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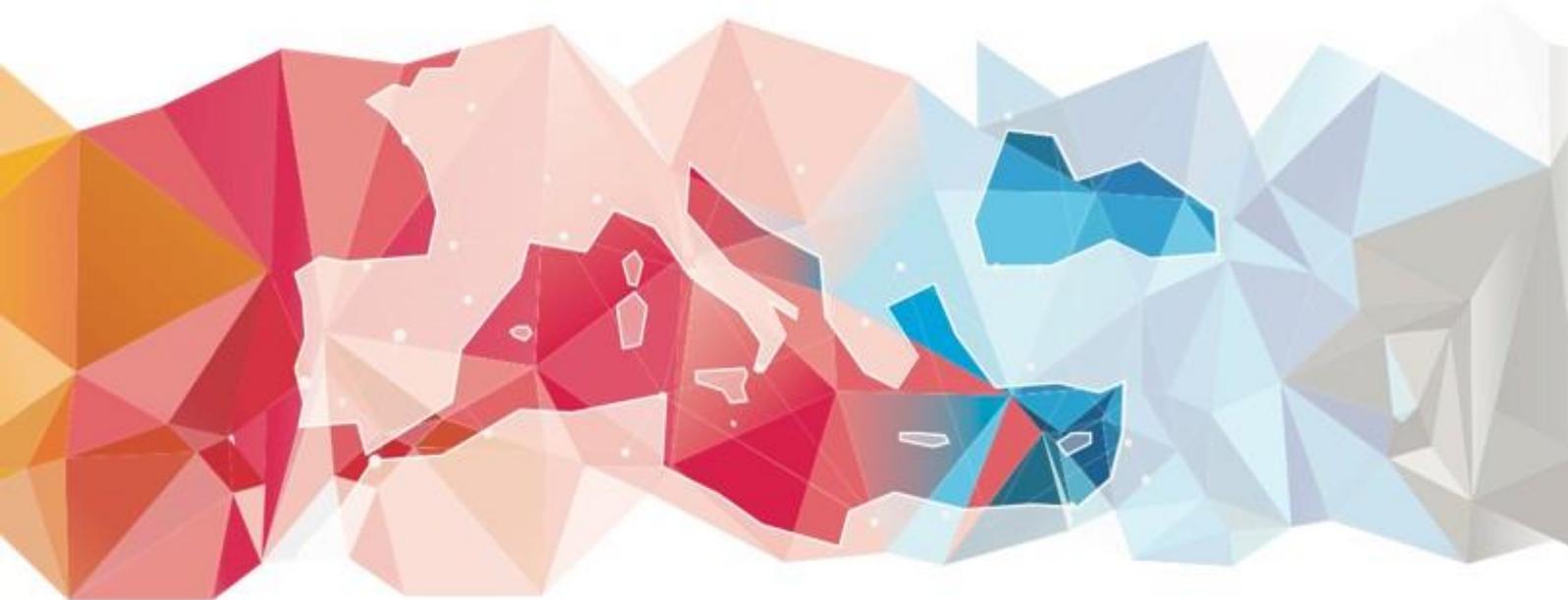


Project for the Strengthening of Lebanese Municipalities' Governance of Migration

This project is co-funded by
The European Union and the Swiss Agency for Development and Cooperation as part
of the "City-to-City Migration in the Mediterranean" (MC2CM) project
And Diputación de Barcelona

Implemented by
United Cities Lebanon/Technical Office for Lebanese Municipalities
In partnership with Diputación de Barcelona

Roadmap





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Preamble

United Cities Lebanon/ Technical Office for Lebanese Municipalities (BTVL) is implementing, in partnership with Diputació de Barcelona, Project for the Strengthening of Lebanese Municipalities' Governance of Migration. This project is co-financed by the European Union and the Swiss Agency for Development and Cooperation in the framework of the project “City-to-City Migration in the Mediterranean” (MC2CM) and Diputació de Barcelona.

The objective is to help the 18 selected Lebanese local authorities develop a common reflection with the local migration actors and concerned national institutions in order to better understand the migration issue at the local level.

The development of this common reflection with the elected local officials of migration and the national institutions is materialized by the definition of the present roadmap which aims at improving the governance of migration at the local level by giving the authorities useful tools and methods to act and by giving them the necessary visibility in the eyes of the national or international authorities in order to find the indispensable support to take the initiative.

To do so, and after this reminder on the roadmap's objective, the aim is to very briefly follow up on the framework in which the Lebanese local authorities are working in order to be able to review the project's methodological aspect and in particular the choices made by the partner authorities and the implementation of the different actions. All this to study the results of these actions and the resulting concrete recommendations so that the work of the Lebanese local authorities can move forward in the field of migration.



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Background

This roadmap intends to meet the needs of Lebanese local authorities which, in a context of economic, social, political and health crisis, are struggling to meet the needs of migrant and refugee populations as well as Lebanese populations.

The lack of coordination between the different stakeholders in migration governance and the lack of clarity around the role of each of them has negative consequences on the management of some municipalities.

Thus, in many Lebanese local authorities, poverty and instability are increasing. This instability produces, at the local level, a sense of insecurity among the Lebanese population, leading to tensions between host communities and migrant and refugee populations and fuelling a negative discourse on migration.

Methodology

In order to draft this roadmap, the project followed the following steps:

Mobilization: city choices

Which 18 Lebanese local authorities were chosen and why? United Cities Lebanon/BTVL has chosen to involve several Lebanese local authorities, municipalities and federation of municipalities, so that the diversity of the situations is representative of the issues specific to each of the territories, but also their common challenges in terms of migration according to the number of inhabitants, urban or rural character, proximity to Beirut or the Syrian border, etc.

Also, in recent years, under the influence of programs implemented by United Cities Lebanon, some local authorities have set up local municipal development offices enabling elected officials to rely on technical skills for the implementation of development projects at the local level. Local development officers are in contact with many civil society organizations and can thus play an important role in the migration governance field. This is why these communities were chosen in particular.



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Once mobilized, i.e. once the project was presented and the partners accepted, each of the 18 communities designated a contact person to monitor the project and ensure the community's participation in future actions.

Online questionnaires: main points

A first questionnaire was then drafted by United Cities Lebanon/BTVL which asked the 18 partner communities to electronically complete it. This questionnaire was completed by 17 communities (see Summary table of communities that completed the questionnaire and their migrant population, p.6) with or without telephone support from United Cities Lebanon/BTVL. This questionnaire made it possible to reflect on migration in the communities, to define the municipalities' role in the field of migration, to determine the actions implemented in the field of migration at the local level, to identify the local and national actors of migration and the needs and challenges of the communities in this field.

A second and final questionnaire, completed by the associative actors and international institutions (see Summary table of the organizations that completed the questionnaire and their field of action, p.7), was also followed up by United Cities Lebanon/BTVL. It has also allowed to draw up an inventory of the actions implemented by the associative actors, the concerned target publics, but above all, the existing (or non-existing) links with the Lebanese local authorities in this framework, the perception of the role of the authorities in the field of migration by the associative actors and the existing or prospective potential for cooperation.

All this information was analyzed and was the basis of the reflection on the program of the three online workshops so that elected officials, local development and police officers of local authorities and representatives of international organizations, local associations and migrant and refugee groups could reconsider their specific needs in the field of migration along with their recommendations and share examples of good practices with Catalan experts.



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Online workshops: discussion of results

As a first step and to follow-up on the first questionnaire, two participatory workshops were organized with Lebanese local authorities: one with elected officials on October 1, 2020 and the other with local development officers, municipal police officers and their representatives on October 2, 2020. These workshops aimed at presenting the questionnaires' results, sharing examples of good practices with Catalan experts in the field of migration corresponding to the points of interest/needs identified by the Lebanese local authorities in the questionnaires, exchanging around the actions already implemented by the authorities in Lebanon and seeing to what extent these examples can be reproduced, amplified and perpetuated.

Just like the Lebanese local authorities, the associative actors filled in a questionnaire specific to them. The results of this questionnaire allowed for a comparative analysis with the results of the first questionnaires and for the programming of a third workshop for local associations, NGOs and representatives of migrant and refugee groups. This third workshop, held on the 24th of November, complemented the work undertaken with Lebanese local authorities in order to see what are or could be their links and coordination with Lebanese local authorities in the field of migration and to identify the potential tools and methods that could jointly empower them in this field. It was also an opportunity to share examples of good practices with the Catalan partners.

The national conference: presentation of the roadmap

Finally, the national conference concludes and makes visible the work done during this project with and for the Lebanese local authorities. All participants representing the target groups of the participatory workshops and national and international institutions are invited to participate in this conference in order to present and validate the roadmap, to strengthen the dialogue between the different stakeholders in the field and to consider the creation and implementation of one or more tools and methods suggested at the end of this roadmap.



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Summary table of the communities that have completed the questionnaire and their migrant populations

Community	Type		Nb. of inhabitants	Region	Characteristic	Nb. of migrants and refugees
	Mun /	Union				
Menjez	x		1,600	Akkar	Rural tendency	600 displaced Syrians in July 2020
Houmal	x		3,500	Mount Lebanon	Urban tendency	<i>No information</i>
Antoura	x		4,000	Mount Lebanon	Rural tendency	Approximately 100 migrants or refugees
Jeita	x		7,000	Mount Lebanon	Rural tendency	919 displaced on February 29, 2019
Hammana	x		10,000	Mount Lebanon	Rural tendency	1,200 refugees
Al Qaa	x		15,000	Baalbeck-Hermel	Urban tendency Syrian border	30,000 Syrian refugees
Brital	x		22,000	Baalbeck-Hermel	Urban tendency	12,340 Syrian refugees in 2016 – 6,600 in 2020
Hasbani		x		Nabatiyeh	Rural tendency	7,500 refugees
Chouf Soueijani		x	37,900 (seasonal residents 51,250)	Mount Lebanon	Rural tendency	3,000 refugees
Furn el Chebbak	x		65,000	Mount Lebanon	Urban – Beirut periphery	500 displaced persons and refugees
Sin el Fil	x		100,000	Mount Lebanon	Urban – Beirut periphery	Approximately 5,000 to 6,000 displaced persons
El Qalaa		x	100,000	Nabatiyeh	Rural tendency	8,000 refugees
Jdeideh-Bouchrieh-Sidd	x		150,000	Mount Lebanon	Urban – Beirut periphery	By the end of 2018, about 10,000 migrants and refugees, particularly of Syrian and Iraqi origin.
Kessrouan Ftouh		x	200,000	Mount Lebanon	Urban tendency	51,824 refugees in 2017
Saida	x		250,000	South Lebanon	Urban	100,000 Palestinians (Ain El Helwé Camp) and 3,500 Syrian refugee families
Tripoli	x		700,000	North Lebanon	Urban	30,000 Palestinian refugees and 96,229 Syrian refugees
Beirut	x		800,000	Beirut	Urban	<i>No information</i>
TOTAL	13	4				



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Summary table of organizations that completed the questionnaire and their area of action

Organization	Status	Area of action	Field of action in Lebanon
IOM	International organization	National	Direct financial support to associations
AMURT Lebanon	Indian NGO operating in Lebanon	Mount Lebanon, Beirut	Accessibility of education for children, media training, resumption of studies program, psychological support
AMEL	Lebanese association	Mount Lebanon, Beirut, South Lebanon, Nabatiyeh, Beqaa, Baalbeck-Hermel	Multi-sectorial health, education, protection, training and food security program
IECD	French association operating in Lebanon	Mount Lebanon, Nabatiyeh, Beqaa, Baalbeck-Hermel	Youth and adult training, inclusive education, support for professional integration
AVSI	Italian NGO operating in Lebanon	Beirut, Mount Lebanon, North Lebanon, Akkar	Informal education for Syrian children, training and job placement assistance for adolescents and adults.
KAFA	Lebanese NGO	Beirut	Services to migrant domestic workers who are victims of violence, advocating in their favor, legal and social support, psychological follow-up, training and awareness-raising on these issues.
CARE International	American NGO operating in Lebanon	Akkar, North Lebanon, Mount Lebanon, Beirut, South Lebanon	Supporting Syrian refugees and Lebanese host communities affected by the crisis, direct provision of water, sanitation, non-food products and cash support
World Vision Lebanon	International humanitarian NGO	Beirut, Mount Lebanon	Advocating for the recognition of migrants' rights, supporting the integration of the youth in particular
Coordination committee BH/SEF	Grouping of 21 Lebanese associations and 2 social development centers	Mount Lebanon	School reinforcement, psychosocial support, vocational training, awareness campaigns, health services



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Challenges identified in the field of local migration

In this section, we return to the main challenges raised by Lebanese local authorities as well as Lebanese and international associations and collectives to improve the local governance of migration, be it in the questionnaires or during the workshops.

This section also suggests the integration of examples presented by the Catalan partners during the three participatory workshops in order to illustrate the purpose and to shed light on municipal action in Lebanon.

Ambiguity in the definition of terms

The lack of clarity in terms of terminology in the field of migration has highlighted a lack of knowledge of international regulatory texts and of the very definition of certain terms. This roadmap therefore suggests to briefly review the existing international regulatory texts on migration and to clarify the difference and definition of terms like “migrant” and “refugee”.

Two international texts exist in this regard: the Compact on Refugees and the Compact for Migration (or Compact for Safe, Orderly and Regular Migration). Both texts derive from the New York Declaration of September 2016 and were adopted in December 2018. Although they are not legally binding, Lebanon is a signatory to these Compacts¹; it is therefore important to briefly know their content and purpose.

The Global Compact for Migration

“The United Nations Global Compact for Migration was formally approved in December 2018 in Marrakech. It is based on the recognition that migration is an integral part of globalization, linking societies within and across regions and making us all countries of origin, transit and destination. We recognize the importance of our continued international efforts to deepen our knowledge and analysis of migration, recognizing that improved policies for sustainable development for all can be more easily achieved through a common understanding of the situation.

The Global Compact for Migration is based on values, such as state sovereignty, shared responsibility, non-discrimination and human rights, and recognizes the need for a cooperative approach to maximize the overall benefits of migration, while taking into account the risks and challenges that migrants and communities in countries of origin, transit or destination face.”



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URL: <https://refugeesmigrants.un.org/fr/pacte-mondial-pour-les-migrations>

The very existence of these two texts already highlights a difference between “migrant” and “refugee”, the definition of which is as follows:

“Refugees are persons who are located outside their country of origin because of fear of persecution, conflict, generalized violence or other circumstances that have seriously disturbed public order and who, consequently, require international protection.”

“Although there is no formal legal definition of an international migrant, most experts agree that an international migrant is a person who changes their country of habitual residence, regardless of the reason for migration or legal status. As a general rule, a distinction is made between short-term and temporary migration, covering movements lasting between three and twelve months, and long-term or permanent migration which refers to a change of country of residence for a period of one year or more”.

This directly refers to the results obtained in the questionnaires and to the identified causes of the migration of foreigners present on the Lebanese territory. According to 100% of the Lebanese local authorities that filled in the questionnaires, the migration of foreigners in the country of residence is not a problem. According to 100% of the Lebanese local authorities that answered the questionnaire, migration is rather associated with economic and political reasons. 65% of them also mention safety reasons, which are eminently linked to the political situation of neighboring countries, namely the war in Syria. It should be noted here that the remaining 35% do not associate migration with a safety problem.

The Global Compact on Refugees

“The Global Compact on Refugees, approved on December 17, 2018, is intended to provide the basis for predictable and equitable sharing of the burden and responsibility, while bearing in mind that a satisfactory solution to refugee problems cannot be achieved without international cooperation.

The four core objectives of the Global Compact are:

- Alleviating pressure on host countries;
- Strengthening the autonomy of refugees;
- Expanding access to solutions in third countries;
- Fostering conditions for a safe and dignified return to countries of origin.

It provides governments, international organizations and other stakeholders with a comprehensive plan to ensure that host communities get the support they need and that refugees can lead productive lives.”



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URL : <https://www.unhcr.org/fr/vers-un-pacte-mondial-sur-les-refugies.html>

Lack of a national legislative framework

Firstly, the major challenge of local action for migrant and refugee populations in Lebanon remains the lack of positioning of the Government on the subject and thereby a lack of legislative framework. Indeed, the results of the questionnaires have highlighted that only the municipalities of Beirut, Jdeideh, Brital, Saida and Al Qaa know the national legislation in this regard. A legislation that relates to the law on foreigners (Law of July 10, 1962 regulating the entry and stay of foreigners in Lebanon along with their exit). This shows how vague the government's position is in terms of migrants and refugees. There is no real national legislative framework.

What can be expected from a national legislative framework? In Spain, a national legislation on migration was put in place thanks to a first law, as early as 1985, when the country entered the European Union. This law on the rights and freedoms of foreigners was updated in 2000 to include more of a social dimension. Within this framework, Spanish cities have been able to create reception and resettlement plans. These plans, created at the local level, are intended to respond to the impact and needs generated by immigration, especially in Catalonia. They concern issues such as health, education, etc. and are therefore framed by the national legislation.

Role of Lebanese local authorities

With regard to their own role in this framework, the authorities refer to the Municipalities Act No. 118/1977. This law does not directly mention migrants and refugees but is not restrictive and applies to the population living in the territory of the municipality. It therefore serves as a framework for municipal action without precisely describing the role of municipalities in this field.

We notice here the relative absence of federation of municipalities, which are often outside everything related to the field of migration. This can be explained partly by the relative novelty of federation of municipalities in Lebanon. Far from being proof of the lack of political will at the level of the federation of municipalities, this proves that action in the field of migration is currently and generally speaking limited to municipalities only. It is indeed a work that requires a strong knowledge of the field and for which the municipal level is surely the most appropriate.

Having only the municipal law as a framework for action, local action in the field of migration therefore consists of actions integrated into local policies dedicated to other fields of action (housing, health, education, etc.), which explains why there is no migration policy per se.



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Needs of Lebanese local authorities

Aside from the fact that authorities find it difficult to situate themselves within the legislative framework that governs local action in the field of migration, what are the obstacles to the implementation of local policy?

First of all, one should highlight the relative lack of knowledge in terms of the number of “migrant” and “refugee” people. This makes any projection and implementation of a local political strategy difficult. Indeed, there is no automated census procedure, and their recurrence varies from one community to another and from one year to the next. The figures used also vary over time, although there is currently an overall decline in the number of migrants and refugees. Similarly, local, international and collective associations working in this field have very little access to data. There is a significant lack at this level.

Secondly, this field of action may not be a priority for some municipalities, due to the political stakes being too high. Nevertheless, authorities are ready to act in this field. 65% of Lebanese local authorities regret not having sufficient human resources, 71% point out the lack of technical resources, and 76% explain that the current financial resources are too low. The 3 types of resources being strongly linked.

This is why, in order to act in this field, the authorities indicated that they need:

- Training for municipal staff (94%),
- Financial assistance (88%),
- Technical support from local associations (71%),
- Political support from the Government (35%).

Within this framework, 8 out of the 9 associations and institutions that filled in the questionnaire expressed their willingness to support Lebanese local authorities to act in this field. 62% suggest training staff and elected officials and 87% suggest carrying out actions to raise awareness among agents and the population. 25% offer technical support to the agents, particularly in the reflection on an action plan and its implementation.

This staff training could meet a lot of expectations because in only one third of the authorities that responded there is a department or person in charge of migration issues. Moreover, only 60% of these people have received training that is not necessarily directly related to local governance of migration. The role of these persons or services in charge of migration issues varies greatly: half have more of a coordinating role, a quarter are responsible for carrying out the action and a last quarter are more responsible for monitoring/evaluating the implemented actions.



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Within this framework, the municipal police officers have a predominant role. They are mobilized in the field in 94% of cases. They identify, inform and mediate, but their main prerogative remains control. Indeed, in the collective imagination, the work to be carried out with migrant and refugee populations is mainly a security action. As indicated in the introduction of this project, the important number of refugees on the Lebanese territory sometimes creates a certain imbalance with the local population and creates mistrust between the populations. A climate that needs to be calmed, but in which the first and current response is generally secure. However, it should be noted that, currently, 82% of the operational municipal police officers have not received any particular training in the field of migration or at least in the approach to adopt in order to mediate and defuse potential conflicting situations. This is why they coordinate their action mainly with the Internal Security Forces and the Lebanese army, and even with local associations and international organizations.

Communication and coordination between local and (inter)national actors

A last point allows us to return to the multi-level cooperation and coordination links that exist between actors in the field of migration. The percentages indicated here reflect the opinion of the 17 Lebanese local authorities.

Aside from the Lebanese local authorities, the following actors are involved in the actions carried out locally in the field of migration. Nevertheless, for those indicated in blue, their coordination with the community is weak to nil:

- 65% Local associations and NGOs
- 59% Decentralized governmental services (20% the social services centers of the Ministry of Social Affairs)
- 59% Internal Security Forces
- 53% Ministries (33% Ministry of Social Affairs, 12% Ministry of the Interior and Municipalities, 45% unspecified).
- 53% Army
- 59% International organizations
- Low to no communication with the community regarding local actions in the field of migration.
- 47% Migrant and refugee group
- 47% Private companies
- 47% Decentralized cooperation partners



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The relationship with the Government (or decentralized Governmental services) is limited to the request for information from the Government to the local authority in 71% of cases. Conversely, 30% of local authorities have already asked the Government to take action without specifying whether this has been successful.

The relationship with local associations and NGOs on the one hand and international organizations on the other hand is important and well developed. Among the 9 associations, institutions and collectives that responded, 77% are in contact with the municipality and 33% are in contact with the federation of municipalities. Most of these contacts were initiated by the associative actor. When communication exists, it is judged to be good, or even very good, and the point of contact is generally the Mayor, the President or a local elected official. However, there is no regular follow-up, which hampers the coordination of efforts to implement actions. Thus, if the associative actors are used to hold regular meetings to deal with migration-related issues, this is less obvious for the Lebanese local authorities, which are only 35% to do so.

However, these two types of actors say they are ready to develop links between them in order to have local political support, to avoid conflicts with the Lebanese population, to have access to a database on migration and to reach more migrant and refugee populations. This would allow local authorities to be more active in the field of migration instead of only being kept informed of the actions implemented by civil society actors, etc.

Development of an action plan and implementation of recommendations

The results of the questionnaires and exchanges during the workshops allowed us to make proposals of recommendations to which we associate in this roadmap an action plan to guide the Lebanese local authorities to act in the field of migration. These proposals are based on the idea that all the questioned local authorities wish to be more involved in actions/projects in the field of migration on their territory.

The ambiguity in terms of the definition of terms specific to migration should be somewhat dispelled thanks to the definitions that have been given within this roadmap. Moreover, it is not the responsibility of local authorities or local associations to specify these definitions in order to adapt them to the Lebanese context, but rather to the



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Lebanese Government itself through the establishment of a national legislative framework regarding migrant and refugee populations.

However, if the below recommendations are addressed to the Lebanese communities, the Government should also, at the same time, consider setting up an interministerial commission that brings together the representatives of the different Lebanese ministries concerned with the management of migrant and refugee populations in Lebanon, as well as the representatives of the decentralized services, the communities, the army, the police forces and the associative representatives. The objective is to map out all the actors who can act in this field and to clearly identify the role of the Lebanese communities in this framework and the assistance that the Government undertakes to provide them with. The Government may also consider a database shared with all the actors involved.

This commission could meet annually in order to amend the prerogatives of the communities and the resources allocated, and to define the strategic lines of work at the national level and, consequently, to influence the local political strategies that will be applied.

PROPOSAL OF AN ACTION PLAN FOR LEBANESE LOCAL AUTHORITIES IN THE FIELD OF MIGRATION

1- Improvement of the role of Lebanese local authorities in the field of migration

n°1: Setting up **a local political strategy in the field of migration** at the level of each municipality and federation of municipalities (objectives, actors involved, duration, available means),

by adopting a participatory approach with local associations dealing, among others, with migrant and/or refugee populations in the definition of objectives.

n°2: Developing **a computerized database**, within municipalities, and powered by the Lebanese local authorities, which will be based on population and housing surveys or on administrative data (e.g. administrative procedures to register foreigners or grant them a residence permit, in particular work visas or study permits).

The creation of the computerized database will make it possible to identify and analyze the migrant population and migratory flows (their numbers, activities, origins, etc.) in order to better understand and apprehend their needs, and to develop and



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implement plans and projects that meet their needs, and thus guarantee social peace in Lebanon and maintain a positive economic dynamic.

n°3: Creating **an information desk** within the municipalities to inform migrant and refugee populations about their rights, the steps to be taken to get papers, to find work, to send a child to school, to get information about Governmental services, NGOs and local associations, etc. (cf. Example to retain, p.16).

These physically accessible information desks could be set up within the local development offices that already exist in several Lebanese local authorities, or could be created ex-nihilo in communities that do not have this type of office. It would not constitute a separate service from the rest of the municipality, but rather a desk that opens according to time slots defined by the municipality and with agents dedicated or not to this desk only.

n°4: Providing **training**, in partnership with international organizations and local associations, involving **municipal staff, representatives of associations and representatives of migrant and refugee groups** so that each has the opportunity to get to know the other and be able to understand their respective needs and obligations. The trainings could deal with general themes that concern all of the municipalities and then further explored according to the specificities and challenges of each municipality.

The trainings could involve the following themes: conflict mediation, cultural diversity (religion, traditions, basic lexicon, etc.), migrant workers' rights, gender equality (cf. Example to retain, p.16), the fight against precariousness (food, housing, employment), the functioning of the information desk. Trainings concerning the notion of community policing could be addressed to municipal police officers.

n°5: Provide **technical support to municipal agents**. This technical support can be in several formats: support for data collection, for the development of local strategies, for the organization of participatory workshops with migrant and refugee populations.

n°6: Organizing, in coordination with the associative actors, **thematic awareness campaigns** for the Lebanese and migrant and refugee populations on the themes of cultural diversity and its positive contribution to society (religious festivals, traditions, etc.).

This work could be based on the long experience of Lebanese and international associative collectives to organize events such as round tables, photo exhibitions, etc.



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n°7: Creating **a national welcome guide** for migrant and/or refugee populations in order to make public services known, to transmit emergency numbers, to promote coexistence (cf. Example to retain, p.16) accessible online and at the municipality's information desk.

This document, written with the support of local associations, should be succinct and provide useful information for the target population in the most graphic way possible.

To facilitate the reading and the understanding of the information given, this guide written in a simplified language with illustrations. This document must also be translated into all the languages spoken by the migrants in Lebanon.

This document can be completed and used by municipalities by adding specific details to their territory.

2- Improvement of communication and coordination of local and (inter)national actors

n°1: **Bringing together the Lebanese communities** so that they are **well represented before governmental bodies and the civil society** when it comes to migration-related issues.

This collective could be the Committee of Lebanese Mayors. It would be represented in the pre-existing Migrant Workers Coordination Group (MWCG) of the International Organization for Migration (IOM). Thus, this group would integrate on its platform representatives of local authorities, which would allow to circulate information to other municipalities but also to lobby Government and civil society representatives to advocate for the implementation of actions for and/or with migrant and refugee populations. It would also contribute to developing a national strategy or policy in the field of migration in Lebanon.

n°2: Creating **communication/coordination tools** in between local authorities and governmental institutions such as the Ministry of Interior and municipalities, the Ministry of Social Affairs and its affiliated Social Development Centers on the one hand, and in between local authorities and associative partners on the other hand. E.g.: A platform could be created to keep all the relevant actors concerned by the field of migration informed of the situation of migrants in Lebanon, the organization of meetings involving the theme of migration, and the good practices that are being implemented. A discussion forum could also be created in order to share any relevant



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and useful information on the subject of migration (new regulatory text, census data, etc.).

n°3: Organizing, in coordination with the associative actors, **annual national meetings** to make an assessment of the year on the evolutions in terms of migrant and refugee populations on the Lebanese territory, the implemented projects, the new regulatory texts in force and the actions to come in order to inform all the actors working in the field of migration in Lebanon, to sensitize the Lebanese Government to the local situations and to advocate for the local authorities towards the donors.



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EXAMPLE TO RETAIN: The creation of information desks

CIES Onlus Tunisia section, I-Migr project (MC2CM)

Setting up information and orientation desks for migrants (GIOM): in direct contact with applicants or in digital format. The objective of these desks is to help the migrant population better integrate in the host cities through a better knowledge of their rights as well as the services that could cover their basic needs and thus improve their quality of life.

CIES Onlus – Tunisia Section: www.cies.it

EXAMPLE TO RETAIN: Municipal police, community policing

City of Terrassa

Community policing ensures safety and prevention by patrolling the streets. The objective is for police officers to be in daily contact with citizens, the different civil society actors, including migrant and refugee populations, and to detect requests and problems in the streets, preventing incidents and intervening directly if necessary. All this is done by walking and patrolling daily, while developing routines at key points in the neighborhood (school entrances and exits, etc.) and organizing periodic meetings with neighborhood, business, sports and cultural organizations, etc. to exchange information and follow up on security issues.

Ajuntament de Terrassa: <https://aoberta.terrassa.cat/>

EXAMPLE TO RETAIN: The creation of a welcome guide

Diputació de Barcelona

The idea of the developed guide allows for the accompaniment of migrant populations to the competent services. It is produced in a simple and graphic way and gives basic information such as essential numbers, the address of certain services or help for children's schooling or job search.

Diputació de Barcelona: <https://www.diba.cat/>



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