their hosts).
- For the 87,000 children between the ages of 13 and 18 who will benefit from the education support package (component 2):
  - Short-term outcomes include increased secondary school enrolment and attendance as well as lower drop-out rates.
  - Long-term outcomes include greater educational attainment and lower inter-generational poverty.

- For the vulnerable Lebanese households and Syrian refugees who will benefit from the social services (component 3):
  - Short-term outcomes include increased access to services (psycho-social, Gender-Based Violence, etc.) and improved case management.
  - Long-term outcomes include greater social cohesion, lower social tensions (between refugees and their hosts), and enhanced resilience.
- For the 464 social workers who will benefit from the capacity-building (component 4):
  - Short-term outcomes include professional development.
  - Long-term outcomes include better employment opportunities.

### *Potential social risks and impacts*

The proposed Project's potential social risks and impacts are outlined below.

### *Targeting model*

The Project aims to provide support to Lebanese households assessed as extremely poor using a PMT method and the NPTP data base. It will provide assistance 140,000 households (or about 581,000 beneficiaries). By increasing the number of beneficiaries, the project will cover 65% of the extremely poor. About 60% of the beneficiaries will belong to the bottom 20% of the population, while 82% will belong to the bottom 40% of the population. This targeting performance is on par with the best social safety net programs in the world. Even the best targeting mechanisms include some beneficiaries who are not extremely poor (inclusion errors) and miss other who are extremely poor (exclusion errors). To minimize these errors, an outreach and information campaign will be implemented to ensure that the assistance reaches the largest number of extremely poor people in Lebanon.

The current PMT formula is based on variables that correlate with poverty in the most recent poverty survey (HBS, 2011/2012). Given that Lebanon has gone through a number of economic and political crises, it is important to conduct a nationally representative household budget survey regularly to measure poverty and update the formula.

### *Implementation errors*

Program staff listed reasons why some extremely poor households may not apply and become beneficiaries. The on-demand nature of the NPTP means that potential beneficiaries have to know about the program in order to apply. This requires a well-designed communication and outreach campaign, particularly in remote and insecure areas. It also means that they have to be able to obtain and pay for the necessary documentation as well as the transport costs associated with reaching the SDCs. In addition, potential beneficiaries have to overcome the shame and social stigma sometimes associated with receiving "hand-outs".

Program staff also outlined reasons why some extremely poor households may apply but still not become beneficiaries, while other non-extremely poor households may apply and become beneficiaries. Some households may willingly or unwillingly misrepresent the household characteristics that determine eligibility. Some enumerators (social workers or employees of the verification firm) may also willingly or unwilling fill out the questionnaires or enter the data incorrectly. Program staff indicated that a social worker may adjust a household characteristic to

improve the chances of a very poor household qualifying for the NPTP. For example, if the household's car is very old and it will reduce their chances of becoming a beneficiary, the social worker may not include it in the questionnaire.

### **Vulnerable and disadvantaged groups**

There are a number of vulnerable and disadvantaged groups<sup>9</sup> identified in this project as outlined in more detail below. All of these groups, except for those from under-represented regions, are currently well represented in the Program however all these groups need to be continuously monitored by the Government of Lebanon during the implementation of the ESSN to ensure that they continue to benefit from the proposed Project as it rapidly increases the number of beneficiaries..

**Table 4: Distribution of Extremely Poor, Vulnerable and Disadvantaged Groups**

Group	Extremely Poor, 2011/2012 (bottom 10%)	Extremely Poor, 2011/2012 (bottom 20%)	NPTP Beneficiaries (%)	NPTP Database (Beneficiaries and Applicants, %)
<i>Small households</i>				
<i>One-person</i>	1.5	X	2.7	12.4
<i>Two-person</i>	5.7	X	6.3	13.1
<i>Elderly<sup>10</sup></i>	X	5.0	4.8	5.8
<i>Disabled</i>	2.8	4.5	6.4	5.5
<i>Female-headed households</i>	17.5	X	18.1	23.2

Source: HBS 2011/2012 and NPTP database

- **Small households.** About 2.7% of the current beneficiaries are one-person households (compared with 1.5% of the bottom decile, HBS 2011/12) and 6.3% are two-people households (compared with 5.7% of the bottom decile, HBS 2011/12), indicating that they are well represented in the NPTP. The PMT formula was initially unable to capture this group but an adjustment was made to increase the participation of small households

<sup>9</sup> According to the World Bank's Environmental and Social Framework (ESF), disadvantaged or vulnerable refers to "those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon which they depend."

<sup>10</sup> The HBS analysis defines the elderly as those over 70, while the NPTP analysis defines the elderly as those over 70.

in the Program. Program staff noted that many of these households are also elderly and/or female-headed, with some of the latter consisting of vulnerable, single women living on their own.

- **Elderly.** About 4.8% of the current beneficiaries are elderly (compared with approximately 5% of the poorest quintile, HBS 2011/12), suggesting that they are represented in the NPTP. However, it should be noted that the NPTP analysis defines the elderly as over the age of 64, while the HBS analysis defines the elderly as over the age of 70. The PMT formula is able to capture this group, as the “age of the head of the household” is a variable. The elderly are less likely to be poor than the non-elderly (HBS 2011/12) and have access to a few other services offered by MoSA. The representation of this group will increase if the Project decides to include households with elderly members from the bottom 30% of the population but will depend on how the Project defines the elderly.
- **Disabled.** About 15% of current beneficiaries have some form of disability, with approximately 5% partially and 1% fully disabled (compared with 2.8% of the poorest decile and 4.5 % of the poorest quintile, HBS 2011/12). This indicates that they are well represented in the Program, assuming the HBS defines the disabled as partially and fully disabled. The PMT formula is able to capture this group, as the “number of disabled members” is a variable. There seems to be no difference between the poverty rates of the disabled and the non-disabled (HBS 2011/12). The disabled benefit from a number of other MoSA programs. The representation of this group will increase if the Project decides to include households with disabled members from the bottom 30% of the population.
- **Female-headed households.** Women head about 18.1% of the current beneficiary households (compared with 17.5% of the bottom decile, HBS 2011/12). They are well-represented in the Program because “female-headed household” is a variable in the PMT formula. Female-headed households are less likely to be poor than male-headed households because they tend to have smaller households.<sup>11</sup> Program staff noted that women who head households are often vulnerable, especially if they are widows or their husbands are in prison. They have to run the household, raise the children, and earn a living. Orphans, defined in Lebanon as children who have lost their father or both of their parents, have access to a number of MoSA benefits but do not qualify if their father is in prison. As being a widow (or widower) is also a variable in the PMT formula, the social workers could direct vulnerable female-headed households to the services provided by the third component of the Project.
- **Under-represented regions.** As noted above, beneficiaries from North Lebanon and Bekaa are over-represented, while beneficiaries from Mount Lebanon and Beirut are under-represented in the NPTP. The new Project plans to increase the number of beneficiaries from under-represented regions. This is critical to avoid allegations of sectarianism<sup>12</sup> in the beneficiary selection process, as some regions are associated with

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<sup>11</sup> Atamanov, Aziz, Samantha Constant, and Jonna Lundwall. June 2016. “Draft Lebanon Gender Note.”

<sup>12</sup> According to the latest Country Development Framework (CPF) for Lebanon, the term “confessional” is used to refer to “a system of government based on a proportional distribution of political and institutional power among religious sects.” While this is used interchangeably with sectarianism in Lebanon, the latter is usually used “to denote forms of political and social identity, organization and action based on religious difference and often exclusive interests.” Throughout the CPF, the term “confessional”



certain religions and sects in Lebanon. This could be done by targeted outreach and communication activities as well as house visits by social workers in under-represented towns and villages, particularly in remote and insecure areas.

### *Tensions between refugees and their hosts*

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According to the latest Systematic Country Diagnostic (SCD) for Lebanon, the conflict in Syria has threatened the “delicate societal and communal balance” in the country and the Syrian refugees have been seen as “an existential threat to the country.” Refugees have the largest impact on the poor, competing with them for low-cost housing, public services, and low-wage jobs. While they have been receiving humanitarian assistance from UN agencies like UNHCR, UNICEF and WFP, the Lebanese population has been getting poorer. This means that extremely poor Lebanese households may resent Syrian refugees benefiting from the ESSN. A recent nationally representative survey found that the proportion of Lebanese respondents claiming that relations with refugees were “negative” or “very negative” has increased between July 2018 and August 2019.<sup>13</sup>

### *Favouritism*

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There appears to be little discrimination in the beneficiary selection process. While information on sect or religion is not collected by the NPTP, Program staff indicated that they have not received any complaints related to discrimination. However, confessionalism seems to have played a role in the recruitment of social workers. Political, religious or sectoral bias may find its way into the NPTP through this channel.

### *Gender Based Violence - Sexual Exploitation and Abuse / Sexual Harassment*

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This project includes activities that rate as moderate risk of sexual exploitation and abuse/sexual harassment (SEA/SH) due to the high vulnerability of beneficiaries- compounded by poverty and, for many, displacement or refugee status- and thus the high need to access the project benefits. While many of the systems in place to select beneficiaries and distribute benefits are automated or otherwise quite structured, activities that involve a differential of power between project staff and vulnerable women/girl beneficiaries do pose a risk of SEA/SH. Consultations with women and girls have so far been limited, but, when they are carried out, will provide more insight into the context and nature of these potential risks, as well as further ideas to increase the safety of women/girls and ensure their equal access to project benefits. It is worth noting that in 2014, MoSA launched the National Plan which laid the foundation to strengthen government and civil society capacity to successfully address child protection and GBV.

### *Distrust of government*

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The protests that erupted in October of last year were demands for the government to deliver improved economic and social conditions through better governance. They were related to everyday grievances that had been building for years such as electricity shortages, undrinkable water, environmental degradation, and collapsing infrastructure

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*is used “to denote the political system and its functioning, and ‘sect’ and ‘sectarianism’ to denote the specific interests, actions and organization of religious identity-based groups.”*

<sup>13</sup> Government of Lebanon and United Nations. January 2020. “Lebanon Crisis Response Plan, 2017-2020 (2020 update).”

as well as wildfires and a garbage crisis. In this context, the Project could play a role in regaining the people's trust in the government if it is able to deliver well, fast and fairly.

### Weak implementation capacity

The NPTP has suffered from insufficient outreach and communication activities, an informal grievance and redress mechanism, and weak monitoring and evaluation. The ESSN plans to redress this situation by outsourcing these activities to private firms. The Project will also conduct training and awareness raising exercises (e.g. handling GBV related grievances for social workers). Many of the mitigation measures listed below to manage the potential social risks and impacts of the proposed Project depend on these sub-components of component 4. If firms with the skills and experience necessary to implement these sub-components well are unavailable or not hired by the CMU-PCM in a timely manner and the training of Program staff does not take place, some of these potential social risks and impacts will not be managed by the new Project.

## Chapter 7: Mitigation measures

Due to the potential social risks associated with the project as outlined in the previous chapter, this SIA recommends that the Government of Lebanon, under both phases of project implementation and through the CMU-PMU and MoSA implementing agencies hire a qualified Social Safeguards Specialist to i) closely monitor and document on a regular basis the social risks and impacts identified in this assessment and per the World Bank ESF, and ii) successfully implement the mitigation measures listed below.

**It is to be noted that the Government of Lebanon needs to monitor the implementation of the measures as set out in this SIA and update the mitigation measures based on the changing conditions.**

The following mitigation measures are recommended to manage the potential social risks and impacts of the ESSN as outlined in the previous chapter.

**Table 5: Social Risk and Mitigation Measures**

Identified risk	Risk classification	Mitigation measure	Responsible agency	Status	Timeframe
Targeting model	Moderate	Reduce exclusion error by increasing the number of beneficiaries	CMU-PCM <sup>14</sup>	Planned	Year 1
		Monitor inclusion error by ensuring that most of the included non-extremely poor	CMU-PCM	Planned	Year 1

<sup>14</sup> As per the institutional arrangements for this project, the CMU will be the implementing agency for Phase 1 of the project and this will then be transitioned to the Ministry of Social Affairs under Phase 2 of the project

Identified risk	Risk classification	Mitigation measure	Responsible agency	Status	Timeframe
		households are still poor  Plan and implement a new poverty survey	Central Administration of Statistics (CAS)	Initiate	Year 2
Implementation errors	Moderate	Outreach and communication activities, particularly in remote and insecure areas  Explore assistance options with respect to documentation and transport costs  Verification exercise	Outreach/communication firm  MoSA Social workers  MoSA Social workers  Verification firm	Planned  Planned  Initiate  Planned	Year 1    Year 1
Small households	Low	Modification made to PMT to increase their participation in NPTP  Monitor participation in the Program  Suggest relevant social services to vulnerable households	CMU-PCM  Social Safeguard Specialist, M&E firm and MoSA social workers  MoSA Social workers	On-going  Initiate  Initiate	Year 1
Elderly	Low	“Elderly-headed” is included as a variable in the PMT  Monitor participation in the Program  Suggest relevant social services	CMU-PCM  Social Safeguard Specialist, M&E firm and social workers  MoSA Social workers	On-going  Initiate  Initiate	Year 1
Disabled	Low	Included as a variable in the PMT  Monitor participation in the Program	CMU-PCM Social Safeguard Specialist, M&E firm and social workers  MoSA Social workers	On-going  Initiate  Initiate	Year 1

Identified risk	Risk classification	Mitigation measure	Responsible agency	Status	Timeframe
		<i>Suggest relevant social services</i>			
<i>Female-headed households</i>	<i>Low</i>	<i>Included as a variable in PMT</i>  <i>Monitor participation in the Program</i>  <i>Suggest relevant social services to vulnerable households</i>	<i>CMU-PCM</i>  <i>Social Safeguard Specialist, M&amp;E firm and social workers</i>  <i>MoSA Social workers</i>	<i>On-going</i>  <i>Initiate</i>  <i>Initiate</i>	<i>Year 1</i>
<i>Under-represented regions (Mount Lebanon and Beirut)</i>	<i>Substantial</i>	<i>Targeted outreach and communication activities, particularly in remote and insecure areas</i>  <i>Monitor their participation in the Program</i>	<i>CMU-PCM</i>  <i>Outreach and communication firm</i>  <i>MoSA Social workers</i>  <i>Social Safeguard Specialist, M&amp;E firm</i>	<i>Planned</i>    <i>Planned</i>	<i>Year 1</i>
<i>Tensions between refugees and their hosts</i>	<i>Substantial</i>	<i>Outreach and communications activities</i>  <i>Monitor tensions between the two groups and refer to the different modalities for service delivery under component 3 of the project</i>	<i>CMU-PCM</i>  <i>Outreach and communication firm</i>  <i>MoSA Social workers and NGO staff</i>	<i>Initiate</i>    <i>Initiate</i>	<i>Year 1</i>
<i>Favouritism</i>	<i>Substantial</i>	<i>Recruit Program staff based on their CVs</i>	<i>PCM, PCM-CMU and MoSA</i>	<i>Initiate</i>	<i>Year 1</i>
<i>Gender-Based Violence – Sexual Exploitation and Abuse and Sexual Harassment</i>	<i>Moderate</i>	<i>Prepare a GBV Action Plan in line with the World Bank’s Good Practice Note.</i>	<i>CMU-PCM and Social Safeguards Specialist</i>	<i>Initiate</i>	<i>Year 1</i>

Identified risk	Risk classification	Mitigation measure	Responsible agency	Status	Timeframe
		<p>Consider hiring a GBV Specialist</p> <p>GRM will need to provide multiple channels to report SEA/SH, including anonymous reporting, and have the grievances handled by qualified staff in the GRM firm.</p> <p>All social workers and CMU-PCM staff will need to have adequate training on GBV and SEA/SH risks and sign a code of conduct and ensure they understand it.</p>	<p>MoSA</p> <p>CMU-PCM and GRM firm</p> <p>CMU-PCM and GRM firm</p>	<p>Initiate</p> <p>Initiate</p> <p>Initiate</p>	
Distrust of government	Substantial	Outreach and communications as well as GRM	<p>CMU-PCM</p> <p>Outreach and communication firm</p> <p>GRM firm</p>	Planned	Year 1
Weak implementation capacity	Substantial	<p>Hire and oversee firms for GRM, outreach and communications, and M&amp;E</p> <p>Monitor efficient and effective handling of grievances</p>	<p>CMU-PCM</p> <p>Social Safeguard Specialist and GRM firm</p>	<p>Planned</p> <p>Planned</p>	<p>Year 1</p> <p>Year 1</p>

### Chapter 8: Stakeholder Consultations

The World Bank's ESF recognizes the importance of open and transparent engagement between the Borrower or the GOL in this instance and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the social sustainability of the ESSN project, enhance project acceptance, and make a significant contribution to successful project design and implementation. Stakeholder engagement is an

inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project's risks and impacts. Stakeholder engagements should ensure that all vulnerable groups identified in this SIA including women or women groups are consulted in an effective and meaningful manner and their feedback is taken into consideration. As of this writing of this SIA and due to COVID19 restrictions, it was not possible to conduct face to face consultations. As such, several virtual meetings were held via WebEx with the stakeholders throughout the course of the preparation of this SIA (see Appendix E). At these meetings, views on various social risks associated with the current NPTP and anticipated risks under the ESSN were discussed including impacts to vulnerable groups, implementation errors, GBV, implementation capacity, GRM, communications outreach and so on and these were reflected as such in the assessment of this SIA.

It is worth noting that the GoL prepared a preliminary Stakeholder Engagement Plan (SEP) as per the requirements of the World Bank ESF – Environmental and Social Standards 10 “Stakeholder Engagement and Information Disclosure”. This SEP identifies the different stakeholders, both other interested parties and project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. The SEP also describes the timing and methods of engagement with stakeholders throughout the life cycle of the project, distinguishing between project-affected parties and other interested parties. The SEP also describes the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them.

If COVID19 general lockdown restrictions are not lifted at the time when consultations will be conducted as per the SEP, the Government of Lebanon will need to employ alternative means of conducting public consultations by diversifying means of communication and relying more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders. The client also needs to consider employing online communication tools to design virtual workshops in situations where large meetings and workshops are essential. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. For additional information the Client will refer to the World Bank's recent Technical Note on Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings (see Appendix G). The Government of Lebanon will update this SIA during project implementation following inclusive stakeholder consultations within a timeframe agreed with the Bank as per the Environmental and Social Commitment Plan.

---

household size  
household size squared  
number of children 0-6  
number of children 7-14  
number of children 0-6 squared  
number of children 7-14 squared  
female head  
head of household is widow/widower  
head of household age  
number of employed  
number of members with finished primary education  
number of disabled members  
members with health insurance  
total number of WC  
number of rooms excluding kitchen and WC  
floor material: tile  
floor material: marble  
floor material: parquet  
sewage: open sewage system  
sewage: septic tank  
source of drinking water: piped water home  
source of drinking water: tanker-truck  
source of drinking water: other  
source of drinking water: mineral water  
source of drinking water: piped water outside  
car  
flat TV  
air conditioner  
burner with oven  
burner without oven  
dishwasher  
vacuum cleaner  
computer  
mobile line  
Mount Lebanon  
North Lebanon  
Bekaa  
South Lebanon  
Nabatieh

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**Government of Lebanon**

**Presidency of the Council of Ministers and Ministry of Social Affairs**

**National Poverty Targeting Program**

- List of family members and their relationship with the household head:
  - 1- HH head
  - 2- Wife/husband
  - 3- Son/daughter
  - 4- Father/mother
  - 5- Brother/sister
  - 6- Grandmother/grandfather
  - 7- Grandson/granddaughter
  - 8- Son-in-law/daughter-in-law
  - 9- Other siblings
  - 10- Additional member
- Marital status of family member:
  1. Single
  2. Married
  3. Widowed
  4. Divorced
  5. Separated
- Does family member suffer from the following medical conditions?
  1. Neurological-psychological disease
  2. Chronic disease
  3. Incurable disease
- Does the family member currently benefit from any of the following types of health insurance?
  - 1- National social security fund
  - 2- Optional social security
  - 3- Civil servant cooperative
  - 4- Military and security medical insurance
  - 5- Private insurance from employer
  - 6- Private insurance
  - 7- Synergy fund
  - 8- Other
- As a result of a health condition, does the HH members suffer from visual, hearing, mobility, attention, memory, self-caring, or/and speech difficulties?
  - 1- No difficulty
  - 2- Mild difficulty



- 3- Severe difficulty
- 4- Disability
- 5- N.A.
- Does the HH member have a skill or profession that needs to be developed or learnt through training? (for members between the ages of 15 and 45 years)
  - 1- Foreign language
  - 2- Agriculture-livestock
  - 3- Mobile/computer maintenance
  - 4- Hairdressing
  - 5- Sewing
  - 6- Electrical installation
  - 7- Food industry
  - 8- Other
- Does the HH members need assistance to establish freelance work in this field? (for members between the ages of 15 and 45 years)
  - 1- Yes
  - 2- No
- During the last 7 days, did any HH members perform any kind of work, even for an hour (either paid or unpaid, for members above 7 years old)?
  - 1- Yes
  - 2- No
- If Yes, was it paid work? (for members above 7 years old)?
  - 1- Yes
  - 2- No
- If Yes, specify the type of work?
  - 1- Permanent
  - 2- Seasonal
  - 3- Occasional
- If No, is the HH member temporarily absent from work?
  - 1- Yes (not more than 2 months)
  - 2- No (more than 2 months)
- Has any HH members enrolled in any type of educational institution? (3 years old and above)?
  - 1- Yes
  - 2- No, illiterate (10 years old and above)
  - 3- No, read and write only
  - 4- No, never enrolled (3 to 10 years old)
- What is the level of education of HH member (3 years old and above)
  - 1- Kindergarten
  - 2- Primary 1, 2
  - 3- Primary 3
  - 4- Secondary

- 5- University
- 6- Vocational baccalaureate BP
- 7- BT
- 8- TS
- 9- LT
- 10- Undefined educational curriculum
- 11- Special education for disabled
- For HH members currently enrolled in school, specify the kind of school, university, or institute.
  - 1- Public
  - 2- Private
  - 3- Free private
- For HH members currently not enrolled in school (age 4 to 18 years old), specify the reason.
  - 1- Working
  - 2- Health condition
  - 3- Financial reason
  - 4- Repeated school failure
  - 5- No school nearby
  - 6- Finished education
- Dwelling type:
  - 1- Separate house
  - 2- Villa
  - 3- Apartment in a building
  - 4- Apartment in a compound
  - 5- Random house
  - 6- Concierge room
- Dwelling status:
  - 1- Ownership
  - 2- Unfurnished rent
  - 3- Furnished rent
  - 4- Free of charge provided by the employer
  - 5- Free of charge provided by family/friend
  - 6- Confiscation
- Does any HH member own any type of real estate?
  - 1- Yes
  - 2- No
- Vehicle ownership:
  - 1- Car
  - 2- Bus/small van
  - 3- Pick-up truck
  - 4- Motorcycle
- Housing space (in square meters):

- Number of rooms:
- Number of bathrooms:
- Floor material:
  - 1- Marble
  - 2- Parquet
  - 3- Vinyl
  - 4- Flagstone
  - 5- Concrete
  - 6- Other
- Sanitation:
  - 1- Not available
  - 2- Public sewage system
  - 3- Open sewage system
  - 4- Sewage hole
  - 5- Others
- Durable goods ownership:
  - 1- Flat TV
  - 2- Air Conditioning
  - 3- Gas oven
  - 4- Gas without oven
  - 5- Dishwasher
  - 6- Vacuum cleaner
  - 7- Computer
  - 8- Mobile phone
  - 9- Washing machine
  - 10- Refrigerator
  - 11- Dryer
  - 12- Freezer
- Source of drinking water:
  - 1- Extended water network (public/private)
  - 2- Public spigot
  - 3- Tube-well/borehole
  - 4- Protected/non-protected borehole
  - 5- Protected/non-protected spring
  - 6- Stored rainwater
  - 7- Water tank
  - 8- Small barrel on a carriage
  - 9- Surface water
  - 10- Mineral water
  - 11- Refined water
  - 12- Others

الجمهورية اللبنانية

رئاسة مجلس الوزراء ووزارة الشؤون الاجتماعية

البرنامج الوطني لدعم الأسر الأكثر فقراً  
"حلا"

- يهدف هذا البرنامج إلى تحديد الأسر اللبنانية الأكثر فقرًا والتي تعيش ما دون خط الفقر الأدنى لكي يصار إلى تأمين المساعدة اللازمة لها وفقًا للمعايير العلمية وموضوعية محددة.
- يصار إلى الإجابة على كافة الأسئلة من قبل رب(ة) الأسرة أو الشخص المخول.

أنا الموقع (ة) أدناه، أقرب بأن المعلومات التي تقدمت بها في هذه الاستمارة هي صحيحة ودقيقة

التوقيع

الاسم الكامل لرب (ة) الاسرة أو ممثلها

إن الإدلاء بمعلومات غير صحيحة تعرض الأسرة لإلغاء طلبها نهائياً.

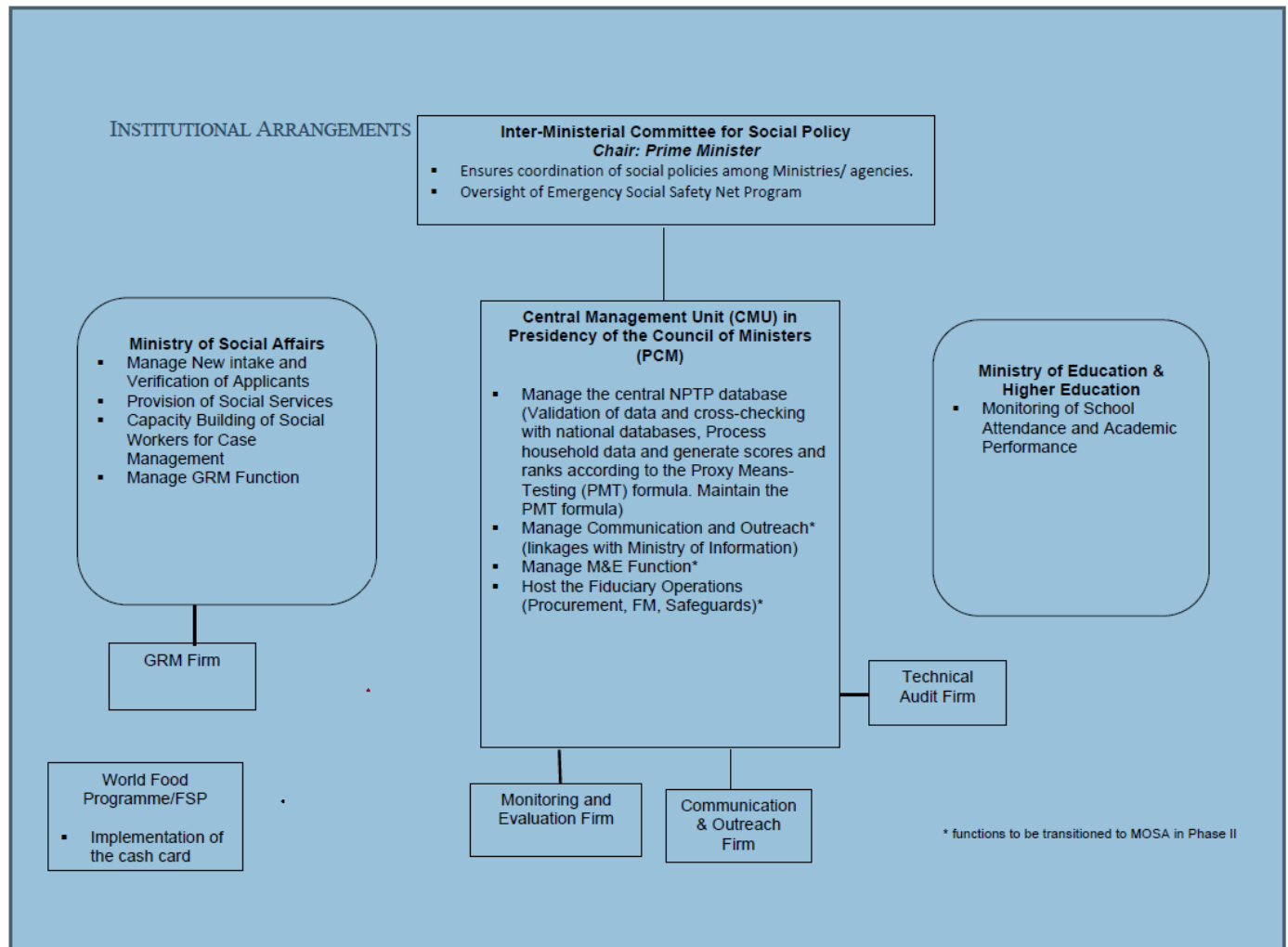
[illegible]



الرقم المتسلسل للفرد ضمن الأسرة	للافراد من عمر ٧ سنوات وما فوق			هل التحق الفرد بأي مؤسسة تعليمية؟ (للافراد من عمر ٣ سنوات وما فوق)	ما هي المرحلة التعليمية التي وصل اليها الفرد؟ (للافراد من عمر ٣ سنوات وما فوق)	للافراد الملحقين بالدراسة حالياً، ما هو نوع المدرسة، الجامعة أو المعهد (للافراد من عمر ٤ إلى ١٨ سنة)	للافراد غير الملحقين حالياً بالدراسة، سبب عدم الالتحاق بالمدرسة (للافراد من عمر ٤ إلى ١٨ سنة)
	خلال الأيام الـ ٧ الماضية، هل قام الفرد بأي عمل أو ولادة ساعة واحدة (سواء كان العمل مدفوعاً أو غير مدفوعاً)	إذا قمت بعمل، هل كان العمل مدفوعاً؟	ديمومة العمل، فقط للأفراد الذين قاموا بعمل				
	نعم كلا	نعم كلا	نعم كلا				
1	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج متخصصة للمعوقين	أنهى تعليمه
2	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية غير محدرة	لا يوجد مدرسة قريبة
3	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	السبب المتكرر
4	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	السبب المالي
5	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	السبب الصحية
6	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	الالتحاق بالعمل
7	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	الالتحاق بالعمل
8	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	الالتحاق بالعمل
9	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	الالتحاق بالعمل
10	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	الالتحاق بالعمل
11	2 1	2 1	3 2 1	نعم	كلا. لم يتلقى أيًا من التعليمات	مناهج تعليمية	الالتحاق بالعمل

هروب الأسرة ←

طبيعة السكن	نوع الإشغال	مساحة السكن	عدد الغرف	عدد الحمامات	أرضية السكن	وسيلة الصرف الصحي العتمدة	مصدر مياه الشفة
1 منزل مستقل	1 ملك	0 0 0	1	0	1 رخام	1 لا يوجد	1 شبكة ممتدة إلى السكن (عامة/خاصة)
2 فيلا	2 إيجار غير مفروش	1 1 1	2	1	2 باركيه	2 شبكة مجاري صحية عامة	2 سبيل ثابت أو حنفية عامة
3 شقة في مبنى مستقل	3 إيجار مفروش	2 2 2	3	2	3 بلاط	3 شبكة مجاري مفتوحة	3 بئر موصول بانابيب (بئر ارتوازي)
4 شقة في مشروع سكني	4 مجاني مقدم من رب العمل	3 3 3	4	3	4 إسمنت	4 جورة صحية	4 بئر (محمي أو غير محمي)
5 مسكن مرتجل	5 مجاني مقدم من العائلة/أصدقاء	4 4 4	5	4	5 تراب	5 وسيلة أخرى	5 نبع (محمي أو غير محمي)
6 غرفة ناطور	6 مصادرة	5 5 5	6	5	6 أخرى		6 مياه المطر المخزنة
7 غيره		6 6 6	7	6			6 صهريج مياه
هل يملك أي من أفراد الأسرة أي نوع من أنواع العقارات؟	ملكية الآليات؟	تلفاز مسطح	مكيف	عينات للطبخ مع فرن	عينات للطبخ بدون فرن	ملكية التجهيزات؟	برميل صغير محمول على عربة
1 نعم 2 كلا	سيارة	غسالة	مكينة كهربائية	كوكوبيوتر	خط خلوي	غسالة	مياه سطحية
	باص - فان صغير	براد	نشافة	ثلاجة		مياه معدنية	مياه معدنية
	شاحنة					مياه مكررة	مصدر آخر
	دراجة نارية						



## *Appendix E: List of Virtual Meetings*

### **March 19, 2020**

Dr Bashir Osmat, Advisor to the Minister, Ministry of Social Affairs

### **March 20, 2020**

Marie-Louise Abou Jaoudeh, Project Manager, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers; and Marie Ghiya, Project Manager, NPTP Unit, Ministry of Social Affairs

### **March 23, 2020**

UNCHR

Ramzi Fanous, Statistician, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers; and Marie-Louise Abou Jaoudeh, Project Manager, NPTP unit, Central Management Unit, Presidency of the Council of Ministers

### **March 24, 2020**

Government of Lebanon and other stakeholders

### **March 26, 2020**

Government of Lebanon and other stakeholders

### **April 3, 2020**

Government of Lebanon, international agencies (UNICEF, ILO, WFP), and donors (EU and Germany) on Component 1 and 2

Government of Lebanon, international agencies (UNICEF, ILO, WFP), and donors (EU and Germany) on Targeting Methodology and Payments/Exchange Rates

### **April 6, 2020**

Ramzi Fanous, Statistician, NPTP Unit Central Management Unit, Presidency of the Council of Ministers; and Marie-Louise Abou Jaoudeh, Project Manager, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers

### **April 7, 2020**

Ramzi Fanous, Statistician, NPTP Unit, Central Management Unit, Presidency of the Council of Ministers

### **April 14, 2020**

Marie Ghiya, Project Manager, NPTP Unit, Ministry of Social Affairs

### **April 27, 2020**

World Bank project team and gender specialists

**April 28, 2020**

World Bank project team, UNICEF, UNHCR and European Union on Component 3



**Appendix F: Cost Breakdown of Cash Transfer to Schools and Households**

Stream	General		Vocational		General		Vocational	
	LL	US	LL	US	LL	US	LL	US
<b>Paid Directly to Schools</b>								
1. School Registration Fees	150,000	75	240,000	120	150,000	75	330,000	165
2. Parents council fees	90,000	45			90,000	45		
3a. Text Books	44,000	22	100,000	50				
<i>A. Total amount paid directly to schools at start of school year per student (1+2+3a)</i>	<i>284,000</i>	<i>142</i>	<i>340,000</i>	<i>170</i>	<i>240,000</i>	<i>120</i>	<i>330,000</i>	<i>165</i>
<b>Paid to Households at the start of the school year</b>								
3b. Text Books					128,000	64	134,000	67
4. School Uniform	36,000	18	22,000	11	100,000	50	100,000	50
5. Equipment							22,000	11
<i>B. Total Amount paid to HHs at start of school year per student (3b+4+5)</i>	<i>36,000</i>	<i>18</i>	<i>22,000</i>	<i>11</i>	<i>228,000</i>	<i>114</i>	<i>256,000</i>	<i>128</i>
<b>Paid to Households every month</b>								
6. Opportunity Cost part Compensation (calculated as 33% of prevailing child wage)	360,000	180	360,000	180	480,000	240	480,000	240
7. Transport Expenses (borne for 9 months)	360,000	180	360,000	180	360,000	180	360,000	180
<i>C. Total Amount paid to HHs in monthly installments over the year per student (6+7)</i>	<i>720,000</i>	<i>360</i>	<i>720,000</i>	<i>360</i>	<i>840,000</i>	<i>420</i>	<i>840,000</i>	<i>420</i>
Amount paid to HHs each month (6+7)/12	60,000	30	60,000	30	70,000	35	70,000	35
<b>Total Payments</b>								
<b>Total Annual Cost per Student (A+B+C)</b>	<b>1,040,000</b>	<b>520</b>	<b>1,082,000</b>	<b>541</b>	<b>1,308,000</b>	<b>654</b>	<b>1,426,000</b>	<b>713</b>
*Cost of text books (3a) is paid directly to schools at the beginning of the school year for ages 13-15.								
**Cost of text books (3b) is paid directly to households at the beginning of the school year for ages 16-18.								
***School registration and parents council fees are costed in LBP and then converted to USD using ER 2000.								
All other expenditures are costed in USD and then converted to LBP using ER 2000.								

## *Appendix G: Technical Note on Public Consultations and Stakeholder Engagement in WB-Supported Operations When There Are Constraints on Conducting Public Meetings*

With the outbreak and spread of COVID-19, people have been advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Countries have taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

These restrictions have implications for World Bank-supported operations. In particular, they will affect Bank requirements for public consultation and stakeholder engagement in projects, both under implementation and preparation. WHO has issued technical guidance in dealing with COVID-19, including: (i) Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response; (ii) Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID-19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

This Note offers suggestions to World Bank task teams for advising counterpart agencies on managing public consultation and stakeholder engagement in their projects, with the recognition that the situation is developing rapidly and careful regard needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

**Investment projects under implementation.** All projects under implementation are likely to have public consultation and stakeholder engagement activities planned and committed as part of project design. These activities may be described in different project documents, and will involve a variety of stakeholders. Commonly planned avenues of such engagement are public hearings, community meetings, focus group discussions, field surveys and individual interviews. With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming compliance with national law requirements, below are some suggestions for task teams' consideration while advising their clients:

Task teams will need to review their project, jointly with the PMUs, and should:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.

- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines. For example, selection of resettlement options by affected people during project implementation. Reflecting the specific activity, consider viable means of achieving the necessary input from stakeholders (see further below).
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

Based on the above, task teams should discuss and agree with PMUs the specific channels of communication that should be used while conducting stakeholder consultation and engagement activities. The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, such as would be the case for Resettlement Action Plans or Indigenous Peoples Plans preparation and implementation, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;
- An appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations. However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, the team should discuss with the PMU whether the project activity can be rescheduled to a later time, when meaningful stakeholder engagement is possible. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

**Investment projects under preparation.** Where projects are under preparation and stakeholder engagement is about to commence or is ongoing, such as in the project E&S planning process, stakeholder consultation and engagement activities should not be deferred, but rather designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs. Some suggestions for advising clients on

stakeholder engagement in such situations are given below. These suggestions are subject to the coronavirus situation in country, and restrictions put in place by governments. The task team and the PMU should:

- Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread;
- Review the draft Stakeholder Engagement Plan (SEP, if it exists) or other agreed stakeholder engagement arrangements, particularly the approach, methods and forms of engagement proposed, and assess the associated potential risks of virus transmission in conducting various engagement activities;
- Be sure that all task team and PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;
- *If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype meetings;*
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements and mail) when stakeholders do not have access to online channels or do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:
  - *Virtual registration of participants:* Participants can register online through a dedicated platform.
  - *Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics:* These can be distributed online to participants.
  - *Review of distributed information materials:* Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.
  - *Discussion, feedback collection and sharing:*
    - ✓ Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this.
    - ✓ Group, team and table discussions can be organized through social media means, such as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.

- *Conclusion and summary:* The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.
- In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project weblinks/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.
- *Engagement with direct stakeholders for household surveys:* There may be planning activities that require direct stakeholder engagement, particularly in the field. One example is resettlement planning where surveys need to be conducted to ascertain socioeconomic status of affected people, take inventory of their affected assets, and facilitate discussions related to relocation and livelihood planning. Such survey activities require active participation of local stakeholders, particularly the potentially adversely affected communities. However, there may be situations involving indigenous communities, or other communities that may not have access to the digital platforms or means of communication, teams should develop specially tailored stakeholder engagement approaches that will be appropriate in the specific setting. The teams should reach out to the regional PMs for ENB and Social Development or to the ESSA for the respective region, in case they need additional support to develop such tailored approaches.
- In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the task team should discuss with the client whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus spread. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

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