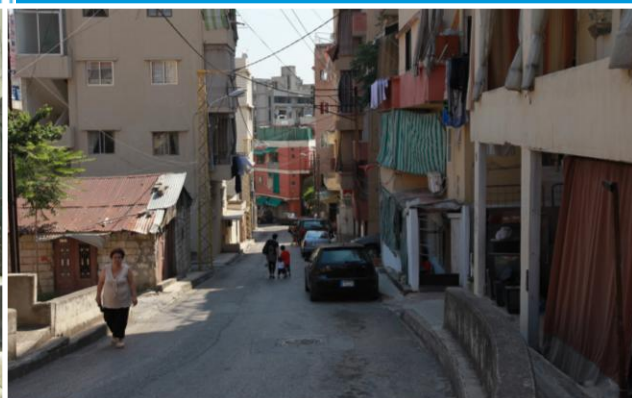




SAFE AND FRIENDLY CITIES FOR ALL



Baseline Study: Safety and Security in Beirut City

22/05/2013

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LIST OF ACRONYMS

ADP	Area Development Program
CoE	Center of Expertise
FGD	Focus Group Discussion
TOR	Terms Of Reference
UN	United Nations
UN-Habitat	United Nations Human Settlements Programme
UNICEF	United Nations International Children’s Emergency Funds
WV	World Vision
WVL	World Vision Lebanon

FOREWORD

Recognizing the urgency of responding to the challenges of urbanization and the changing configuration of cities, a number of promising initiatives have emerged over the past decade. UN-Habitat have been supporting and empowering local authorities and communities by promoting urban planning, management, and responsive governance structures that would reduce regional disparities and the social divide.

With the collaboration of other UN agencies, namely UNICEF and UN-Women, UN-Habitat was able to develop new strategy, whereby public safety and security, mainly for women, youth and children, are being directly associated with the access to sufficient basic urban services. This collaboration which focused on innovative approaches to violence reduction, improved well-being and fulfillment of rights in at-risk areas, has led to the implementation of a joint initiative entitled “Safe and Friendly Cities for All”.

The 1st phase of the five-year initiative intended to extend support to 8 cities; Greater Beirut (Lebanon), Dushanbe (Tajikistan), Metro Manila (Philippines), Marrakesh (Morocco), Nairobi (Kenya), Rio de Janeiro (Brazil), San Jose (Costa Rica) and Tegucigalpa (Honduras).

It is important to note that the Municipality of Beirut has shown high commitment throughout the implementation process of the 1st phase of the initiative. To achieve better results, and based on their vast experience within the selected communities, two NGOs were commissioned to undertake the fieldwork, working closely and directly with community members, mainly women, children and youth. The NGOs are: Makassed Islamic Welfare Association and World Vision – Lebanon.

This report details the findings of the 1st phase of the initiative that was undertaken in four vulnerable neighborhoods within the City of Beirut; Karm el Zeitoun, Nour Hagein, Sabra and Tamlees. Those neighborhoods were selected in collaboration with the Municipality of Beirut and based on a quick field assessment.

The report is divided into two sections with an executive summary. Each section provides details on the findings of the survey conducted separately by the NGOs in two neighborhoods. The sections also include the elaborated 5-year action plans for each neighborhood and the way forward.

EXECUTIVE SUMMARY

1. BACKGROUND

Safe and Friendly Cities for All” is a joint program implemented by UNICEF, UN-Habitat and UN-Women. The five-year program shall extend support to eight cities. Beirut was selected as one of those eight cities to take part in this initiative during the first pilot stage.

The programme envisages covering more cities as it progresses and replicable models are identified and shared.

During the first phase of implementation, the project seeks to increase safety, reduce violence and improve quality of life for women, youth and children in public settings in some areas of Beirut. This shall be accomplished through strengthening the capacities of local and national governments as well as other actors in selected areas.

In close cooperation with Beirut Municipality, the proposed joint project intends to work in 1 or 2 clusters of selected ‘vulnerable” poor urban neighborhoods in Beirut in order to respond to the immediate needs of accessing services, promoting safety and address issues related to violence.

The first step for selecting the areas of operation was to come out with a rapid profiling covering seven poor communities and informal settlements in Beirut. The objective of the rapid profiling is to validate findings of the desk review and increase knowledge on the neighborhoods.

The findings of the rapid profiling were submitted and presented by the joint programme to the Beirut Municipality Council and the four most impoverished neighborhoods were selected: “Karm El Zeitoun”, “Nour Hagein”, “Sabra” and “Tamlees”.

The adopted methodology entitled the involvement of two institutions that have vast field work experience within the selected communities; Makassed Association, and World Vision, Lebanon.

2. METHODOLOGY

To come out with the 5-year action plan, a baseline survey was conducted to identify how residents of selected neighborhoods perceive public safety and security. The survey involved two types of data collection methods; quantitative and qualitative.

2.1 Qualitative method

Household Survey

A household survey was conducted to collect information on the perception of women who are permanent residents of targeted neighborhoods.

- The first step included identifying the boundaries of the regions and conducting a quick count of the households in the identified neighborhoods.
- The second step included calculating the sample size proportional to the total household count.
- The third step included randomly selecting the specific households through a systematic random sampling method.
- The fourth and last stage included collecting the data from the randomly selected households. The respondents were women aged above 18 years old, who were the care givers in the house, and who were permanent residents of the two areas.

The data for the household survey was collected using an originally constructed Arabic questionnaire that included five main sections: Demographical information, leisure time, living environment, abuse and harassment, and preventive measures. Prior to data collection, the questionnaire was pilot tested and questions were edited accordingly.

Street Survey

A street survey was used to collect data from women who are **non-residents of targeted areas**. The survey was conducted only with women (Lebanese and non-Lebanese) who were selected from the street based on convenience. In order to minimize the bias in selecting respondent in the street, the interviewers were instructed to select every fifth woman they encounter in the street.

Data for the street survey was collected using an originally constructed Arabic street survey that included three main parts: Demographics, experience with abuse and harassment, and protective measures. Similar to the household survey, the street questionnaire was pilot tested and questions were redrafted accordingly.

2.2 Qualitative method

Qualitative methods focus “on words rather than the quantification of data collection and analysis” (Bryman, 2008). Qualitative methods are usually used to generate data on perceptions, opinions, and sentiments. For the purpose of this baseline study, two types of qualitative data collection tools were used: Focus Group Discussions (FGDs) and in-depth interviews.

FGDs

FGDs were used to generate data about the perceptions of youth and children on safety and security that will complement the data collected from women. In specific, minimum two FGDs

were conducted in each neighborhood; 1 with youth and 1 with children. Participants were selected through contacting schools NGOs, and political parties in both regions. The FGDs with youth included young women and men aged between 15 and 22 years old. The FGDs with the children included young girls and boys aged between 9 and 14 years old. The FGDs were guided by a pre-set question guide. FGDs took between an hour and an hour and half, and were conducted in a private comfortable place in the local communities.

Key In-depth Interviews

To form a holistic understanding of security and public safety situation, in-depth interviews with key informants were conducted in both areas. The interviewees were selected based on the results of a quick mapping exercise that resulted in identifying the main key players in each area. The flow of the interviews was guided by an originally constructed interview guide. The interviews lasted for an hour and were conducted in the offices of the stakeholders according to their availability.

Facilitator/Interviewer

The FGDs and in-depth interviews were facilitated by the primary research consultant. In some cases, she was helped by a note taker. The discussions were audio recorded after all participants provided their approval. In case the discussion was not recorded, running notes that cover the main points were taken.

3. SUMMARY OF KEY FINDINGS

3.1 Karm el Zeitoun

The results of the baseline study show that security issues are much more of a concern than safety and the provision of urban services in Karm el Zeitoun. The following will present the main findings related to the perception of urban services in the area and security concerns:

Perceptions of urban services and safety

The data collected from all sources in Karm el Zeitoun indicate that most of the urban services are present but in need of further attention. Such analysis was specifically pertinent to the status of lighting, electricity services, quality of water, and waste water.

With respect to lighting, the majority of the women thought that the region is lit in the daytime and nighttime, and is generally safer than neighboring areas. The youth and children, on the other hand, identified specific spots in Karm el Zeitoun which are either not lit at all or weakly lit. Moreover, the electricity service situation in Karm el Zeitoun seemed to follow the same pattern as in other areas within Greater Beirut, where it was provided for a total of 21 hours per day. While the duration of electricity services was perceived to be acceptable, the fluctuation in the power and intensity of the received electricity was perceived to frequently damage the electronic household appliances.

With regards to the water service, the area didn't face shortage, as water was reported to be supplied every other day. Contrary to the supply, the quality of the water was perceived to be problematic. The data show that some of the women preferred not to use the water for drinking as it was perceived to be salty, smelly and turbid. In reference to the condition of the waste water system, the majority of women did not report suffering from problem related to the sewage system at their household. However, the flood of the streets with sewage was reported to be the most recurring problem.

The inadequate physical infrastructures, together with the lack of public spaces, were highlighted as salient concerns. As an old area that hasn't undergone significant rehabilitation, the houses were perceived to be old and weakly maintained. Interestingly enough, the data shows that the opinions of the local women countered than of the stakeholders and the youth. While only a third of the women reported that their house needs rehabilitation and repair of the windows/ceilings/roofs, all interviewed stakeholders and youth perceived most houses to need major maintenance. The latter group perceived the houses to be at the edge of falling down if not quickly maintained. Along the same line of thought, all the stairs in the area were reported to be in a very bad condition and in urgent need of maintenance. Such state was perceived as a threat to the safety of locals, specifically the elderly who might slip and fall down while using the stairs. Finally, the results brought forwards the lack of a public safe place for children to play and absence of a parking space as two of the most important problems in the area.

Security

The findings show that the security situation was differently perceived by the participants. On the one hand, the data collected through the household survey show that the local women perceive Karm el Zeitoun to be safe and secure. On the other hand, the findings of the street survey with the non-local women, coupled with the discussions with children and youth, show that the area is not completely safe.

In specific, the majority of local women perceived the area to be safe during the day and during the night. The non-local women together with children and youth disagreed and ranked the presence of drunken people as the main reason for insecurity in Karm el Zeitoun.

The findings show that the other forms of security instigating events include oral intercalation, mugging, and physical fights. Of particular importance, the study highlighted communal tension as the most instigating factor to affect safety and security in the area. The communal tension came in two forms: Lebanese-non-Lebanese, where the non-Lebanese were perceived as the reason for high level of substance abuse, conflicts, and prostitution, and Lebanese-Armenian-Lebanese, where the Armenian Lebanese stated to be discriminated and not well accepted.

The manifestation of the insecurity situation in Karm el Zeitoun came in the form of abuse and harassment. In specific, the results show that verbal abuse was the most experienced type of harassment by both local and non-local women, followed by sexual harassment, and physical abuse.

3.2 Nour Hagein

The results of the baseline study show that status of urban services holds much more importance than the security issues in Nour Hagein. The following will present the main findings related to the perception of urban services in the area and security concerns:

Perceptions of urban services and safety

The overall results of the baseline study indicate that the urban services in Nour Hagein are in need of particular attention and intervention. The specific areas that require intervention included electricity, waste water, solid wastes, public spaces, and the physical infrastructure of the households.

In regards to lighting, Nour Hagein was perceived to be well lit during the day and night, with only one spot that needs better lighting. Similar to other areas on Greater Beirut, Nour Hagein receives a total of 21 hours of electricity. The areas, however, face problems with the electricity transformer. The transformer was described as old, small, and unable to meet the increased electricity consumption rate. As such, it was reported to frequently blow up, especially in the summer time. Aside from that, the results show the area suffered from waste water problems.

The two most reported problems related to waste water were: the presence of foul smell in the water, and the flood of sewage pipes into the streets. The discussions with the stakeholder show that one possible reason for the foul smell is a possible problem with the mix between the water and waste water network. While the solid waste management process was perceived to be satisfactory in Nour Hagein, the prevalence of strong garbage smell from outside the area was presented as a main concern. In specific, the majority complained from bad odors, mainly emitted from Burj Hamoud dump, Karantina, and Beirut River.

The poor physical infrastructures, together with the unavailability of public playing areas, were presented as additional problem in Nour Hagein. The houses were described to be very old and in need of repairmen of windows, ceilings, and roof to minimize the humidity and dampness in the houses. Moreover, the discussions with youth, children, and informants highlighted the absence of public spaces as an issue of concern. In the absence of safe public spaces, the children play in the narrow internal streets and the alleys where no speed bumps are available, and consequently they are under the threat of being hit by a car at any time.

Security

Overall, the results show that Nour Hagein was perceived to be very secure during all hours of the day. The strong historic presence of the Hanshak party in the area was presented as the main reason for current secure situation.

Moreover, the results show that the most recurring security instigating events included oral intercalations and physical fights. Furthermore, the presence of foreigners was among the few reasons that might affect the security situation in the region. The foreigners were perceived as a threat because they do not belong “to the same blood” as the locals, and they are not known

by the locals. The participants however, stated that the foreigners are a controlled threat due to the presence of the Hanshak party.

With respect to abuse and harassment, the percentage of women who experienced verbal harassment was higher than that of who experienced sexual and physical harassment (9%). Moreover, the study showed that witnessing physical harassment was the highest among all forms of harassment in Nour Hagein.

3.3 Sabra

With respect to **Street and Building Lighting** no light in the streets, electricity poles are not even available, the building lighting is almost not available. Most of the population relied solely on government- supplied **electricity** In Sabra market, yet in Ghawach and Daouk camps less than half of households relied on government- supplied electricity. The others either use generators or through monthly subscriptions from neighborhood generators, and through illegal wiring on the main power line. Many problems are encountered in Ghawach and Daouk camps due to electricity and illegal electric wiring.

With regard to **Water**, only few households get running water every two days. People do not rely on municipal running water for drinking; they use other sources; such as bottled water. The main reason for not using the municipal tap water was the bad quality of water in terms of taste.

Garbage collection is implemented by Sukleen Company yet the presence of the meat market and other shops has a very bad impact on the cleanliness situation. There is a need to increase the number of workers and working hours to ensure area cleanliness. With respect to Ghawach and Daouk Camps collection of garbage is implemented by the local committee and there is a need for Sukleen Company to be present in the camps especially with the increasing number of Syrian refugees who came to reside in the area.

Regarding Housing Condition most of the households needed rehabilitation, illegal construction is predominant and there is an urgent need to interfere in this regard.

Problems due to Rain Fall is a major issue in the neighborhoods, street flooding happens almost all the time during the winter season, and in most cases water penetrates the houses in Ghawach and Daouk Camps. Electricity problems are also encountered due to rain fall. The physical structural of the houses seems to be a contributing cause to the flooding in the households when it rains.

With Regard to leisure time and public spaces, the majority of the surveyed women does stay indoors and rarely spend leisure time outdoors except in Sabra camps where few women reported outdoor performing activities such as visiting neighbors. No playgrounds are available for children within the area. Children spend most of their time on the streets. In Ghawach and

Daouk camps, the street where the children spend their leisure time is perceived as safe, while it was considered not safe in Sabra market.

3.4 Tamlees

With respect to **Street light** few streets are lit and most buildings had no lights. Most of the population relies solely on government-supplied **electricity**. Problems due to electricity are in a way controlled in Tamlees area.

Municipal running water is the major source of Water; it reaches houses on a daily basis. With respect to **street flooding** this problem is in way encountered in winter time, yet the water penetrated to the house only in very few houses in the area.

Garbage Collection is implemented by Sukleen Company and is in a way satisfactory compared to Sabra market and Ghawach and Daouk Camps. The **Housing Physical Condition** is mostly good; however, some houses need rehabilitation and few of them are deemed as completely unfit as a place to live in. The maintenance required was predominantly, plastering and waterproofing of the walls to minimize the humidity and dampness in the houses.

With Regard to leisure time and public spaces, The majority of the surveyed women does stay indoors and rarely spend leisure time outdoors. None of the children play in playgrounds which do not exist in Tamlees neighborhood (except for few play grounds that are close to the area and still considered as unsafe). Children and youth spend mostly their time in the street which is considered as 100% not safe.

To summarize people living in both neighborhoods consider their area of residence as being less safe than other areas, violence is highly occurring there is no governmental control to stabilize and limit internal conflicts, drug dealers, shooting occurrence. With respect to the Municipality, people are also not satisfied with the municipality response to problems encountered in both neighborhoods especially in managing problems related to rain fall, waste water management, garbage collection, road maintenance and they consider their areas of residence as neglected places and this was mostly reported in Sabra and Ghawach and Daouk Camps.

4. LESSONS LEARNT

Importance of networking with key gatekeepers (ex: political party in the case of Nour Hagein) before conducting any type of fieldwork. Such a network helped in establishing a trust bond which in its turn significantly facilitated the field work.

Importance of having an official document (ex: from the municipality) to share with local gatekeepers before starting fieldwork. In an instable political situation as that in Lebanon, researchers need to invest significant efforts to gain the trust of the local people before conducting field work and collecting data.

Importance of conducting multiple observatory field visits before designing the methodology. While the field visits were of salient importance in deciding on the sampling strategy, the field notes proved to be very useful in contextualizing and adapting previously set questions.

Importance of focusing on the subjective perception of safety in the questionnaire: While the UN agencies provide a clear set of definition, informal interviews showed that there is no consensus on what the notion of safety entails.

Importance of developing a common framework for safety between all partners: The common framework is needed to guide the overall process, particularly construction of the data collection tools.

Importance of undertaking data collection using different methods from different groups: The baseline study showed that a major factor to generate rich comprehensive data is to use both qualitative and quantitative methods to collect data from different groups. For instance, the data generated from FGD with youth, children, and stakeholders either supplemented or contradicted the data collected from the local and non-local women through the structured questionnaires. As such, the qualitative data significantly enriched the findings.

Importance of involving the youth and children in any study on safety and security: The study showed that women stay mostly at home, and might not know the dynamics in the public spaces at all times. The youth and children, on the other hand, stay most of their time on the streets. As such, the youth and children can better reflect and present a hand on experience on the security and safety situation on the streets.

Community partnership: prior to launching the survey, several meetings were held with key persons and influential NGO's within the targeted areas. The project team discussed the aim of the survey, raised the issue of safety and security and tried to formulate a common understanding of the problem.

Community preparedness: Sabra and Tamlees are two underprivileged neighborhoods that suffer, beside poverty, from many socio-political problems that created conflicts among inhabitants (i.e. different nationalities, different political affiliation, drug abuse) . Talking about reasons of insecurity was not possible without building the trust and gaining the support of all community leaders before launching the survey.

5. THE WAY FORWARD

In light of the above mentioned observations and findings and in light of proposed action plans recommended by implementing agencies and approved by local committees and Beirut municipality, the following is recommended:

- For the municipality to be able to efficiently extend its urban services to cover these marginalized neighborhoods, it is recommended to enforce the relation between the local

committee and the municipality to facilitate implementation of interventions in each neighborhood.

- A capacity building strategy will be proposed by the project team to support the municipality of Beirut in achieving its role, and to enhance community readiness for change.
- Projects should be implemented in the area only if support and commitment are guaranteed by the community members/local committees. Several previous studies and surveys were implemented specially in Sabra neighborhood and few actions were taken.
- Based on action plans prepared, a new phase is to be launched for implementation of projects in selected neighborhoods. At this stage a clear picture of priority issues is defined and there is a need to move to the application phase.

TARIK EL JEDIDE: SABRA & TAMLEES



Baseline study prepared by
Makassed Association

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The Makassed Association would like to express its gratitude to the people of Sabra and Tamlees neighborhoods in Tarik El Jedide, mainly those who took part in the interviews, meetings, and focus group discussions, and without whom this report, on the Project **“Safe and Friendly Cities for All”**, wouldn’t have been completed.

We would also like to thank Mr. Amin Daouk, the president of Makassed Association, for his continuous support throughout the whole process. Many thanks go to Dr. Mohammad Kheir El Kadi for his valuable contribution, as well as to the project team for their persistence and follow up, namely Ms. Hiba Abou Soueid and Ms. Razan Sabbagh.

We would like particularly to thank Mr. Roni Jalkh from UNICEF for his fruitful coordination among the team members, and Dr. Mary Deeb who worked closely with the project team for the purpose of training, data analysis and reporting, so as to compile all the generated data in this report.

Special thanks go to the Municipality of Beirut, specifically to Mr. Mohammad Doughan, member of the municipal council , who has shown high commitment throughout the Project process and participated in all discussion and follow-up meetings, with the Project team, and with the local communities.

It is worth to mention that the positive collaboration and coordination with partners’ project teams, namely UN-Habitat and World Vision International, have helped in jointly overcoming occurred challenges and in making the achievement of the Project possible.

The Makassed Health Care Bureau would like this report to serve as a valuable resource for all agencies and individuals working for the development of Tarik El Jedide in Beirut.

Chapter 1

-Introduction-

I. PROJECT BACKGROUND

“Safe and Friendly Cities for All” is a joint program implemented by UNICEF, UN-HABITAT and UN Women. The five-year program (until 2017) shall extend support to eight cities. Beirut was selected as one of those eight cities to take part in this initiative during the first pilot stage. The programme envisages covering more cities as it progresses and replicable models are identified and shared.

OBJECTIVES OF THE PROJECT

- Mainstreaming the safe and friendly cities approach into urban planning, management and governance frameworks;
- Incorporating women, child and youth participation based on holistic and participatory work methods;
- Consolidation of the tools, training curricula, assessment methodologies, data collection and knowledge sharing.

During the first phase of implementation, the project seeks to increase safety, reduce violence and improve quality of life for women, youth and children in public settings in some areas of Beirut. This shall be accomplished through strengthening the capacities of local and national governments as well as other actors in selected areas.

Identifying areas of operation within Beirut City

In close cooperation with Beirut Municipality, the proposed joint project intends to work in 1 or 2 clusters of selected ‘vulnerable’ poor urban neighborhoods in Beirut in order to respond to the immediate needs of accessing services, promoting safety and address issues related to violence.

The first step for selecting the areas of operation was to come out with a rapid profiling covering seven poor communities and informal settlements in Beirut. The objective of the rapid profiling is to validate findings of the desk review and increase knowledge on the neighborhoods.

The findings of the rapid profiling were submitted and presented by the joint programme to the Beirut Municipality Council and the four most impoverished neighborhoods were selected: “Karm El Zeitoun”, “Nour Hagein”, “Sabra” and “Tamlees”.

The Makassed Association, being operational in Tarik El Jedide since 1921, and accepted by the local community and has the capacity to implement within the suggested framework, was selected by the Municipality of Beirut and the United Nations implementing partner agencies to work in Sabra and Tamlees clusters in Tarik El Jedide area.

II. ABOUT MAKASSED

Overview

Makassed Association is a humanitarian, non-governmental, non-profit organization (NGO) that was established in 1878 and is devoted to promote the development of the society members in the health, education, and social fields in Beirut and all over Lebanon.

Services of the operational directorates of Makassed Association

Educational Directorate	<ul style="list-style-type: none">• Includes 43 schools and 14,727 students distributed all over Lebanon, and providing secondary education
Higher Institutes Directorate	<ul style="list-style-type: none">• Makassed Higher Institute of Islamic Studies• Makassed Higher Institute of Nursing• The Higher Institute of Teacher Training• Abdul Hadi Debs Vocational and Technical Center.
Health Directorate	<ul style="list-style-type: none">• Makassed General Hospital, founded in 1930. A 200 beds University Hospital that provides, through 120 specialist physicians, 220 nurses and 330 administrative employees, health For All• Makassed Communal Health Care Bureau directs 7 Health Care Centers in Beirut, the North and the South, and providing Primary Health Care Services
Social Affairs Directorate	<ul style="list-style-type: none">• Includes the following specialized departments:<ul style="list-style-type: none">• Department of Religious Affairs• Makassed Center for Development and Environment• Youth Voluntary Affairs Department
Directorate of Real Estate	<ul style="list-style-type: none">• Deals with the management and organization of Makassed real estate affairs and Publishing House that focuses on providing Makassed schoolbooks

Makassed operations in Tarik El Jedide

Tarik el Jedide represents one of the main areas of Beirut in which Makassed has been operating since 1921 and which provides the following services:

Health services

- Makassed Hospital established since 1930
- Hamad Dispensary Established in 1984
- Horj Health Care Center Established in 1991

Besides Health services, Makassed Health Care Centers and dispensaries implement social and developmental projects with the local community such as the School Health, the Literacy, and the Vocational Training Programs.

Educational Services

Makassed Association runs the following educational institutes in Tarik El Jedide:

- Makassed Higher Institute of Nursing
- Abdul Hadi Debs Vocational and Technical Center

- Omar Bin El Khatab High School established in 1931
- Khaled Bin El Walid High School Established in 1959 (and it includes “Rawdet Beit El Atfal” one of the oldest day care centers in Beirut which was established in 1921).

Social Services

Social services are provided in Tarik El Jedide through:

- Makassed Scouts
- Makassed volunteers
- El Shouhada cemeteries

III. TARGETED AREA: SABRA AND TAMLEES NEIGHBORHOODS

Profile of Sabra Neighborhood



Map1: Arial view of Sabra neighborhood (A: Ghawash camp, B: Daouk camp C: Sabra outer zone)

Overview

The name Sabra has been given in 1929 to the area from El Sabil till El Dana after one of the famous Beiruty families who resided and owned the land then asphalted it. Sabra

neighborhood lies administratively within the municipality of Beirut (85%), and the municipality of Ghobeiry (15%). Sabra market along with “Ghawach and Daouk camps” follows administratively the municipality of Beirut.

Sabra covers an area of 3 km², and considered amongst the poorest areas of Tarik El Jedide. It is characterized by its illegal housing (unlike the other parts of Tarik El Jedide), residents from different nationalities, in addition to the poor socio-economic background of the population.

The urban landscape varies between localities in Sabra neighborhood and can be divided into two clusters (1) Ghawach and Daouk Camps and (2) Sabra market.

CLUSTER (1): Ghawach And Daouk Camps

Inhabitants

Ghawach and Daouk Camps are inhabited mainly by Palestinian refugees who came to reside in the camps, in the fifties of the last century with the deportation of Palestinians from the towns of Haifa and Jaffa, Sasa and Tiri following the Israeli attacks. In 1982 more Lebanese moved to live in the camps mainly coming from Southern Baalbek and Aarsal in the Bekaa region.

In Besides the Lebanese and Palestinian population, both camps host families from different nationalities; Ethiopia, Philippines, Bangladesh, Sudan, etc. Those mainly work as daily workers. Recently, the area witnessed the arrival of around 800 Syrian refugees who came to Lebanon as a result of the Syrian crisis.

The “Popular Committee”, appointed by Palestinian leaders, is the body that holds the internal management of the camps, and provides most services to the population.

Geography

Daouk camp covers an area of about 500 square meters bordered from the west by Ghawach camp or (The Sports City), Gaza buildings towards land Jalul to the East, Sabra Central Market - Bacha district to the South, Sabra and Dana to the North. 400 families live in this camp and they are distributed as 25% Lebanese and 75% Palestinians.

Ghawach camp covers an area of about 850 square meters bordered by Daouk Camp from the east, Gana Street from the North, and Dar El Ajaza from the South. Around 450 families reside in Ghawach camp; 50% Lebanese and 50% Palestinians.

- **Daouk Camp** was named after the owner of the land, the late "Omar Daouk", who offered it to Palestinian refugees to use until their return back to their homeland. They lived first in tents, and then in 1970 built their stone homes.
- Said Ghawach Camp was named in 1970 after the Palestinian Lieutenant Ghawach who was killed while chasing drug smugglers.

Housing Condition

Built on a donated and confiscated lands, Ghawach and Daouk Camps developed into overcrowded informal settlements. Though houses which are built illegally and cheaply on a disputed land, yet residents perceive themselves as owners of houses and accordingly, they do transactions of buying and selling properties.

The physical status of the buildings didn't change since the eighties of the last century (the withdrawal of the Palestine Liberation Organization). The buildings are in real need of maintenance; their external appearance is unacceptable because rehabilitation works were not implemented since more than twenty years. This problem is exacerbated with the governmental decision issued in 1995 to prevent the restoration of the buildings occupied illegally by Palestinians.



▲ *Housing conditions in Daouk Camp*

The size of most houses is too small not exceeding two rooms and in which live families with an average number of 4 children. The poor quality of construction works is clearly seen with the humidity problems in most houses in addition to the large number of cracked buildings, some of which are threatened to collapse.

Infrastructure

- **Houses** are not connected to the sewage network, as an alternative, inhabitants dig their own septic tanks that do not conform to any technical standards. As such, the cluster is often flooded with wastewater reaching houses.
- **Electricity** is also an issue in the cluster. There is a continuous risk because of the illegal and inappropriate electric wiring which causes short circuit and fire hazards.
- **Roads** are also in a bad condition; only few path ways of the region are paved. Roads cleanliness is another main issue, as they are often littered with rubble or garbage. "Sukleen" the private company that handles garbage collection and cleanliness in Beirut city, does not collect garbage from inside the Camps.
- The public **Water network** does not reach Daouk and Ghawach Camps, The Local Committee has drilled wells with partial support from the "International Islamic Relief Association" in order to provide water to families, who pay an amount of ten thousands L.L. per month.

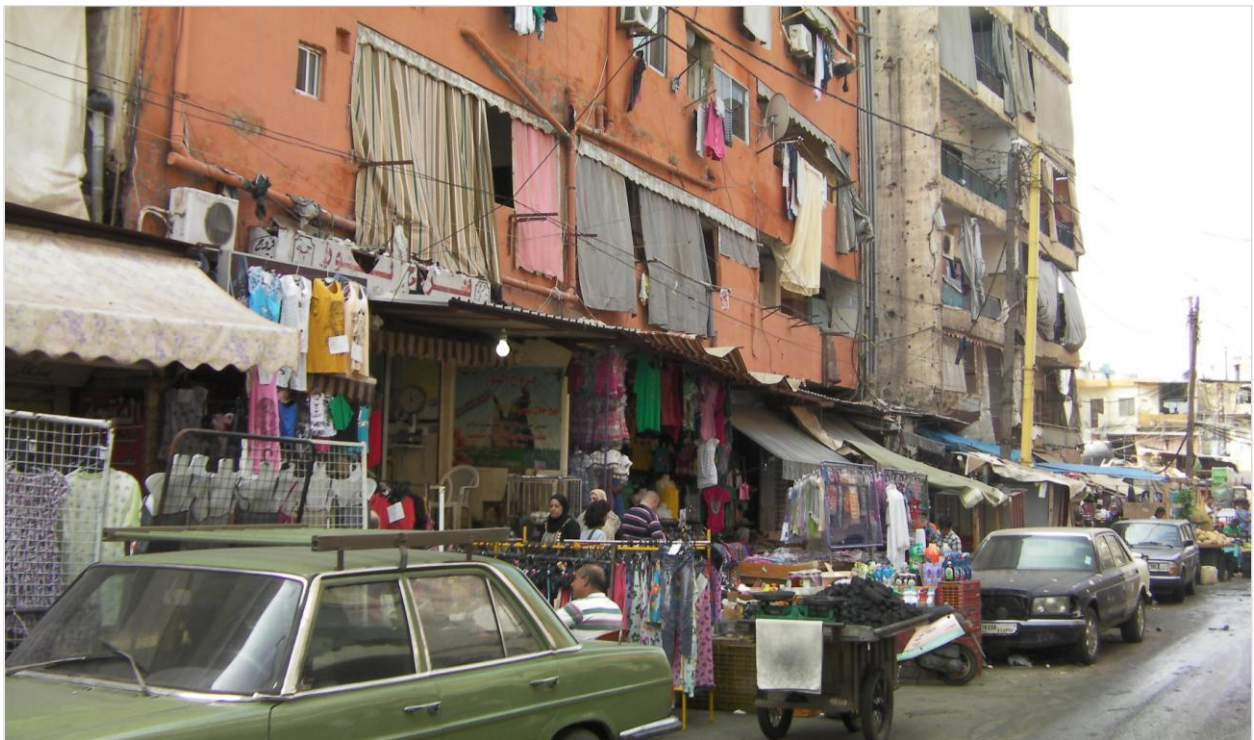
CLUSTER (2): Sabra Market

Inhabitants

Sabra comprises a mixed community of mainly Lebanese with minority of non-Lebanese residents. The low housing rental in the neighborhood has attracted in recent years foreign migrant workers to settle in the area. Their number has been increasing obviously during the past few years.

Geography

Inhabitants of different camps as well as Lebanese, and other nationalities benefit from Sabra Central Market because of the low prices of its goods compared to other areas. However, this market lacks basic services as it has been neglected by the municipality or the government. All along the street, shops and temporary outdoor structures are stretched along the sidewalks. Those include various types of cargo, Men's and Women's wear, linens and household items, tools Accessories women's perfumes, vegetables, in addition to the meat market.



▲ Sabra market and housing conditions

Housing Conditions

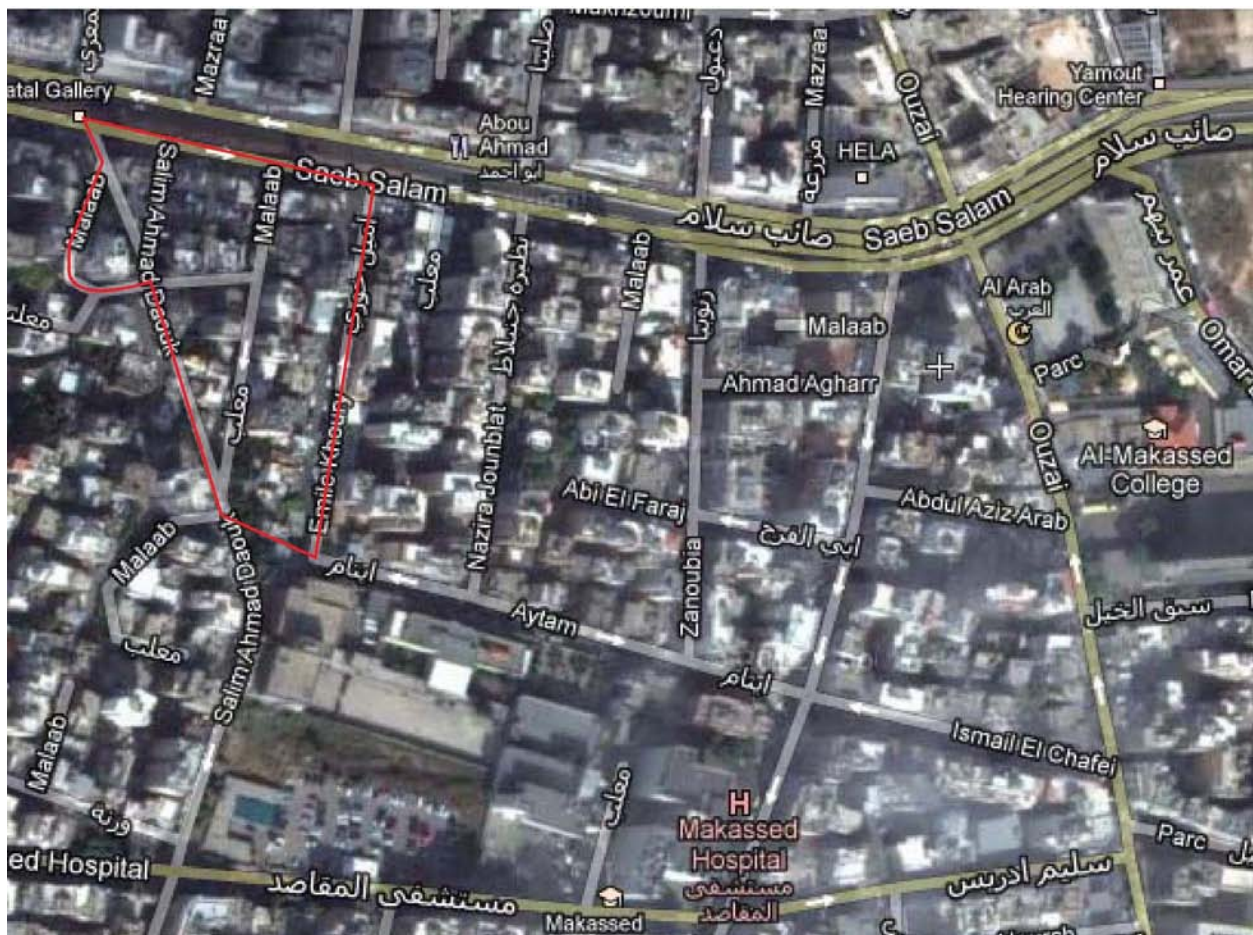
Houses in the area are very old and need maintenance. The internal and external cement walls have cracks and need rehabilitations.

Infrastructure

- With respect to **sewage**, most houses are connected to the sewage system; however, the neighborhood is often flooded with wastewater especially during winter times.

- **Electricity** service is being satisfactorily provided with daily cut off of 3 hours. However, due to the over population, the existing electric transformer has insufficient capacity to serve all houses and shops, especially with the illegal connections to the network and the high consumption.
- All houses in the neighborhood are connected to **water network**, yet, it was reported that due to water shortage and regular cut offs, a number of artesian wells were dug during the past 20 years. Drinking water was reported by interviewed people to be polluted.
- **Solid waste** is regularly collected by “Sukleen” Company; however, the commercial shops, mainly meat shops, of Sabra market produce large quantities of waste that are haphazardly piled up within the cluster. Garbage and wastes are spread all over the sidewalks and roads. Garbage and wastes also overflow containers, distributed in the street by “Sukleen” company, with all its waste vegetables and meat blocking the sewage system, and causing the presence of animals and rodents and insects in the entire cluster.
- The **roads** in Sabra market are not in a good condition even the sidewalks are occupied by vendors selling their products in Sabra market.

Profile of Tamlees Neighborhood



Map 2: Arial view of Tamlees neighborhood

Overview of El Tamlees neighborhood

The word “Al Zarub” means in the Turkish language the narrow road. Tamlees Neighborhood was previously devoid of population and urbanization, the neighborhood formerly known as Zureiq hill, was a high sand dunes. Because of the existence of the sand hills, the construction began in the bottom of the hills. The neighborhood was connected to El Mazraa area via field trees that once covered the entire region, before Corniche El Mazraa High Way was constructed. El Tamlees road network was constituted of narrow sandy lanes, before it turns into concrete stairs that are still used even today.

Inhabitants

The evolution of the neighborhood was accompanied by a change in the demographic structure of its inhabitants. The original residents have been replaced during the forties with new comers from South Lebanon who resided in the neighborhood because rental prices are relatively low.

Geography

El Tamlees neighborhood which origins go back to the twenties of the last century does not exceed an area of one square kilometer. It is located to the northern side of Tarik El Jedide. The old neighborhood appears today as a small village, with newly emerged modern high buildings.

Housing Conditions

The households in El Tamlees neighborhood are built on private properties. The chaotic construction was due to poverty and overcrowding which led to cheap construction. The apparent cracking on the external facade of the buildings are caused by humidity, clearly seen on the internal walls, and water leakage during rainy days. Due to poor maintenance, a number of old houses are threatened to collapse.



▲ *Tamlees roads and housing conditions*

Infrastructure

- With respect to **sewage**, most houses are connected to the sewage system.
- The **Electricity** service is satisfactory and it cuts off 3 hours daily.
- All houses in the neighborhood are connected to the public **water network**, it was reported that due to water shortage most people buy water.
- **Solid waste** is regularly collected by “Sukleen” Company; however, there is a need for additional garbage containers to be distributed in the internal streets. There is also a need for additional personal that can ensure the cleanliness of the neighborhood. The presence of animals and rodents and insects is also a problem that needs to be solved.
- **Roads** in Tamlees neighborhood are acceptable, some sidewalks need maintenance.

Chapter 2

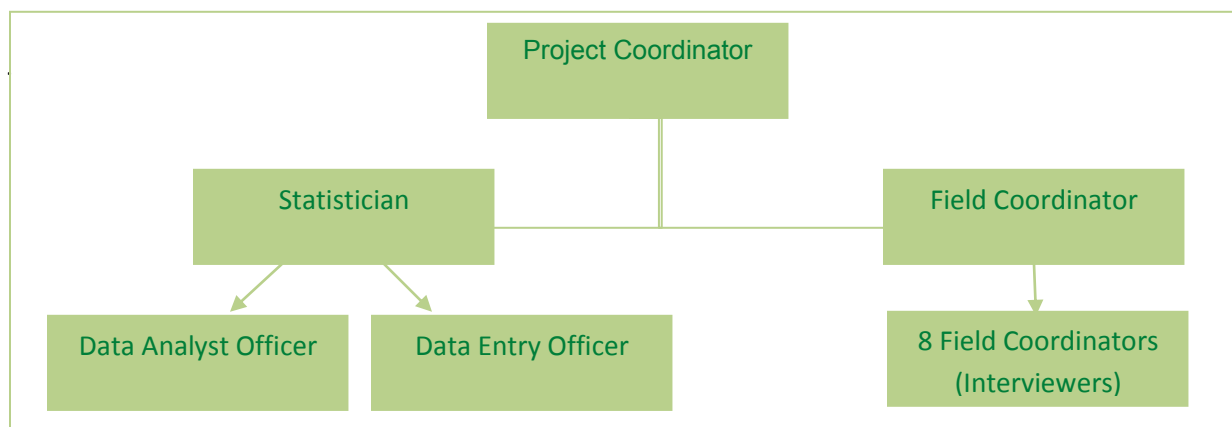
-The baseline survey-

IV. METHODOLOGY

The aim of the survey conducted in Sabra and Tamlees neighborhoods was to:

- Identify problems affecting security and public safety
- Identify community needs with regard to security and public safety
- Assess community perception for ensuring public safety and security
- Suggest an action plan that can help the municipality of Beirut to improve the level of safety and security within the selected neighborhoods

The collection of data was undertaken by a team of 8 interviewers, mainly graduate and undergraduate university students, who worked under the supervision of a field coordinator. The Project Team consisted of the following personnel:



The main data for this report was collected, analyzed and compiled according to the following steps and time table:

Activity	2012		2013			
	Nov	Dec	Jan	Feb	Mar	Apr
Specify the geographical boundaries of the neighborhood	X					
Nominate and train the field team	X					
Data Collection		X	X			
Data Analysis				X	X	
Validation workshops					X	
Selection of Community local teams					X	
Hold meetings with Community local teams					X	
Prepare the first draft report						X
First meeting with Beirut Municipality						X

The field data collection¹ entailed two research approaches: Qualitative and quantitative.

Qualitative Data Collection

Focus Group Discussions

The aim of the Focus Group Discussions (FGDs)² was to gather information and perceptions of youth on safety and violence in the targeted areas. The FGDs involved two groups of males and females residing in the sampled areas. The first target group recruited was from adolescents of age from 15 to 18 years. The second included a younger group of 12 to 14 years old. As for gender distribution it was 40% Females and 60% males. A total of eight FGDs were conducted in Sabra and Tamlees; 2 in Ghawach camp, 2 in Daouk camp, 2 in Sabra market, and 2 in Tamlees.

The recruitment of 10 to 12 participants in each conducted FGD was done through contacting:

- School principals in each targeted areas for selecting children between 12-14 years old.
- NGOs in the areas for selecting youth groups of age between 15 to 18 years. Those included youth from in and out of schools.



▲FGD with children from Tamlees



▲FGD with children from Daouk camp

In-depth Interviews

In-depth interviews with key stakeholders, government representatives, NGO's, and political influential individuals were performed in all the four targeted areas according to guideline C, presented in Appendix 6. The main stakeholders interviewed in the targeted areas were:

- The municipality
- Local police
- Local political parties
- NGOs active in the areas.

¹ Data from focus group discussions (FGDs), and in-depth interviews was gathered from key informants.

² FGDs guidelines are presented in Appendixes 4 & 5.

Quantitative Data Collection

The quantitative research consisted of two cross-sectional surveys (Appendices 2 & 3 respectively):

- A population-based household survey in the sampled targeted areas
- A street survey for the visitors (i.e. non-residents) to Sabra popular market.

The questionnaires were developed checked and validated through pilot testing with respondents. The data was collected through an interview questionnaire by well trained interviewers.

Sampling Methods of the Quantitative Survey

Population-based Household Survey

Prior to field work, several visits were done by the research team to all the sampled areas, in order to introduce the study and get the approval of the main stakeholders.

The research team requested also clearance and support from the community to undertake area mapping that was used for the household sampling frame.

The sample size calculation is based on what the proportion of the variables collected is likely to be. In the absence of a recent population or housing census, an area sampling design had to be developed to identify the targeted survey population that could provide a sampling frame. This comprised the following steps:

- The field coordinator prepared maps showing all buildings (residential, office and mixed) as well as all landmarks (schools, hospitals etc.).
- The sampling design consisted of a multi-stage sample, first the targeted areas were divided into geographical clusters as illustrated by the attached maps.
- The second stage sampling consisted of selecting within each cluster the desired number of households. The selection within each cluster was done using a systematic random selection of households.
- The selection of households within buildings was done by alternating floors. The purpose was to minimize the bias of conveniently selecting always the households on the first floor of the building.
- The proxy respondent for the household survey is an adult women residing in the selected households.
- The inclusion criteria for the selected households are that residents have been residing in the area for more than one year.

Table2: Number of households and number of households sampled and interviewed in the targeted areas

Area	Total No. of Households	Household No. to be sampled
SABRA		
Ghawach Camp	480	72
Daouk Camp	439	66
Sabra Market	625	94
TAMLEES		
One Zone	357	54

Street Survey

The street survey was implemented only in Sabra because of the presence of the market that attracts a large group of people coming to the area for shopping purposes besides the inhabitants.

- Sabra has a popular market that attracts visitors to the area on a daily basis.
- A sample of 200 adult women visitors were interviewed in Sabra.
- In order to minimize interviewer’s bias in selecting respondent in the street the interviewer were instructed to draw a systematic sample of every fifth women they encounter in the street.
- A quota of migrant workers, Lebanese and Palestinians was considered in order to capture the variability of the population in the targeted areas.

Field work, team and time frame

The data collection process which began in December 2012 and extended till January 2013 for the household questionnaire and street surveys comprised the following steps:

- **Training of Interviewers:** Interviewers received intensive training on how to fill the household and street surveys. The training was conducted by the statistician and the field coordinator and a guideline for interviewing techniques and a step-by step explanation of each item in the questionnaire was given to the field team. Each interviewer was asked to fill two questionnaires with family members. The completed questionnaires were checked in the presence of the interviewer for missing information and inconsistencies.
- **Fieldwork Organization:** The field coordinator assigned certain blocks to each interviewer and provided them with the map of the area. The supervisor met regularly with the interviewers to discuss their performance in the field. Team meetings were also held to discuss mistakes discovered during editing, and also how to handle situations that were not covered during the training sessions.
- **Non-response:** The interviewer recorded the number of households that refused to be interviewed. The non-response rate was the highest in Sabra 30%, followed by Sabra camps 6% and Tamlees 4%.

Data processing, cleaning and analysis

- **Data Entry and Cleaning:** The questionnaire contained mainly pre-coded questions and some open-ended questions. Data entry was carried out by a trained data entry officer. All corrections and data cleaning were done by the field coordinator, who checked for invalid codes and any inconsistencies in data entry.
- **Data Analysis:** Frequency distributions and cross-tabulations were carried out with the Statistical Package for the Social Sciences (SPSS) version 20.

V. FINDINGS

Brief on key findings

This section of the report provides a summary of the main findings of the survey implemented. The objective was to mainly assess factors that might affect public safety and security perceived by the population in both neighborhoods.

Tamlees neighborhood is perceived in a way not safe, while for Sabra market and Ghawach and Daouk Camps the area for the majority of the population is not safe especially at night. The increased presence of foreigners in both neighborhoods has affected negatively the situation. In Sabra neighborhood the presence of different nationalities and affiliations is one of the main issues causing internal conflicts.

The **urban services** are present in both neighborhoods but need major rehabilitation, many **NGOs** are also operating in both neighborhoods yet they are not able to address urban services issues and improve safety and security conditions due to the specificity of both neighborhoods.

The analysis addressed the living environment characteristics related to Lighting, electricity services, quality of water, sewage system and waste water which is summarized as below:

Sabra Neighborhood

With respect to **Street and Building Lighting** no light in the streets, electricity poles are not even available, the building lighting is almost not available. Most of the population relied solely on government- supplied **electricity** In Sabra market, yet in Ghawach and Daouk camps less than half of households relied on government- supplied electricity. The others either use generators or through monthly subscriptions from neighborhood generators, and through illegal wiring on the main power line. Many problems are encountered in Ghawach and Daouk camps due to electricity and illegal electric wiring.

With regard to **Water**, only few households get running water every two days. People do not rely on municipal running water for drinking; they use other sources; such as bottled water. The

main reason for not using the municipal tap water was the bad quality of water in terms of taste.

Garbage collection is implemented by Sukleen Company yet the presence of the meat market and other shops has a very bad impact on the cleanliness situation. There is a need to increase the number of workers and working hours to ensure area cleanliness. With respect to Ghawach and Daouk Camps collection of garbage is implemented by the local committee and there is a need for Sukleen Company to be present in the camps especially with the increasing number of Syrian refugees who came to reside in the area.

Regarding Housing Condition, most of the households needed rehabilitation. Illegal construction is predominant and there is an urgent need to interfere in this regard.

Problems due to Rain Fall is a major issue in the neighborhoods, street flooding happens almost all the time during the winter season, and in most cases water penetrates the houses in Ghawach and Daouk Camps. Electricity problems are also encountered due to rain fall. The physical structural of the houses seems to be a contributing cause to the flooding in the households when it rains.

With Regard to leisure time and public spaces, the majority of the surveyed women does stay indoors and rarely spend leisure time outdoors except in Sabra camps where few women reported outdoor performing activities such as visiting neighbors. No playgrounds are available for children within the area. Children spend most of their time on the streets. In Ghawach and Daouk camps, the street where the children spend their leisure time is perceived as safe, while it was considered not safe in Sabra market.

Tamlees Neighborhood

With respect to **Street light** few streets are lit and most buildings had no lights. Most of the population relies solely on government-supplied **electricity**. Problems due to electricity are in a way controlled in Tamlees area.

Municipal running water is the major source of Water; it reaches houses on a daily basis. With respect to **street flooding** this problem is in way encountered in winter time, yet the water penetrated to the house only in very few houses in the area.

Garbage Collection is implemented by Sukleen Company and is in a way satisfactory compared to Sabra market and Ghawach and Daouk Camps. The **Housing Physical Condition** is mostly good; however, some houses need rehabilitation and few of them are deemed as completely unfit as a place to live in. The maintenance required was predominantly, plastering and waterproofing of the walls to minimize the humidity and dampness in the houses.

With Regard to leisure time and public spaces, The majority of the surveyed women does stay indoors and rarely spend leisure time outdoors. None of the children play in playgrounds which

do not exist in Tamlees neighborhood (except for few play grounds that are close to the area and still considered as unsafe). Children and youth spend mostly their time in the street which is considered as 100% not safe.

To summarize, people living in both neighborhoods consider their area of residence as being less safe than other areas, violence is highly occurring there is no governmental control to stabilize and limit internal conflicts, drug dealers, shooting occurrence. With respect to the Municipality, people are also not satisfied with the municipality response to problems encountered in both neighborhoods especially in managing problems related to rain fall, waste water management, garbage collection, road maintenance and they consider their areas of residence as neglected places and this was mostly reported in Sabra and Ghawach and Daouk Camps.

Detailed findings as per applied tools

Demographic characteristics

Street Survey: (Conducted only in Sabra market)

Description and analysis of the Street Sample

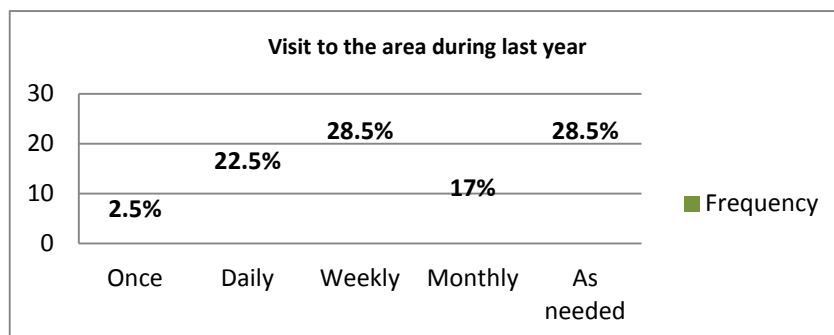
The total sample size was 200 respondents in Sabra Souk Street, all the tables referred to in this section are presented in (Appendix 7)

Table 1:

Age (18-79 years)		Average in percentage
Nationality	Lebanese	69%
	Palestinian	19.5%
	Syrian	9%
Marital status	Married	73%
	Divorced/ widowed	6.5%

The majority interviewed in Sabra market were doing shopping in the area. 22.5% reported that they visit the area on a daily basis (Appendix 7, table2).

Graph 1: Distribution of frequency of respondents visit to the area during last year



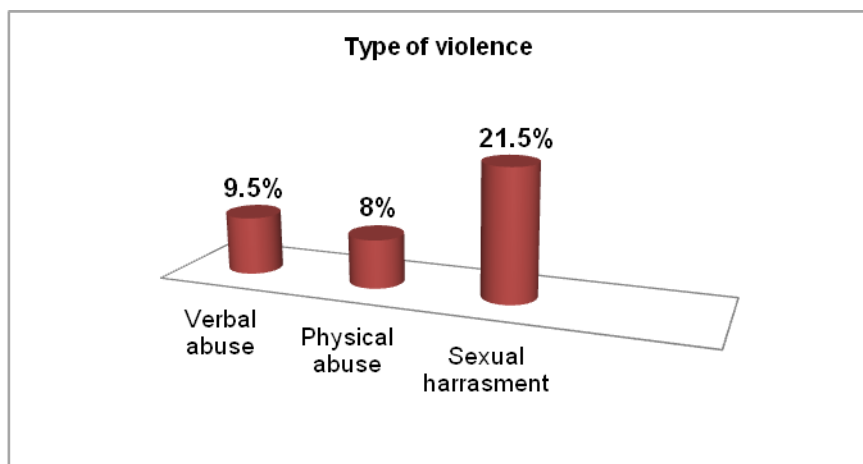
When observing the frequency of visiting the area and the purpose of the visit it was clear that the percentage varies according to the education level of the respondent. The analysis show that (Appendix 7, tables 3-4):

- 42.9% of the illiterate/ read and write respondents visit Sabra market every day.
- 40.9% of university/ vocational respondents visit Sabra market as needed.
- 11.1% of single respondents visit Sabra market for work, and 61.1% for shopping.
- 82.2% of married respondents visit Sabra market for shopping.

Magnitude, Characteristics and Scope of Violence in Sabra Souk

The respondents were asked whether they were victims of violence in the last year while present in the area of Sabra market. The responses were as follows (Appendix 7, Table5):

Graph 2: Distribution of respondent by type of violence



The Definitions specific to the three different types of abuse investigated were as follows:

- **Verbal abuse** covers: verbal insulting words, threats, humiliating words, disrespect.
- **Physical violence** means the use of physical force against the person or group could include hitting, kicking, stabbing, shooting, pushing, biting.
- **Sexual Harassment** includes any sexual act like unwanted sexual relation, or attempt to obtain a sexual relationship by force.

Perpetrator and victim: For verbal violence and sexual harassment the respondents reported that “someone from the area” was the main perpetrator (42.1%). While for physical abuse, it was “someone from outside the area” 12.5% and “someone from the area” 12.5%. It is worth noting that a sizable proportion (ranging from 36% to 75%) of the respondents in Sabra market did not specify who was the perpetrator. (Appendix 7, Table5.a)

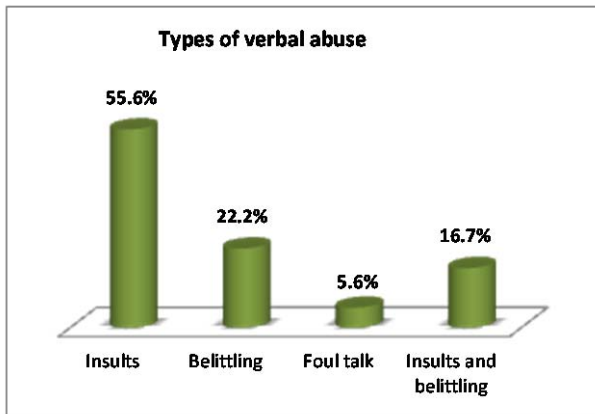
Where and when violence incidents concentrate: Violence incidents vary in Sabra market by type of violence: Verbal abuse and physical abuse happens mainly in the market 57.9% and 75.0% respectively, sexual harassment seems to be concentrated in Sabra market when the

respondents are using the crowded public transportation (79.5%).The time when the violent incident often occurred was during the day (94.4%). (Appendix 7, Table 7)

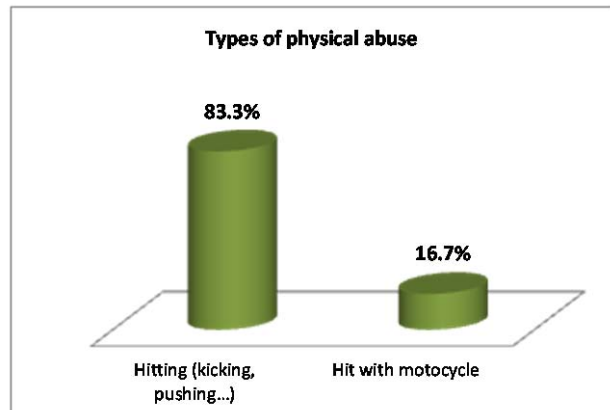
Frequency of the Violence at Sabra market: The victims of sexual harassment reported the highest frequency among all types of violence, which was happening all the time (20.5%). Verbal abuse and sexual harassment was happening most of the time 15.8% and 18.8% respectively. (Appendix 13, Table7)

Type and Reason of the Violence incident: Verbal abuse insults 55.6% and belittling 22.2% (graph 3). For physical abuse hitting, kicking 83.3% was the main type reported, around 17% of the respondent report being hit by a motorcycle (graph 4). The most frequent type of sexual harassment was unsolicited sexual comments 21.9%, however 5% reported explicit sexual assaults and 7% attempt of touching the victim (graph 5). (Appendix 7, Table 8-9-10)

Graph3: Distribution of reported type of verbal abuse



Graph 4: Distribution of reported type of physical abuse



Graph5: Distribution of reported type of sexual harassment

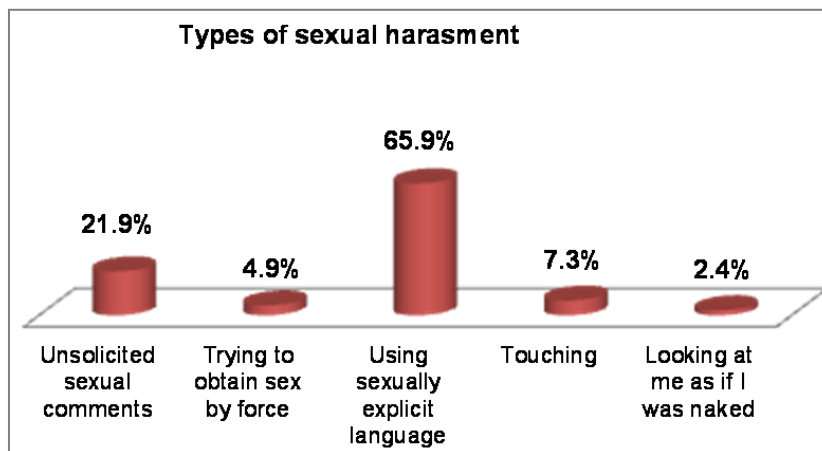


Table 2: The reasons given by the respondents to why or what triggered the verbal and physical abuse incident. (Appendix 7, table11)

Reported reasons for verbal abuse	Reported reasons for physical abuse
<ul style="list-style-type: none"> • Arguing about the prices of the goods. • Because I am black/ a man working there scolded me heavily because I knocked up some goods by accident. • Because I am not Lebanese. • He was offended by my outfit although it was decent. • They like to stir conflict. • Corruption and interference in others' business. • Misunderstanding • Heavy traffic and man wanted to pass so he insulted me. • Car accident • Unjust offense without any reason. • I don't know. 	<ul style="list-style-type: none"> • Argument over price of goods. • Crowded area in the market due to heavy traffic. • It was an accident. • She wasn't normal because she hit me and went on his way.

Response of the Victim to the Violence: The majority of victims of a violence incident took no action irrespective of the type of violence:

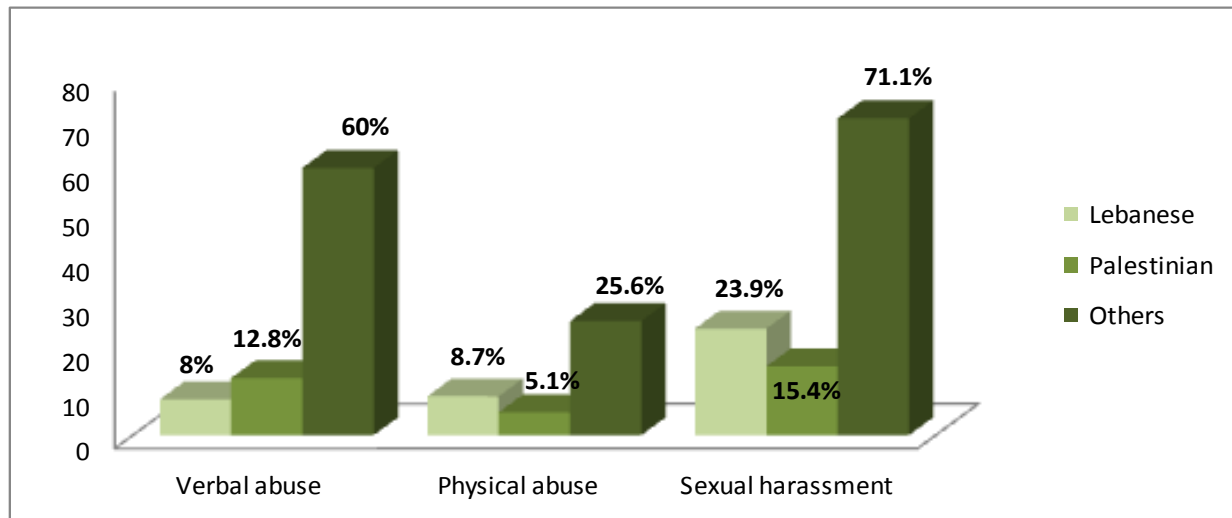
- 47.4% of those who were victims of verbal abuse did not take any action
- 43.7% of those who were victims of physical abuse did not take any action
- 79.9% of those who were victims of sexual harassment did not take any action

It is worth noting that for verbal abuse and physical abuse, none of the victims contacted the police. Only one person in Sabra market contacted the police for sexual harassment (Appendix 7, table 12).

Violence Incident by Nationality of Respondent: Graph 6 shows the distribution of all types of violence by the nationality of the respondents. The analysis points to a racial differential where all types of violence are more frequent among respondents from other nationalities (Syrians and other) than Lebanese or Palestinians, (Appendix 7, Table13).

Violence Incident by Age of Respondent: The association between being victim of a violence incident and age of the respondent shows that there was no statistical difference in the mean age of victims of verbal abuse and physical abuse in the Sabra market. However the victims of sexual harassment were significantly younger than those who were not victim (Appendix 7, Table14).

Graph6: Distribution of respondent's victims of violence by nationality

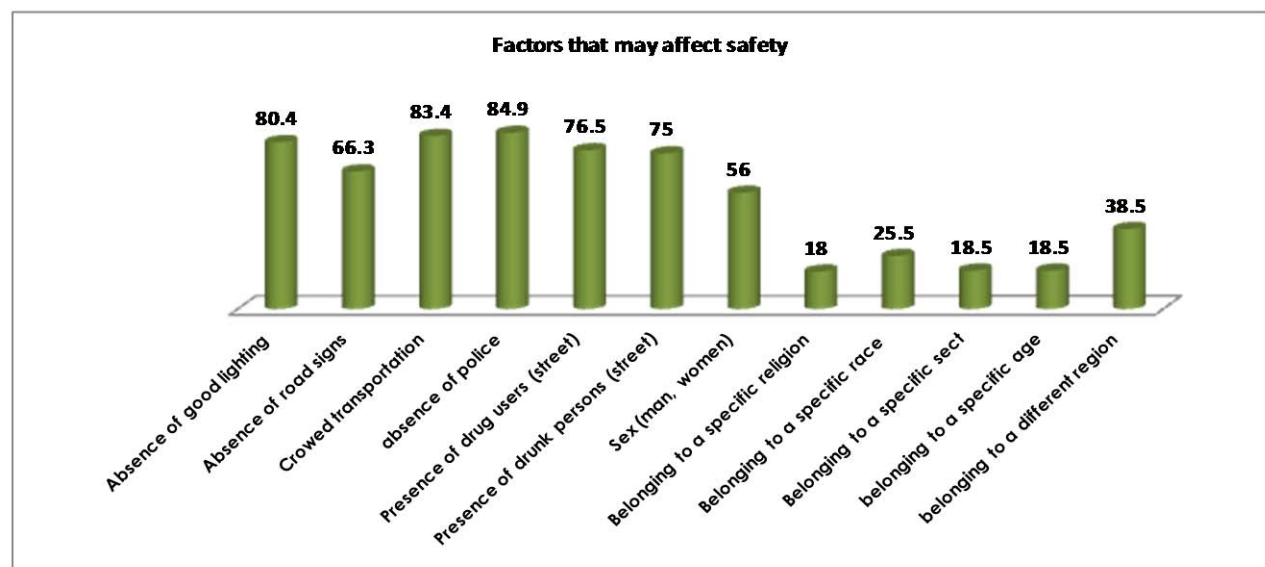


Measures that May Minimize Violence in the Area, as Reported by all Respondents

Graph 7 describes the perception of respondents regarding specific measures that may minimize or improve the safety in Sabra market area, the main findings were as follows (Appendix 7, Table15):

- The measure that had the highest frequency was the presence of the police (84.9%), followed by improving the crowded public transportation (83.4%).
- The proportion of respondents who perceived that the presence of drug dealers and drunks in the streets affect the safety conditions in the area were 76.5% and 75% respectively.
- Issues related to road safety in terms of lighting (80.4%), road signs (66.3%) are also perceived to have an impact on improving the safety in the market area.
- It is interesting to note that ethnic (25.5%) and religious (18%) differences were perceived less frequently to impact violence in the market area.

Graph 7: Perception of respondent's regarding factors that may affect respondent's safety in Sabra market



Further analysis of the data explored

Graph 8 reveals that the perception of safety does vary by the nationality of the respondent. A minority of Lebanese and Palestinian respondents perceived that their safety was at stake because of their nationality compared to half of the Syrian respondents and an overwhelming 80% among other nationalities. (Appendix 7, table17)

Graph 8: Association of respondent’s perception of whether belonging to a specific ethnic group may affect their personal safety in the survey area by nationality.

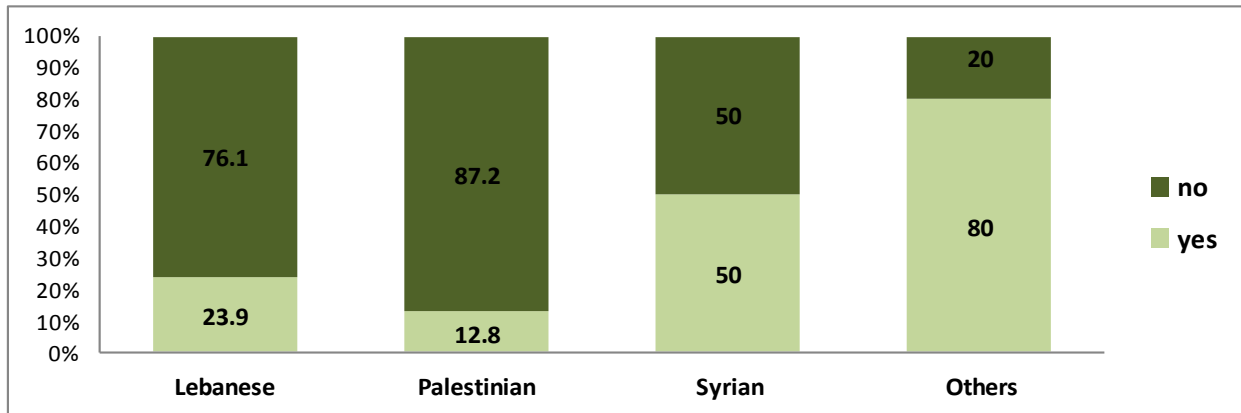


Table 21 (Appendix 8) describes the association between a respondent reporting on whether belonging to a specific age group may affect her personal safety while in the Sabra market by the age of the respondent. There was no statistical difference in the mean age.

Table 22 (Appendix 8) shows that the respondents who reported that belonging to a specific sex affects their safety were significantly younger (38 years old) than those reporting affecting their safety (44 years old).

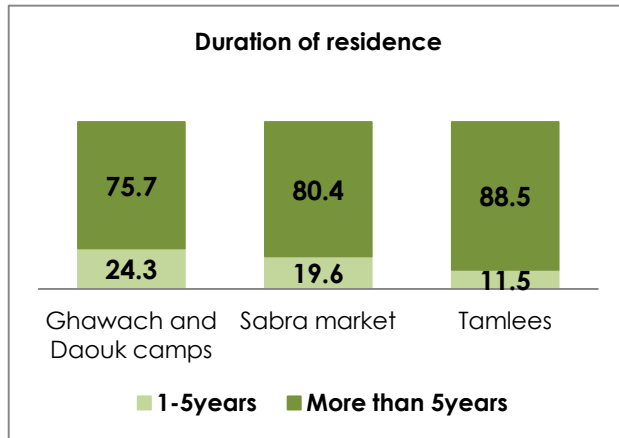
Household Survey

Introduction

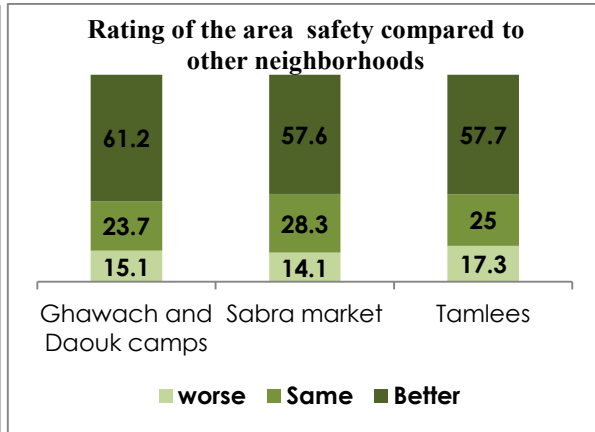
All the tables referred to in this section are presented in Appendix 14. The total sample size of 286 households in Tarik El Jedide area was distributed (Graph 9) as follows:

- 140 households at Ghawash and Daouk camps
- 96 households at Sabra market
- 54 households at Tamlees

The surveyed population ranging from (14 to 17%) stated that their neighborhood is worse than other neighborhoods, (Graph 10).



Graph 9: Distribution of respondents by duration of residence in the survey area



Graph 10: Distribution of respondents by their rating of the area safety compared

Demographic and Socio-Economic Characteristics of Respondents

Age: The average age of the respondents within the surveyed area varied from 41 years old in Ghawach and Daouk camps, 47 years old in Sabra market and 45 years old in Tamlees. (Appendix 8, table 2)

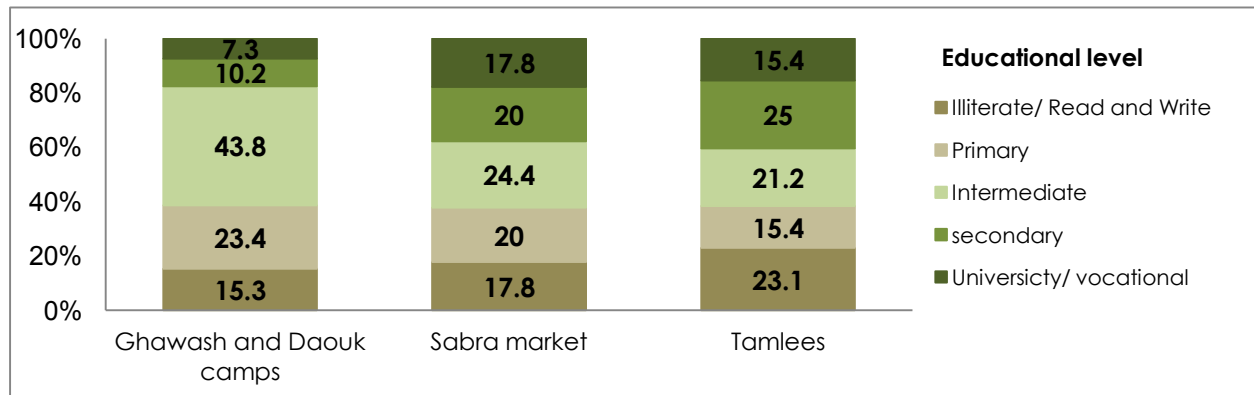
Nationality: The Lebanese constituted 44.4% of the respondents in **Ghawach and Daouk camps** followed by 37% of Palestinians then 17.8% of Syrians and less than one percent from other nationalities. While in **Sabra market** 81.3% of the respondents were Lebanese, 9.9% Syrians and 7.7% Palestinians, the majority of respondents in **Tamlees** were Lebanese constituting 94.2% and the remaining are Syrians, (Appendix 8, table 2).

Marital Status: The majority of the respondents in the three surveyed areas were married forming 82.1% in Ghawach and Daouk camps, 88.8% in Sabra market and 76.9 % in Tamlees. The remaining proportions were widowed forming 12.9% in Ghawach and Daouk camps, 11.2% in Sabra market and 17.3% in Tamlees. In Sabra Camps a minority of 2.9% was divorced and 2.1% were single, in Tamlees 5.8% were single (Appendix 8, table 2)

Education: Graph 11 shows that the proportion of Illiterate and read-and-write among the respondents was 15.3% in Ghawach and Daouk camps 17.8% in Sabra market and 23.1% in Tamlees. Those who had a university degree constituted 7.3% in Ghawach and Daouk camps, 17.8% in Sabra market and 15.4% in Tamlees, (Appendix 8, and table 2).

Economic Activity: The majority of the respondents reported being housewives; the economically active were a minority such as 6.5% in Ghawach and Daouk camps, 12.2% in Sabra market and 9.8% in Tamlees (Appendix 8, table 2).

Graph 11: Distribution of respondents by educational level



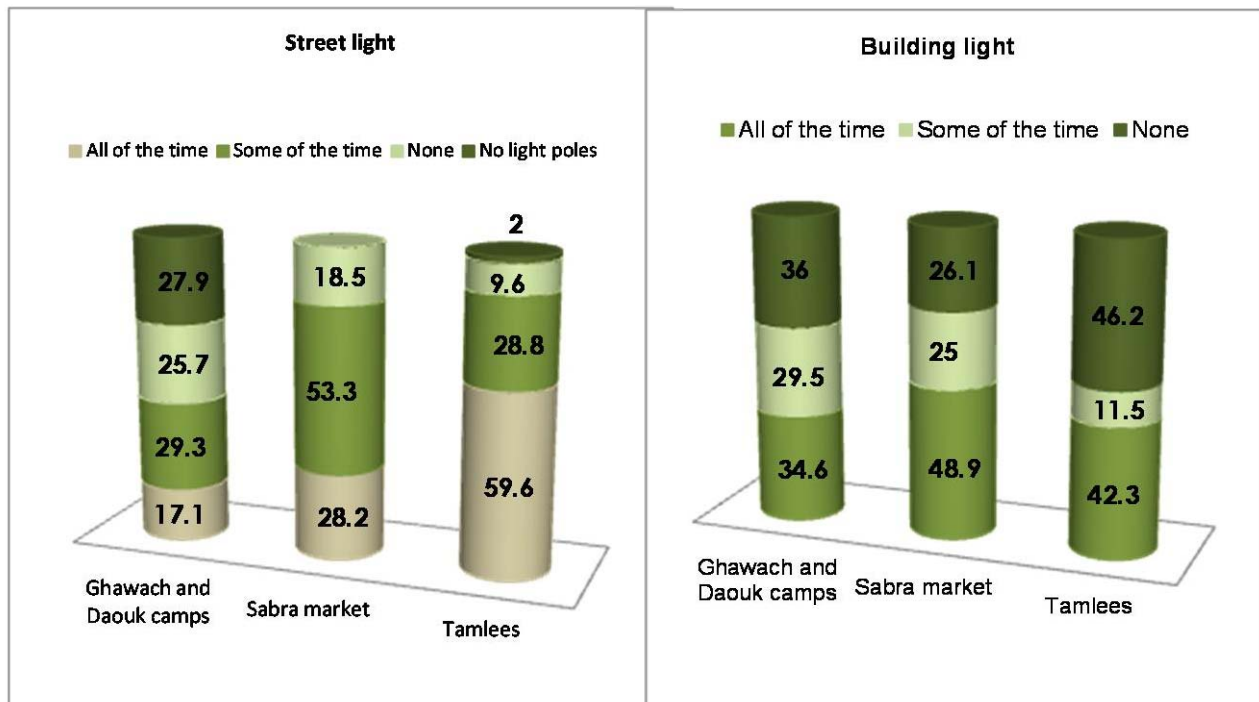
Living Environment Characteristics

1. Living Environment Situation

Street and Building Lightings: The availability of street lights was dismal in Ghawach and Daouk camps, where 50% reported either that there was no light in the streets or electricity poles are not even available. In Sabra market and Tamlees, only 18.5% and 9.6% respectively reported no street light whatsoever where they live (Graph 12). The building lighting situation was the worst in Tamlees where 46.2% of the buildings had no lights, followed by Ghawach and Daouk camps 36% and Sabra market 26.1% (Graph 13). (Appendix 8, table 3)

Graph 12: Distribution of households according to the availability of light in the street

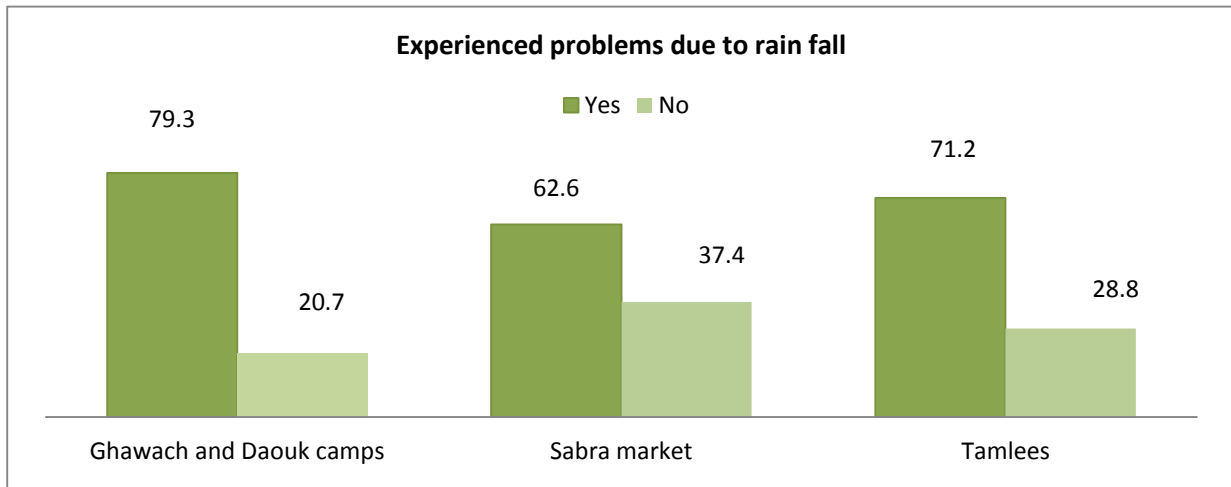
Graph 13: Distribution of households according to the availability of light in the building



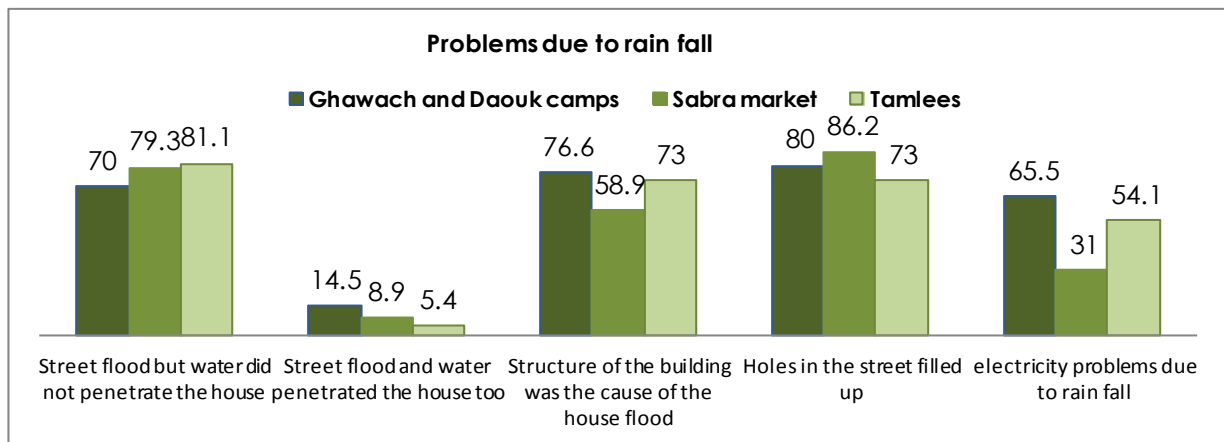
Problems due to Rain Fall: Household problems due to rain fall seem to be quite prevalent in the surveyed areas in general and were distributed 79.3% of the households in Ghawach and Daouk camps, 62.6% in Sabra market and 71.2% in Tamlees (Graph 14). Among the households who reported on having problems due to rain fall in the year prior the study; the specific problem of street flooding yet not penetrating their house happened 70% in Ghawach and Daouk Camps and around 80% in both Sabra market and Tamlees. The households where the street flooded and the water penetrated the houses too, were stated to be 14.5% in Ghawach and Daouk camps, 8.9% in Sabra market and 5.4% in Tamlees.

Two thirds of the respondents conveyed having electricity problems due to rain fall in Ghawach and Daouk camps and 31% in Sabra market and 54.1% in Tamlees. The physical structural status of the building seems to be perceived as a contributing cause to the flooding in the households when it rains (Graph 15) (Appendix 8, table 5).

Graph 14: Distribution of respondents who experienced problems due to rain fall during the winter season



Graph 15: Distribution of respondents according to their report regard problems experienced due to rain fall during the winter season



Problems due to Electricity Power Failure: Household problems due to electricity power failure seem to be quite prevalent, 70% in Ghawach and Daouk camps, 46.2% in Sabra market and 37.3% in Tamlees. Among the households who had problems due to electricity, the main problems encountered were damages to the television and other electrical appliances during the year prior to the study. One fourth of the households in Ghawach and Daouk camps report also that a family member was hurt due the electricity, 9.5% in Sabra market and 15.8 % in Tamlees. The households that experienced electricity problems in Ghawach and Daouk camps attribute the problem mainly to the illegal and unprotected wiring of the electric cables. (Appendix 8, table 6).

Most of the time the surveyed population in both areas Ghawach and Daouk camps and Sabra market manage the situation without requesting someone to repair the damage. However among those who reported asking for help to fix the problem, they mainly resorted to a private company, (Appendix 8, table 7).

Problems due to Waste Water: This problem was also reported in the survey. Among Ghawach and Daouk camps households, 58.3% reported having a problem due to the sewage system during the year prior to the study, 46.1% in Sabra market and 34.0% in Tamlees. (Appendix 8, table 8)

Among the households who had problems due the sewage system, 81% to 90% reported flood of sewage pipes in the street where they live. The proportion of the respondents who also reported that the household running water had a foul smell was 46.9% in Ghawach and Daouk camps and almost one third of the households in both Sabra market and Tamlees (Appendix 8, table 8).

In case of flood due to the sewage system, the surveyed population in Ghawach and Daouk camps requests the help of either a private company or the camp committee (23.8%) while in Sabra market one third of the households requested assistance from the municipality (27.8%) and in Tamlees it is mainly the neighbors (47.1%), or a private company (29.4%), (Appendix 8, table 9).

For problems due to rain fall, electricity and sewage system that are prevalent in the surveyed areas, most of the households did experience at least one of the above mentioned problems, (Appendix 8, table 10). The proportion of households who did not report having either a problem due to rain fall or electricity or sewage is only 6.4% in Ghawach and Daouk camps, 16.3% in Sabra market and 25% in Tamlees. Households that had all three problems constituted 42.1% in Ghawach and Daouk camps and 17.4% in Sabra market and 17.3% in Tamlees.

Municipality Response to problems due to rain fall and waste water management: The household rating as very good/ good of the municipality response to the management of problems related to rain fall was favorable only among 9.9% in Ghawach and Daouk camps, 16.7% in Sabra market and 28.8% in Tamlees, (Appendix 8, table 11). Regarding waste water

management, the favorable rating proportions were 17.9%, 23.1% and 32.7% respectively, (Appendix 8, table 11).

Further analysis of the data shows that among the respondents who reported experiencing either a problem due to rain or sewage system, the rating of the municipality response was worse than those who did not experience such problems, (Appendix 8, table 12).

2. Household's Basic Services

Electricity: Electricity has been rationed since the eruption of the civil war in Lebanon in 1974. The Ministry of Electricity and Water Resources current rationing cover the people's needs for 21 hours in the city of Beirut. The back-up system relies on the ownership of small diesel-operated generators or the purchase of electricity from privately owned neighborhood generators. The survey in Sabra neighborhood and Tamlees showed that 90% to 95% of households relied solely on government- supplied electricity. The survey in Ghawach and Daouk camps shows that only 54.4% of households relied solely on government- supplied electricity. The others either use generators or through monthly subscriptions from neighborhood generators, and 16% through illegal wiring on the main power line (Appendix 8, table 13). For households that subscribed to neighborhood generators, the monthly cost (for 5 Amp) was 19,300 LL in Ghawach and Daouk camps, 100,000 LL in Sabra market and 75,000LL in Tamlees.

Sources of Water: The current survey in Tarik El Jadide showed that the households, rather than the municipal water, used other sources of drinking water such as bottled water. Only 5 to 8% of the households depended on municipal water for drinking. The main reason for not using the municipal tap water was the bad quality of water in terms of taste. It is worth noting that 62% of the households in Ghawach and Daouk camps, 42.4% in Sabra market and 25.5% in Tamlees do not have access to running municipal tap water whatsoever. The proportion of households that reported getting municipal running water on a daily basis was by far more frequent in Tamlees (88.5%) than in Ghawach and Daouk camps (23.6%) and 6.5% in Sabra market where 22.8% of the households get it every two days. The remaining households do not receive running municipal water. (Appendix 8, table14)

Garbage collection: The frequency of collection of municipal refuse from the street collection sites ranged for daily collection 80.9%, 71.4%, 56.6% in Ghawach and Daouk camps, Sabra market and Tamlees respectively. For "not at all", answers were 11.8% at Ghawach and Daouk camps, 19.8% in Sabra market and 44.4% in Tamlees. The proportion of households that are satisfied with the municipal garbage collection was 55.7% in Ghawach and Daouk camps and around 70% in both Sabra market and Tamlees.

Only 35.3% of the respondents complained about the odors emitted from the street heaps of garbage in Ghawach and Daouk camps and 19.6% in Sabra market and 24% in Tamlees. It is worth noting here that the survey was undertaken in the winter, when the lowered ambient temperature suppresses garbage fermentation and odor production.

It is not surprising that there was no trend between families satisfied with the garbage collection and complaining from ambient odors, (Appendix 8, table16).

Housing Condition: The housing physical condition was mostly good in Sabra market (56.5%) and Tamlees (53.8%). The households that needed rehabilitation ranged from 51.5% in Ghawach and Daouk camps, 41.3% in Sabra market and 30.8% in Tamlees. The highest proportion of households that were deemed completely unfit as a place to live was in Tamlees (15.4%), followed by Ghawach and Daouk camps (10.8%) and only 2.2% in Sabra market. The maintenance required was predominantly, plastering and waterproofing of the walls to minimize the humidity and dampness in the houses. (Appendix 8, table 17)

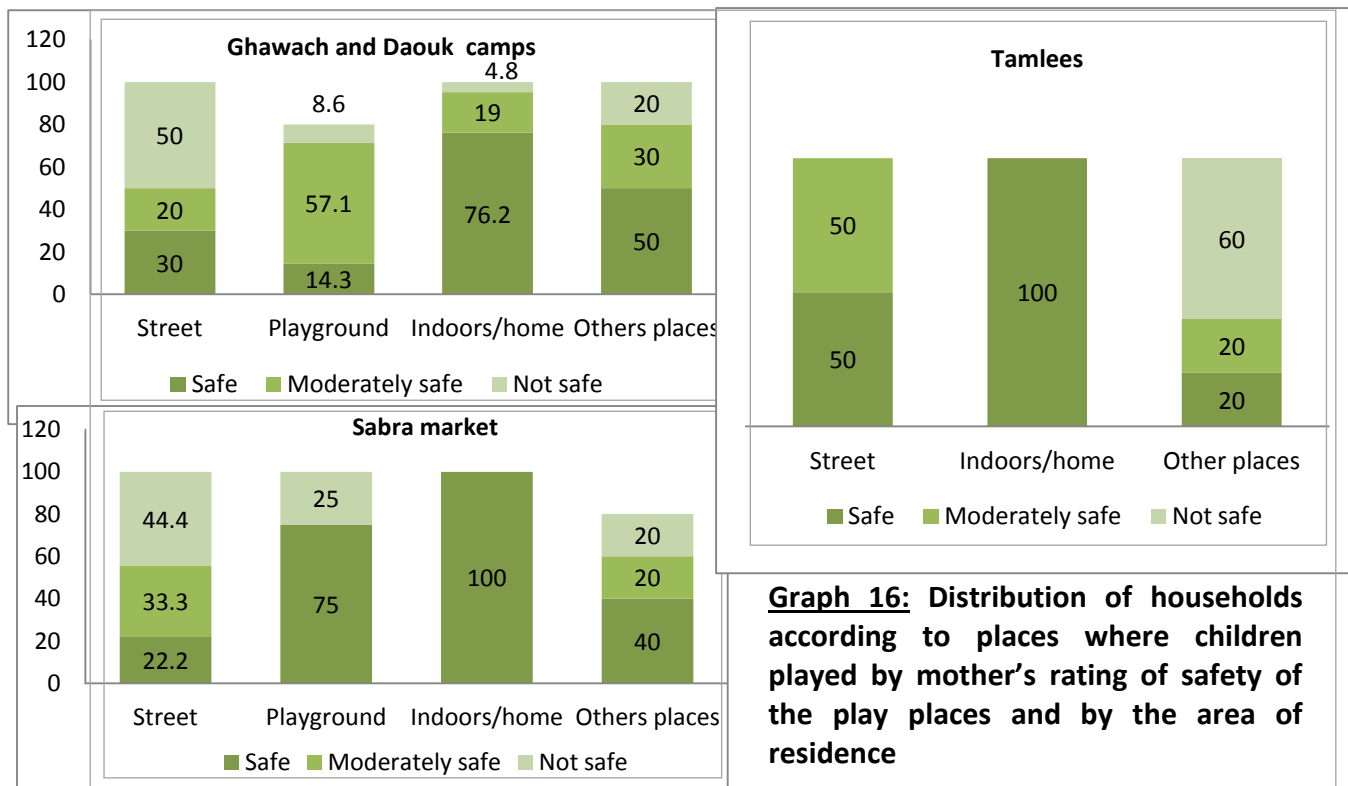
Leisure Time and School Enrollment

1. Respondents' leisure time

The majority of the surveyed women do stay indoors and rarely spend leisure time outdoors, except in the Sabra camps where one fourth of the women reported outdoor performing activities such as visiting neighbors and exercising, (Appendix 8, table8).

2. Type and safety of places where children play

Of the households that had children less than 15 years old, the majority of the children play in the house. 50% of the respondents in Tamlees perceived the street where their children spend their leisure time as safe compared to 22% in Ghawach and Daouk camps and only 30% in Sabra market. None of the children played in playgrounds in Tamlees. The playground was deemed not safe by 28.6% and 25% in Ghawach and Daouk camps and Sabra market respectively (Graph 16).



Graph 16: Distribution of households according to places where children played by mother's rating of safety of the play places and by the area of residence

3. Type and safety of places where young people spend leisure time

The respondent of the households that had children aged between 16 to 24 years old in Tamlees area reported that they perceive the street where the youth spend their leisure time as 100% not safe compared to 44.4% in Ghawach and Daouk camps and only 12.5% in Sabra market. For those who played in a playground, around 60% in both Sabra camps and Sabra and only 33% in Tamlees considered playing in the neighborhood playground as safe.

Security and Public Safety

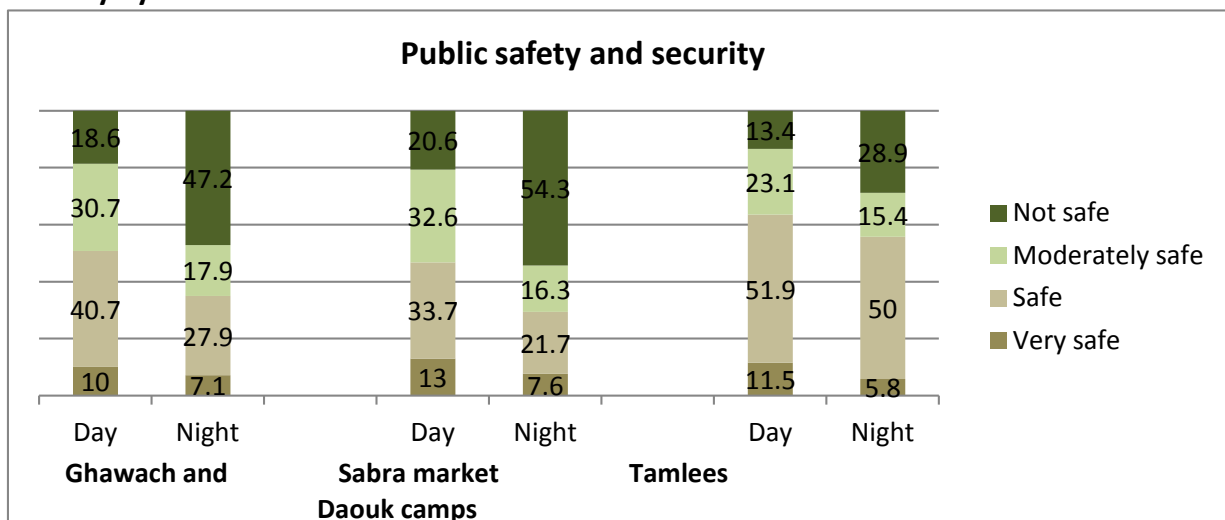
1. Indicators of urban public safety and security

The rating of the public safety and security by area of residence showed that around 20% of the respondents in Ghawach and Daouk camps and Sabra market and 13.6% in Tamlees consider their areas of residence as not safe during the day. The rate of considering the area not safe during the night ranged from 54.3% in Sabra market, 47.2% in Ghawach and Daouk camps to 28.9% in Tamlees. (Graph 17)

The other indicators show that house burglary, car theft, mugging incidents do happen in all surveyed areas. However house burglary and house theft are more common in Ghawach and Daouk camps than in Sabra market and in Tamlees. Mugging incident seem to be happening more frequently in Sabra market than Ghawach and Daouk camps and Tamlees. Around 60% of the households in Ghawach and Daouk camps and Sabra market and 38.5% in Tamlees report on conflicts that led to the use of arms do happen either most of the time or some of the time. Sexual Harassment and domestic violence happened more frequently in Ghawach and Daouk camps than in Sabra market and Tamlees.

The rates reported of different kinds of indicators reflect that the urban environment where the surveyed population lives is generally not safe and lacking adequate security. (Appendix 8, table 21)

Graph 17: Distribution of respondents according to their perception of public safety and security by area residence



2. Measures perceived to improve public safety and security

The measure that had the highest frequency was secure good lighting, having road signs for direction and maintain public spaces. Improving the public transportation was approved almost unanimously by all respondents as a measure that will improve the public safety and security.

The respondents in all areas also perceived that the presence of drug dealers and drunk people in the streets, affect the safety conditions in the area. (See table 3), (Appendix 8, table 22).

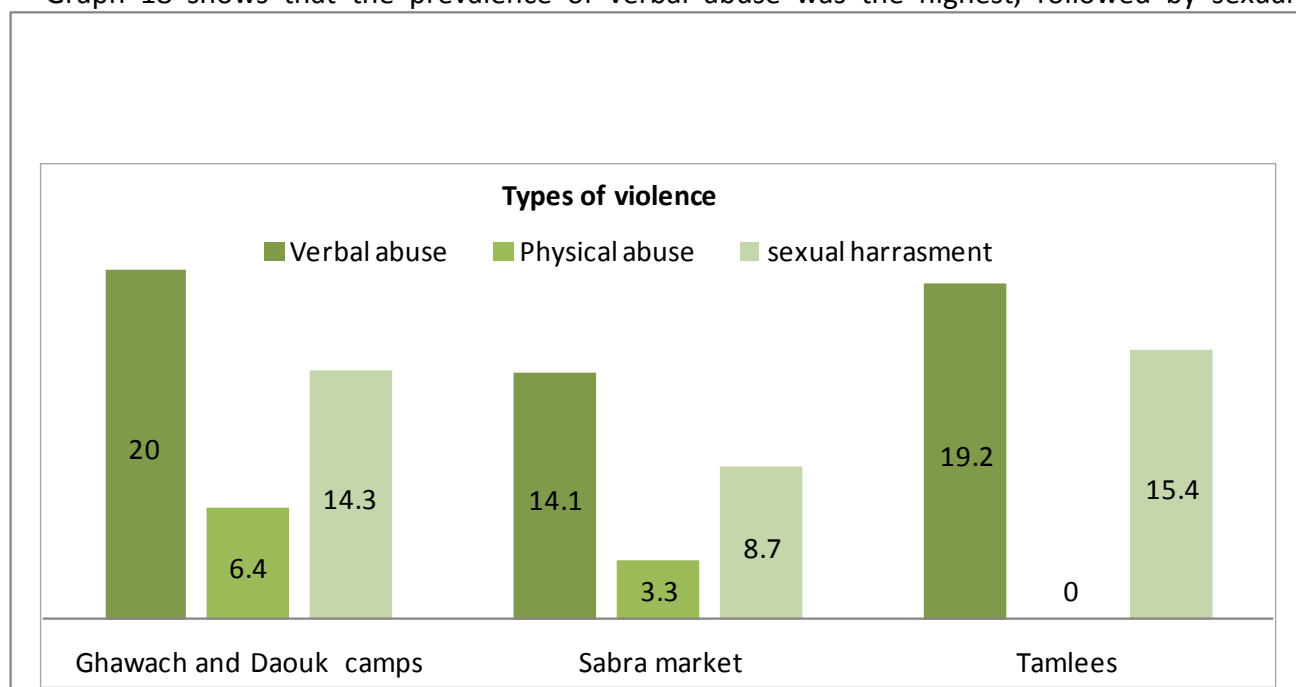
Table 3: Distribution of respondent's perception of the measures that may improve public safety and security in their area residence

Respondents' perceptions in %	Ghawach and Daouk camps	Sabra market	Tamlees
Good lighting	93.6	98.9	94.2
Road signs	90	97.8	96.2
Maintain public spaces	94.3	100	96.2
Improve the public transportation	82.1	100	96.2
Presence of police	89.2	97.8	94.2
Not having drug users	90.7	94.4	84.6
Not having drunk peoples	91.4	93.3	86.5
Alleviate political problems	81.4	96.6	92.3
Alleviate religious problems	77.1	92.1	90.4
Addresses issues of different nationalities	72.9	94.4	90.4

Violence

1. Magnitude, Characteristics and Scope of Violence

Graph 18 shows that the prevalence of verbal abuse was the highest, followed by sexual



Perpetrator and Victim: The survey stated that 76% in Ghawach and Daouk camps, 46.2% in Sabra market and 62.5% in Tamlees respectively reported that for verbal abuse the perpetrator was usually from the area. Only 4% in Ghawach and Daouk camps report that he was from outside the area compared to 30.8% in Sabra market and 37.5% in Tamlees, (Appendix 8, table 23).

Frequency of Verbal Abuse: The highest frequency of the verbal abuse happening all the time and most of the time was in Ghawach and Daouk camps (39.3%) and Sabra market (37.5%) compared to 23.1 % in Tamlees, (Appendix 8, table 23).

Type and Reason of Verbal Abuse: In all surveyed areas the main type of verbal abuse was swearing and insults. In Ghawach and Daouk camps 20% of the victims of verbal abuse and only one person in both Sabra market and Tamlees report being threatened, (Appendix 8, table 23).

Where and when verbal abuse concentrates: Verbal abuse happened most frequently in the internal alleys in all surveyed areas. Verbal abuse occurring at home was reported (16.7%) only in Ghawach and Daouk camps. The verbal abuse seems to occur mainly during daytime, (Appendix 8, table 23).

Response to verbal abuse: 50% of the verbally abused took no action in Tamlees, compared to 38.5% in Sabra market and 28% in Ghawach and Daouk camps. Those who took action either faced the perpetrator directly or asked help from the police, (Appendix 8, table 23).

3. Physical Abuse

Perpetrator: For physical violence, the perpetrator was usually from the area in Ghawach and Daouk camps, in Sabra market it was a relative. No physical abuse was reported in Tamlees, (Appendix 8, table 24).

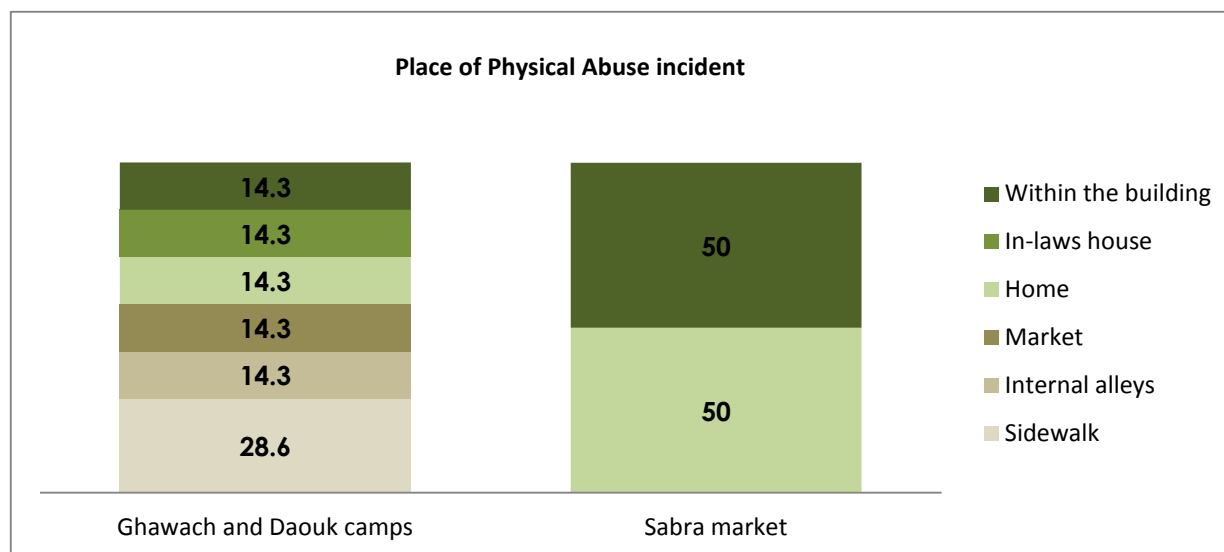
Frequency of Physical Abuse: The highest frequency of physical abuse happening all the time and most of the time was in Sabra market (66.6%), compared to 11.1 % in Ghawach and Daouk camps. (Appendix 8, table 24)

Type and Reason of Physical Abuse: In all surveyed areas the main type of physical abuse was hitting and kicking. In Ghawach and Daouk camps only one respondent reported that the incident involved gun shooting, (Appendix 8, table 24).

The main trigger for physical abuse was either related to car parking issues, 28.6% in Ghawach and Daouk camps or family conflicts, 50% in Sabra market and 28.6% in Ghawach and Daouk camps.

Where and when physical abuse concentrates: There was no specific place where the physical abuse happened more frequently in Ghawach and Daouk camps. The physical abuse seems to occur mainly during daytime in Sabra market and early evening in Ghawach and Daouk camps, (Graph 19). (Appendix 8, table 24)

Graph 19: Distribution of respondents according to where the physical abuse happened



Response to Physical Abuse: All of the physically abused in Sabra market faced the perpetrator directly, in Ghawach and Daouk camps the response was equally distributed between no action taken (33.3%), facing the perpetrator(33.3%) and asking help from the police(33.3%), (Appendix 8, table 24).

4. Sexual Harassment

Perpetrator: 85.7% in Tamlees reported that the perpetrator was predominantly from outside the area. In Ghawach and Daouk camps the proportion of the perpetrator being from outside the area, or from the area was 42.1% and 36.8 % respectively. In Sabra market one third of the respondents did not know whether the perpetrator of sexual harassment was from the area or not. (Appendix 8, table 25)

Frequency of Sexual Harassment: Three quarter of sexual harassment victims reported that the incident happens all the time and most of the time in Ghawach and Daouk camps camps, 37.5% in Sabra market, 50% in Tamlees. (Appendix 8, table 25)

Type and Reason of Sexual Harassment: In all surveyed areas the most frequent type of sexual harassment was unsolicited sexual comments and flirting. However, 6% reported explicit sexual assaults in Ghawach and Daouk camps, 12.5% in Sabra market and none in Tamlees, (Appendix 8, table 25).

Where and when Sexual Harassment concentrate: The sexual harassment occurred mainly in the internal alleys and on the sidewalk in all surveyed areas and it happened during daytime (Appendix 8, table 25).

Response to Sexual Harassment: Most of the sexually harassed took no action in all surveyed areas. Those who took action by confronting the perpetrator directly constituted 25% in Sabra camps, 14.3% in Sabra and 12.5% in Tamlees, (Appendix 8, table 25).

5. Cumulative frequency of violence incident

Around two thirds of the surveyed women did not report being exposed to such violence incidents, in the last year prior to the survey. Around 15% experienced at least one violence incident. The proportion of the same respondent experiencing two violence incidents was 8.6% in Ghawach and Daouk camps, 5.4% in Sabra market and 9.8% in Tamlees. One respondent in Sabra market and 4 in Ghawach and Daouk camps reported being victim of the three violence incidents investigated in the survey and none in Tamlees. (Appendix 8, table26)

6. Violence by Age of Respondent

There was no statistical difference in the average age of victims of neither verbal abuse nor physical abuse or sexual harassment in Ghawach and Daouk camps. In Sabra market those who reported being sexually harassed or verbally abused were significantly younger than those who did not report such incidents. In Tamlees only those who reported verbal abuse were significantly younger than those who did not report being victim of verbal abuse, (Appendix 8, table 27).

7. Violence by Nationality of Respondent

This study shows the distribution of all types of violence by the nationality of the respondents in the survey area, (Appendix 8, table 28). There was no variability in Tamlees; most of the residents were Lebanese as well as the victims. In Sabra market the Syrians seem to be more prone to verbal and physical than the Lebanese or Palestinian.

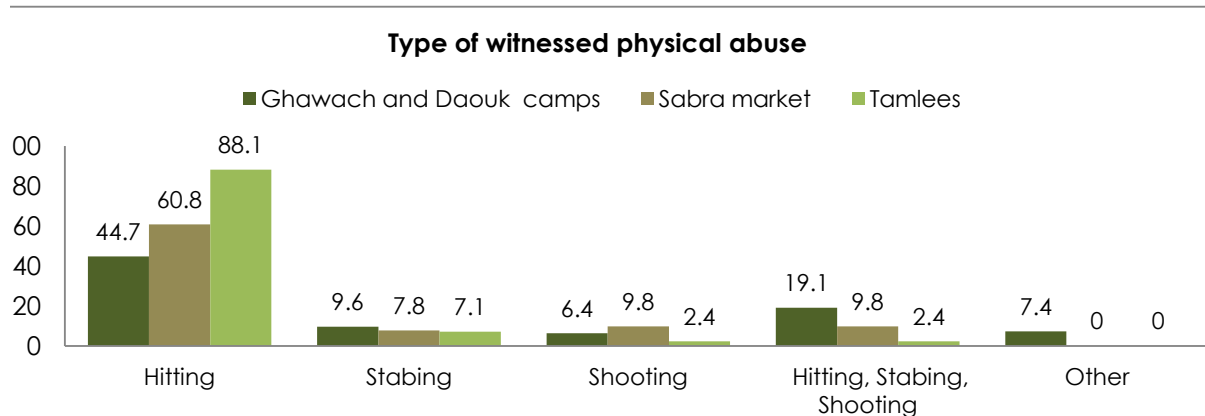
8. Witnessing Physical Abuse by Area of Residence

Magnitude, Characteristics and Scope of Witnessing Physical abuse: There was a high prevalence of reporting witnessing a physical abuse incident in the previous 12 months, it ranged from 55.4% in Sabra market to 66.9% in Ghawach and Daouk Camps and 82.4% in Tamlees. (Appendix 8, table 29)

Frequency of Witnessing Physical Abuse: The frequency of physical abuse happening all the time and most of the time was high in the three areas as stated 68.9% in Tamlees, 62.8 % in Ghawach and Daouk camps and 60.6% in Sabra market. (Appendix 8, table 29)

Type and Reason of Witnessed Physical Abuse: In all surveyed areas the main type of physical abuse witnessed was hitting. Witnessing physical abuse incident in the area, involving gun shooting were more frequently reported in Ghawach and Daouk camps (25.5%), Sabra market (23.6%), and Tamlees (4.8%), (Graph 20). The reported reasons for the trigger for physical abuse included family, neighbors, political and religious conflicts as well as conflicts related to road traffic and car parking, (Appendix 8, table 23).

Graph 27: Distribution of respondents by types of witnessed physical abuse in the previous 12 months



Where and when witnessing physical abuse concentrates: Witnessing a physical abuse incident happened mainly in the internal alleys in all of the surveyed areas, (Appendix 14, table 23). 73.8% of physical abuse in Tamlees occurred mainly during daytime, 48.8% in Sabra market and 44% in Ghawach and Daouk camps.

Response of the community to witnessing Physical Abuse: In Tamlees half of the time the physical conflict witnessed was among Lebanese, and around 30% and 20% in Sabra market and Ghawach and Daouk camps respectively. Three quarters of the time in Sabra market and Ghawach and Daouk camps someone interfered to resolve the physical incident, and around 60% in Tamlees. The police intervened more frequently in Sabra market (34.5%) than in Ghawach and Daouk camps (19.4%) and in Tamlees (21.8%). The remaining incidents where the police did not intervene, either influential political figures, or young people and residents of the area took action to resolve the conflict. (Appendix 8, table29)

Precautionary Measures Taken to Avoid Violence as reported by Respondents

The measures taken by the respondent that had the highest frequency were to avoid going out alone at night: 77.1% in Ghawach and Daouk camps, 81.5% in Sabra market, and 88.5% in Tamlees. and to avoid being in isolated places: 85% in Ghawach and Daouk camps, 85.9% in Sabra market, and 90.4% in Tamlees. Further analysis of the data shows that the rating of the general safety and security at night differs by whether the street where the respondent resides had light. (Appendix 8, table 31)

Among respondent who resided in an area where street light was available, the rating of the area being safe at night was 62.5% compared to around 30% when the street light was available some of the time or no light whatsoever, (Appendix 8, table 32).

Requesting Police Help

86.5% in Tamlees reported going to the Police for help, whereas the percentage was 72.9% in Ghawash and Daouk camps and 65.9% in Sabra market. Among those who do not ask help from the Police the main reasons were dislike of reporting to a police station were 57.1% in Tamlees, 14.3% in Sabra market, 11.5% in Ghawach and Daouk camps. In addition to fear of scandal 46.2% in Ghawach and Daouk camps, 39.3% in Sabra market, 57.1% in Tamlees. (Appendix 8, table 33)

Recommendations

The specific recommendations proposed by the respondents to improve security and public safety in their areas of residence were (Appendix 8, table 34-35):

Table 4: Distribution of respondents proposed recommendations measures that may improve public safety by area of residence

Respondents recommendations related to public safety
<p>Electricity Related</p> <ul style="list-style-type: none"> • The electricity problem has to be fixed and it should be provided all the time • Improve the street lighting in the area Street lights /should be always lit at night
<p>Water Related</p> <ul style="list-style-type: none"> • Improve the networks in order for the water to reach the houses • Improve the quality of the water (salty water)
<p>Wastewater</p> <ul style="list-style-type: none"> • Check and improve the sewage system
<p>Solid Waste</p> <ul style="list-style-type: none"> • The municipality should work on improving garbage collection
<p>Streets and Public Spaces</p> <ul style="list-style-type: none"> • Need more road signs/traffic lights in the area (Tamlees) • Streets need to be maintained continuously • Public spaces should be cleaned on a regular basis (from dog waste and leftover garbage) (Tamlees) • Need to check the physical conditions of the buildings (humidity, leakage, etc) and fix the problems • Find a solution for the illegal haphazard construction • Demolish the illegally built households (Ghawach and Daouk camps) • Secure parking spaces in the area • Provide public spaces for kids and adolescents (Ghawach and Daouk camps, Sabra market)

Table 5: Distribution of respondents proposed recommendations measures that may improve security by area of residence

Respondents recommendations related to security
<p>Municipality</p> <ul style="list-style-type: none"> • The municipality should be proactive and serve the needs of the people (Ghawach and Daouk camps, Sabra market) • The municipality should ensure presence of municipality guards in the area at all times (Ghawach and Daouk camps, Sabra market) <p>Police</p> <ul style="list-style-type: none"> • Have regular police rounds during the day and specifically at night (Sabra market, Tamlees) • Provide regular security during the night to control the youth activities (Ghawach and Daouk camps) <p>Youth</p> <ul style="list-style-type: none"> • Reduce gathering of youth in the streets (Ghawach and Daouk camps, Sabra market). • Develop a strategy to find work for the youth in the area(Ghawach and Daouk camps, Sabra market) • Need to develop a strategy to alleviate the youth drug and alcohol addiction problems <p>Political</p> <ul style="list-style-type: none"> • Work on reducing the political and sectarian conflicts in the area <p>Foreigners</p> <ul style="list-style-type: none"> • Find a solution for the overpopulation of foreigners in the area Ghawach and Daouk camps, Sabra market). • Create a local committee to manage issues of public safety and security in the area (Ghawach and Daouk camps).

Chapter 3

-The action plan-

VI. THE PROCESS

The preparation of the action plan for Sabra and Tamlees areas involved the following 6 steps:

- Validation meetings held with key stakeholders
- Preparation of a preliminary action plan based on the findings of the survey and recommendations resulted from the validation meetings
- Selection of a local committee from each area to follow up on the elaboration of the action plan and the negotiation with municipality of Beirut
- Validation of the preliminary action plans with committees
- Meeting held between local committees and the Municipality of Beirut to present and discuss the action plans and agree on next steps
- Final action plans are prepared

Validation meetings held with key stakeholders

The analysis of quantitative data along with individual interviews and the focus group meetings, allowed a better understanding of existing problems.

In order to validate the data and draw accordingly the action plan, one validation meeting was held in each neighborhood; Tamlees and Sabra. The meetings were attended by representatives of key stakeholders in the area. Those included Mokhtars, representatives from local NGO's, schools, governmental agencies, in addition to a representative from Beirut Municipality, and representatives from UN-Habitat, UNICEF and UNDP.

Preparation of Preliminary Action Plan

Based on the findings of the survey and the outputs of the validation meetings, a set of activities were suggested and divided into short, medium, and long term interventions.

Selection of Local Committees

For better effectiveness and credibility, two committees were established; one for Tamlees and one for Sabra Market and Sabra Camps. Those committees include NGOs representatives who are active within their communities and have the capacity to contribute to the suggested framework. The role of the committee is to coordinate with the municipality in order to follow up on addressing the arising issues.

Validation of the Action Plan

Meetings with local committees were held to discuss the updated action plan that was modified based on the results of the validation meeting and the discussion with representatives of the Municipality of Beirut.

Those meetings helped in the elaboration of projects and in identifying potential implementing partners. It was agreed to classify implementation timeframe of the required projects into 3; short, medium and long-term, equivalent to 1, 3, and 5 years. The duration was associated with legal, administrative and financial factors that might affect the implementation of the projects. Interventions that has to do with security issues and that are beyond the capacity of the municipality were suggested to be as long term projects (i.e. removing street vendors and ambulant shops from Sabra market, removing illegal electric wiring, establishing police station within the area. etc.)

Meeting held with Beirut Municipality to present action plans

With the Community approval on the action plans, a meeting was held in the municipality of Beirut to present findings and get support to facilitate implementation of suggested projects and activities.

VII. THE 5 YEAR ACTION PLAN

1. SABRA

Activities	Concerned Parties	Year 1	Year 2	Year 3	Year 4	Year 5
1. INFRASTRUCTURE						
1.1 Water: Enhance the access to clean water to reduce the spread of diseases within poor families and mainly among children						
Set a meeting with the "Water Central administration" in order to find means for distribution of water to the Camps	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Beirut Water Authority 					
Hire an expert to examine the current situation of water networks and artesian wells, regarding salinity of the water, and propose solutions to secure safe clean non-salty drinking water						
Dig new wells and secure water pumps						
1.2 Electricity: Reduce the problems resulting from friction and bad electrical distribution						
Get the support of "Electricite Du Liban" to remove illegal electric wiring and ensure better and safer distribution of cables	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • EDL 					
Rehabilitate and amplify the capacity of the local power station						
1.3 Sewage and rain water drainage systems: Ensure sanitation and hygiene and reduce the spread of diseases						
Ensure regular maintenance to the sewage system in the camps	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees 					
Provide tools for cleaning the sewage system						
Create alternative solutions to remove rain water gathered within Sabra market area, as the pumping station that used to be in the area doesn't exist anymore (it was replaced by the meat shops)						
1.4 Solid Waste: Ensure healthy conditions within the area						
Provide waste containers: determine the required numbers and distribution places.	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Municipality of Ghobeiry • Sukleen 					
Contact Sukleen to provide personnel into the camps for the removal of garbage						
More personnel for removal of garbage from the meat market						
Meet with the Municipality of Ghobeiry to coordinate on means to dispose solid waste from locations lie within the administrative borders of Ghobeiry						
Implementation of awareness-raising campaigns						
Regular spraying pesticides in coordination with the municipality of Beirut						

Activities	Concerned Parties	Year 1	Year 2	Year 3	Year 4	Year 5
2. PUBLIC SERVICES AND SPACES						
2.1 Public Gardens and Playgrounds: Ensure safe public spaces for children & youth						
Coordinate with the municipality of Beirut to identify locations that could be used as a public garden or playgrounds once rehabilitated	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees 					
2.2 Traffic: Reduce traffic and enhance car circulation						
Remove damaged cars left on streets and blocking the roads	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Governor of Beirut 					
Ensure parking areas						
Facilitate car circulation by having policemen based in sabra market						
2.3 Maintenance works: Enhance the Urban Environment						
Maintenance of buildings, street lighting, and roads	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Governor of Beirut 					
Conduct a technical engineering survey to assess the validity of old buildings						
Install traffic signs and speed bumps to decrease car accidents						
Remove ambulant shops from sidewalks						
Identify a new location for Sabra market						
3. COMMUNITY EMPOWERMENT						
3.1 Raising public awareness: Raise people's awareness on social, civic and health issues						
Implement awareness sessions with local communities on various topics affecting safety and security within the area (<i>Personal and community hygiene, drugs, citizenship, conflict resolution, etc.</i>)	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • NGOs 					
4. PUBLIC SAFETY AND SECURITY						
4.1 Safety and Security: Decrease the occurrence of thefts and harassment and maintain public Safety and Security						
Remove advertisements placed on pedestrian bridges to prevent harassments	<ul style="list-style-type: none"> • Governor of Beirut • Municipality of Beirut • Local committees 					
Prohibit circulation of unlicensed motorcycles, mainly at night time						
Establish a new police station in Tarik El Jedide						
Establish an army check point in the area						
Increase circulation of Police cars and presence of policemen in the area						

2. TAMLEES

Activities	Concerned Parties	Year 1	Year 2	Year 3	Year 4	Year 5
1. INFRASTRUCTURE						
1.1 Sewage and rain water drainage systems: Ensure sanitation and reduce the spread of disease through the rehabilitation of the sewage system						
Expansion of the sewerage network to cope with the increasing population	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees 					
1.2 Solid Waste: Ensure public hygiene conditions in the area						
Provide waste containers: determine the required numbers and distribution places	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Sukleen 					
Contact Sukleen to provide additional personnel for daily cleaning						
Implementation of awareness-raising campaigns						
Spraying pesticides through coordination between the municipality and the neighborhood committee						
2. PUBLIC SERVICES AND SPACES						
2.1 Public Gardens and Playgrounds: Ensure safe public spaces for children & youth						
Undertake required contacts to facilitate the regular entrance of youth groups from Tamlees into the Municipal Stadium	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees 					
2.2 Traffic: Reduce traffic and enhance car circulation						
Ensure parking areas	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Governor of Beirut 					
Make use of the public parking in Abou Chaker area						
Open the new road which connects Cornich el Mazraa with Abu Chaker square						
2.3 Maintenance works: Enhance the Urban Environment						
Maintenance of buildings, street lighting, and roads	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • Governor of Beirut 					
Conduct a technical survey to assess the validity of old buildings						
Install traffic signs						
Rehabilitate El Rifai Public Garden						
Maintenance of E Elmiya public stairs						

Activities	Concerned Parties	Year 1	Year 2	Year 3	Year 4	Year 5
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3. COMMUNITY EMPOWERMENT

3.1 Raising public awareness: Raise people's awareness on social, civic and health issues

Implement awareness sessions with local communities on various topics affecting safety and security within the area (<i>Personal and community hygiene, drugs, citizenship, conflict resolution, etc.</i>)	<ul style="list-style-type: none"> • Municipality of Beirut • Local committees • NGOs 					
Attract youth through Scouts clubs						
Establish youth centers and/or use existing centers run by NGO's						

4. PUBLIC SAFETY AND SECURITY

4.1 Safety and Security: Decrease the occurrence of thefts and harassment and maintain public Safety and Security

Prohibit circulation of unlicensed motorcycles, mainly at night time	<ul style="list-style-type: none"> • Governor of Beirut • Municipality of Beirut • Local committees 					
Ensure frequent presence of policemen in the area						
Install Surveillance Cameras in the area						
Activate the work of municipal guards at night time						

It is worth mentioning that some actions related to the implementation of planned interventions have already started. Those are:

- A technical study is being prepared by the local committee in Sabra for the renovation of the sewage system to cover the newly built houses within Sabra Camp. This Project will be funded by UN-Habitat with the collaboration of the municipality of Beirut and the local committee.
- Contacts with Sukleen were initiated to provide more personnel to the area and install more containers.
- The municipality of Beirut has provided the local committee with a sprayer that will be used for regular spraying campaigns in the area.
- A meeting with Beirut Water Authority is planned to be organized very soon.
- Negotiations with local NGOs have started to develop a capacity building program for the area. The program will include awareness raising campaigns and training workshops addressed to members of the local committees as well to youth and women groups.
- An engineering assessment is being undertaken to paint the facades of the old buildings located on Sabra market main street.
- A field visit to the area was conducted with representatives from the municipality of Beirut to assess the damaged cars left on streets, and to identify possible solutions for this problem.
- Rehabilitation of Al Rifai Public Garden will start in a month period.
- In collaboration with the municipality of Beirut, the local committee in Tamlees is planning to undertake cleaning campaigns that would involve youth groups, mainly scouts.

Chapter 4

-Concluding remarks-

VIII. LESSONS LEARNT

The preliminary findings of the survey Sabra and Tamlees neighborhoods allowed for the formation of a number of conclusions, summarized as follows:

Seven factors listed below were essential in facilitating implementation and validating data generated:

- **Community partnership:** prior to launching the survey, several meetings were held with key persons and influential NGO's within the targeted areas. The project team discussed the aim of the survey, raised the issue of safety and security and tried to formulate a common understanding of the problem.
- **Community preparedness:** Sabra and Tamlees are two underprivileged neighborhoods that suffer, beside poverty, from many socio-political problems that created conflicts among inhabitants (i.e. different nationalities, different political affiliation, drug abuse). Talking about reasons of insecurity was not possible without building the trust and gaining the support of all community leaders before launching the survey.
- **Methodology used:** the methodology used for data collection relied on different qualitative and quantitative techniques: Interviews, focus groups, street survey, household survey. This helped in validating the data collected and in having a better understanding of safety and security.
- **A common understanding of safety and security** was reached before launching the data collection, which helped in generating different perceptions starting from the same baseline concept.
- **Involvement of different community members:** youth, women, children's opinions on safety and security were reflected through focus group meetings and interviews. Children and youth spend usually more time in public spaces than women. The time when the children are present in the street is usually in the afternoon while women spend the mornings outside. This diversity of information about the issue of safety and security in the area allowed a better understanding of the different factors causing instability.
- **Involvement of the municipality:** The involvement and commitment of Beirut municipal council members throughout the whole process has helped in motivating local community members to actively participate in discussions and validation workshops.

- **Community ownership:** the idea of establishing a local committee in each neighborhood enhanced community support on one hand, and made committee members more involved in following up the various process of implementation on the other hand. Members of the local committees were involved in assessing community needs and in following up with the municipality to respond to these needs.

Besides the above mentioned points three factors the project team had to overcome:

- **The time allocated** for the implementation of the overall project was very tight especially in the preparation phase.
- **Precise numbers of households and resident population were not available** for both clusters. This has required additional time for collecting data.
- **Accurate Maps** that specify the geographical boundaries of both neighborhoods were not available.

IX. THE WAY FORWARD

In light of the above mentioned observations and findings and in light of proposed action plans recommended by implementing agencies and approved by local committees and Beirut municipality, the following is recommended:

- For the municipality to be able to efficiently extend its urban services to cover these marginalized neighborhoods, it is recommended to enforce the relation between the local committee and the municipality to facilitate implementation of interventions in each neighborhood.
- A capacity building strategy will be proposed by the project team to support the municipality of Beirut in achieving its role, and to enhance community readiness for change.
- Projects should be implemented in the area only if support and commitment are guaranteed by the community members/local committees. Several previous studies and surveys were implemented specially in Sabra neighborhood and few actions were taken.
- Based on action plans prepared, a new phase is to be launched for implementation of projects in selected neighborhoods. At this stage a clear picture of priority issues is defined and there is a need to move to the application phase.

KARM EL ZEITOUN & NOUR HAGEIN



Baseline Study prepared
by World Vision Lebanon

ACKNOWLEDGMENTS

This baseline study report is the outcome of the fruitful collaboration between a number of individuals and organizations without the active participation and support of whom it could have never been completed.

World Vision Lebanon (WVL) would like to extend its thanks to residents of the both communities of Karm el Zaytoun and Nour Hagien who graciously agreed to take part in the research process and to disclose personal information. A thank you goes to key community members who facilitated our access to the communities and to the mayors and members of civil society who were engaged and supportive throughout the process.

We are grateful for the support of the Municipality of Beirut throughout the process of planning for and execution of this baseline study and we are also appreciative of the good collaboration with the partners on this project, Makassed, UNICEF, UN Women and UN Habitat.

Finally WVL is thankful for the Center of Expertise (CoE) for urban programming, global WV unit leading urban work, for contributing to the funding of this research.

World Vision Lebanon
May 2013

Chapter 1

-Introduction-

I. PROJECT BACKGROUND

The body of knowledge provides different definitions of safety and security as per the context and the discipline where the terms are used. The Global report on Human Settlement in 2007, for instance, introduced urban safety and security as a theme that “encompasses a wide range of concerns and issues. These range from basic needs, such as food, health and shelter, through protection from crime and the impacts of technological and natural hazards, to collective security needs, such as protection from urban terrorism” (UN-Habitat, 2007)¹. Of particular relevance to this baseline study, the UN-Habitat Safe Cities projects address the general notion of safety and security from four different perspectives, namely: institutions, social, physical/built environment, and community (social cohesion). Such an approach gives equal weight to availability of adequate basic urban services (water, waste water, solid waste, electricity, physical infrastructure, street condition...etc) and the presence of local governance, security units, and civil society in shaping the overall safety and security situation in communities.

The main themes that guided the implementation of the baseline survey were developed in line with Safe Cities’s approach to safety and security. In specific, the survey addressed the physical environment, the basic urban services, the role of the municipality, the role of the police station, the socio-demographic factors, and the communal interaction between different groups.

“Safe and Friendly Cities for All”, is a five-years joint initiative between UNICEF, UN-Habitat, and UN Women that aims to enhance the quality of life of women, youth, and children in eight marginalized cities in the world. The cities that were proposed for the first phase included Greater Beirut, Lebanon; Dushanbe, Tajikistan; Metro Manila, the Philippines; Marrakesh, Morocco; Nairobi, Kenya; Rio de Janeiro, Brazil; San Jose, Costa Rica; and Tegucigalpa, Honduras.

In the framework of building cities with an enabling environment for women, their families and children, the initiative builds on prior experience that all three organizations have accumulated and joins forces with local municipalities, women’s groups, child and youth advocates, to address the issues that threaten the safety and security of women, youth, and children in urban settings.

In Lebanon, UN-Habitat and UNICEF² joined effort together with Beirut Municipality in order to implement the pilot phase of the the five-year Programme. As stated in the Project Document, the joint project seeks to increase safety, reduce violence and improve quality of life for women, youth and children in public settings.

This shall be accomplished through:

¹ UN-Habitat-2007 Global Report on Human Settlement: Chapter 1: Understanding Urban Safety and Security. www.unhabitat.org/downloads/docs/GRHS.2007.1.pdf

² UN-Women Programme has no physical representation in Lebanon.

- Strengthening the capacities of local and national governments as well as other actors in selected cities in mainstreaming the safe and friendly cities approach into urban planning, management and governance frameworks;
- Strengthening the capacities of local and national governments as well as other actors in implementing safe and friendly city initiatives through the consolidation of the tools, training curricula, assessment methodologies, data collection and knowledge sharing;
- Strengthening the capacities of local and national governments as well as other actors to incorporate women, child and youth participation based on holistic and participatory work methods.

In specific, the implementation of the pilot phase “Safe and Friendly Cities for All” initiative will be conducted through conducting the following activities:

- Activity (1): Conducting a baseline survey of vulnerability to safety, lack of basic services and violence in selected marginalized communities and informal settlements;
- Activity (2): In consultation with community groups, assess community knowledge gaps around violence and prevention;
- Activity (3): Establish community and municipal partnerships for the five-year programme and conduct initial consultations on prevention with women’s, adolescent girls’ and children groups in targeted communities;
- Activity (4): Develop a five-year work plan, based on needs assessed, together with women and adolescent girls, municipal leaders and UN Women and UN-HABITAT Partners;
- Activity (5): Implement initial interventions in target communities, including lighting, police consultations, simple infrastructure upgrading and/or public awareness campaigns.

As highlighted above, the following baseline survey will generate data on the status of safety and security, which will eventually serve as the cornerstone for the implementation of the first phase of the “Safe and Friendly Cities For All” initiative, in Greater Beirut. As highlighted in the TOR, the baseline survey aims to serve two main objectives:

- Assess knowledge gaps around violence, safety and inequity of both the communities and local authorities; Identify information that will be used to engage with the community and develop a 5 year intervention plan through a participatory approach including women and children.

II. IMPLEMENTING PARTNER

World Vision Lebanon was identified as partner of choice to conduct the baseline study in two areas in Greater Beirut: Karm El Zeitoun and Nour Hagein³. The selection of WVL was mainly based on its previous experience and expertise in conducting similar type of research and also in its presence on the field in most marginalized communities in Lebanon for more than 30 years addressing the needs of the most vulnerable communities.

³ A brief description of the Karm El Zeitoun and Nour Hagein is presented in chapter 2

1.2.1 World Vision globally

World Vision (WV) is a global Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity, or gender⁴ and is present in more than 100 countries.

World Vision International: Center for Expertise for Urban programming

Globally, responding to the increased rate of urbanization and the rise of urban poverty, WV took on an urban programming role and initiated the Centre of Expertise (CoE) for Urban Programming. The CoE was established in 2010 with the aim of providing leadership of the urban context for World Vision. It partners with national offices (such as WV Lebanon) to build World Vision's capacity to deliver effective, relevant, and sustainable programmes in urban areas. This is achieved by applying an action-learning approach to working with local-level partners and communities for the sustained well-being of urban children.

This study falls in line with WV's commitment to high-quality urban research that translates into the implementation of needs based programs. The Safe and Friendly Cities project fits perfectly WV's interest in cooperating with the local government as critical partner towards empowering national and local government entities to respond to the needs of the locals.

1.2.2. World Vision Lebanon

In Lebanon, WV has been operational since 1975 when it attended for the needs of people affected by the civil wars. In the 80s, WVL started its development work among various communities and denominations in Lebanon, mainly through institutional projects and small grants before moving into the Area Development Programs (ADPs) model; a more comprehensive and integrated approach to sustainable community development. Today these programs are planned, designed, and executed through full ownership and involvement of the communities with which World Vision partners⁵.

Currently, WVL aims to impact the lives of 300.000 children by the end of 2013. This is being done through the various advocacy, community development and relief initiatives addressing the following sectors: education and life skills, health and nutrition, economic development, peace building, advocacy and humanitarian emergency affairs and following a child-focused development and right based approach.

In Beirut, WVL has been operational since late 1990s in the areas of Bourj Hammoud, Nabaa, Sin el Fil, Ain el Remmaneh and Chiyah conducting various types of programs addressing the wellbeing of children and their families mainly in the areas of education and life skills, health and peace building. Recently, WVL conducted an assessment in the area of Jdeide, Sad el Baouchriyeh and Baouchriyeh where it is planning to expand its programming. The current strategy for WVL's work in Beirut is to operate through one Beirut programme focusing on one or two issues addressed at the local level in Greater Beirut communities and also on the city wide level through working with Municipality of Beirut. This type of approach will allow for a more holistic way of addressing issues affecting child wellbeing and will ensure a more sustained impact on their lives.

⁴ <http://www.wvi.org/about-world-vision>

⁵ <http://www.worldvision.org.lb/who-we-are.php>

In relation to the communities addressed as part of this baseline study, WVL has previously conducted a research project covering eight communities across Lebanon mainly looking at the human profile of poverty. Karm el Zeitoun was one of those eight communities. The selection of this community by UN-Habitat to be part of this project was, to a large extent, based on the findings of the research conducted by WVL in this area. WVL is planning on extending its community development work to Karm el Zeitoun community as part of its future plans, to address the issues of need.

III. TEAM STRUCTURE

The project was conducted jointly by a team of people each of whom provided the technical contribution they have. The team was composed of:

Name	Organization	Function
Dania Rifai	UN-Habitat	Country Program Manager
Tarek Osseiran	UN-Habitat	Project Officer
Rony Jalk	UNICEF	Project Coordinator
Aline Rahbany	World Vision	Urban Learning Hub Lead
Dr. Mary Deeb	N/A	Statistics research consultant
Dalia Mikdashi	N/A	Primary research consultant
Lama Al Aridi	N/A	Data collection team
Tarek Tamer	N/A	Data collection team
Caleen Rahbany	World Vision Lebanon	Data collection team
Fouad El Daou	World Vision Lebanon	Data collection team
Anas Hawari	World Vision Lebanon	Data collection team
Zaher Adwan	World Vision Lebanon	Data collection team

IV. TARGETED AREAS

Profile of Karm El Zeitoun



Map 2: Aerial view of Karm el Zeitoun

Karm el Zeitoun is located on a hill in Ashrafieh area, situated between the north highway of Elias Sarkis Boulevard, the west street of Skeikh El Ghaby and the Southern street of Patriarch Douaihy.

A quick overview of history shows that Karm el Zeitoun has forever been a popular refugee for the oppressed (Das & Davidson, 2011⁶). In 1920, Karm el Zeitoun hosted Armenian refugees who escaped the massacres in Turkey. In the early 1970, Karm el Zeitoun received Christian Lebanese who internally migrated from the mountains in search of jobs in Beirut. During the years of the Lebanese Civil War (1975-1990), the area received an influx of internally displaced Lebanese from South Lebanon and the suburbs. Since the end of the Lebanese Civil War till our current days, Karm el Zeitoun has been witnessing the continuous arrival of migrant workers who came in search of work in Lebanon.

Today, estimates set the total population in Karm el Zeitoun to be around 10,000. The viable mobility of individuals from different ethnic groups has continuously changed the demographic composition of the area. As such Karm el Zeitoun can be considered a culturally and religiously heterogeneous community, where Muslim (Shiite), Christian Lebanese, and Armenian Lebanese reside in close proximity with non-Lebanese migrant workers and domestic workers.

In relation to the socio-economic status, the area is known for a high illiteracy rate, a high drop out, and a high youth unemployment rate. The low socio-economic status has manifested in different forms. Of specific importance to security, the mapping exercise⁷ noted a high number of alcohol consumption and drug addiction in the area, and some reports of sexual abuse of children and women.

In particular relevance to safety, Karm el Zeitoun has been heavily damaged by the atrophies of the Civil War. The available housing structures are left in an inadequate status, and are at a threat of falling. Moreover, the area is said to lack basic urban services, particularly an adequate sewerage system.

With respect to the institutional presence, the mapping highlighted the absence of public spaces and police stations, presence of two dispensaries, a religious based organization and a number of public and private schools.

⁶ Das, R; & Davidson, J. (2011). Profiles of Poverty: The human face of poverty in Lebanon.

⁷ The mapping exercise was done at the early stages of the project. The purpose of the mapping was to select the regions where the baseline will be conducted.

Profile of Nour Hagein



Map 3: Aerial view of Nour Hagein

Nour Hagein is located in Moudawar neighborhood between Beirut Dawra highway and Rmeil region Kheder Mosque and Pierre Gemayel highway.

The history of Nour Hagein dates back to the early 1920 when it hosted the influx of Armenian refugees escaping the Turkish genocide.

Residents of Nour Hagein are mostly Armenians with few Lebanese and fewer workers from other nationalities. The locals are mostly old people, for the youth moved out. New comers are Armenian Syrian from Syria following the war in Syria. And as the locals are leaving the area, new migrant workers are renting and residing in the area.

Today, the area is characterized by very old building separated by narrow internal alleys. Houses in Nour Hagein areas are of old constructions and date back to the early 1930. A quick walk in the area shows that the floor, roof, internal and external walls need maintenance. The infrastructure, specifically the sewerage networks need repair. During the winter times, the neighborhood is commonly flooded with waste water. The area has a church, a dispensary, office of the Hachnak party. It is surrounded by garage places from both sides.

Chapter 2

-The baseline survey-

V. METHODOLOGY

The baseline study employed both qualitative and quantitative methods. The following section provides a description of the methodology that was followed to conduct this baseline study⁸.

⁸ For a more detailed scientific presentation of the survey methodology, refer to Appendix 1

Method of data collection	Number participants	Selection criteria	Selection methods
Household survey	134 questionnaires: Karm el Zeitoun: 10 questionnaires (Zone A), 80 questionnaires (Zone B) ⁹ Nour Hagein: 44 questionnaires	Lebanese and non Lebanese women who are permanent residents of the two areas (no quota for nationality was set) Personal status: Woman above 18 years old who are the caregiver in the family <i>*in case there was no care giver, a random woman was selected from the household</i>	Systematic random sample ¹⁰ Selection of the households: Selection of every 6 th household
Street Survey	100 questionnaires in Karm el Zeitoun	Non-local women who were present in Karm el Zeitoun area (mostly the market and the main street) Nationality: 60 questionnaires with Lebanese 40 questionnaires with non-Lebanese	Convenient sampling ¹¹ Selection : Selection of every 4th woman who walked by
Focus Group Discussion	4 in Karm el Zeitoun - Children in cluster A: 6 boys - Children in cluster B: 12 (8 boys, 4 girls) - Youth in cluster A: 6 (2 boys, 4 girls) - Youth in cluster B: 5 (boys) 2 in Nour Hagein - Children: 10 (7 boys, 3 girls) - Youth: 6 (4 boys, 2 girls)	Lebanese youth and children who are permanent residents of the two areas Age range for children: 9-14 years Age range for youth: 15-22 years	Convenient sampling Children were selected from schools, local NGOs and local political parties Youth were selected from local political parties and personal connections
Indepth interviews	3 in Karm el Zeitoun - Mokhtar - Representative of Tashnak party - Secretary of the "Association Des Dames de la Charite" 4 in Nour Hagein - Mokhtar - Head of the dispensary - Head of the New Generation Society - President of the Hanshak committee in Modawar Area	Lebanese key informants who represent the main active players in the areas	Convenient sampling Interviewees were selected following a mapping exercise which identified the main key informants in the areas.

Table 1: Briefing on the data collection tools that were used in the study

⁹ Karm el Zeitoun was divided into two zones to better represent the ethnic composition in the area. The below section will provide more information on this matter.

¹⁰ Systematic sample is a sample that is randomly selected base on a predetermined skip pattern.

¹¹ Convenient sample is a sample that is selected because of its availability to the researcher.

To construct a holistic understanding of the status of safety and security in the areas, two types of research methods were employed: Quantitative and qualitative methods. The following section presents the specific purpose, data collection tools, sampling method, and selection criteria for each of the methods.

Quantitative methods

Quantitative methods focus on quantification of the data collection methods and analysis to be able to generate frequencies, measure relationships, and build associations between different variables (Bryman, 2008)¹². For the purpose of this baseline study, two types of quantitative data collection tools were used: Household survey and street survey.

Household Survey

A household survey was conducted to collect information on the perception of women who are permanent residents of Karm el Zeitoun and Nour Hagein. The selection of the household came in successive stages (see Appendix 1 for more details on the sampling selection):

- The first step included identifying the boundaries of the regions and conducting a quick count of the households in the identified region. To account for the ethnic composition, Karm el Zeitoun was divided into 2 main zones: Zone A with a majority of Armenian Lebanese, and Zone B with a mix of nationalities and ethnic groups. The count yielded a total of 535 households in Karm el Zeitoun Zone A, 60 in Karm el Zeitoun Zone B, and 289 households in Nour Hagein.
- The second step included calculating the sample size proportional to the total household count. The total sample in Karm el Zeitoun resulted in 90 households (10 in Zone A and 80 in Zone B), and 44 in Nour Hagein.
- The third step included randomly selecting the specific households through a systematic random sampling method.
- The fourth and last stage included collecting the data from the randomly selected households. The respondents were women aged above 18 years old, who were the care givers in the house, and who were permanent residents of the two areas.

The data for the household survey was collected using an originally constructed Arabic questionnaire that included five main sections: Demographical information, leisure time, living environment, abuse and harassment¹³, and preventive measures (see Appendix 2). Prior to data collection, the questionnaire was pilot tested and questions were edited accordingly.

Street Survey (in Karm el Zeitoun only)

A street survey was used to collect data from women who are **non-residents of Karm el Zeitoun only**. The survey was conducted with 100 women (60 Lebanese and 40 non-

¹² Bryman, A. (2008). Social Research Methods. Third Edition. Oxford University Press. New York.

Lebanese) who were selected from the street based on convenience. In order to minimize the bias in selecting respondent in the street, the interviewers were instructed to select every fifth woman they encounter in the street.

Data for the street survey was collected using an originally constructed Arabic street survey that included three main parts: Demographics, experience with abuse and harassment, and protective measures (see Appendix 3). Similar to the household survey, the street questionnaire was pilot tested and questions were redrafted accordingly.



Photo 1: Interviewer conducting a street survey in Karm el Zeitoun

Data collection team

The data for the household and street questionnaire were collected by a team of interviewers. The interview team was composed of 2 women and 4 men, whose age ranged between 21 and 23 years old. Four of the team members were WV volunteers, while the remaining two interviewers were recruited through personal network.

Prior to data collection, the interviewers were briefed about the context, objectives and methodology of the study. Afterwards, they received training on the research methods and data collection tools. The training encompassed a simulation period where the interviewers practiced administering the questionnaire to a number of people before they commenced with the field work.

Qualitative methods

Qualitative methods focus “on words rather than the quantification of data collection and analysis” (Bryman, 2008). Qualitative methods are usually used to generate data on perceptions, opinions, and sentiments. For the purpose of this baseline study, two types of qualitative data collection tools were used: Focus Group Discussions (FGDs) and in-depth interviews.

FGDs

FGDs were used to generate data about the perceptions of youth and children on safety and security that will complement the data collected from women. In specific, 2 FGDs were conducted in each of Zone A and Zone B (in Karm eL Zeitoun), and Nour Hagein; 1 with youth and 1 with children. As presented in Table 1, the participants were selected through contacting schools NGOs, and political parties in both regions. The FGDs with youth included young women and men aged between 15 and 22 years old. The FGDs with the children included young girls and boys aged between 9 and 14 years old. The FGDs were guided by a pre-set question guide¹⁴ (see Appendix 5). FGDs took between an hour and an hour and half, and were conducted in a private comfortable place in the local communities.



Photo 2: Focus Group Discussion with children in Karm eL Zeitoun (Zone B)



Photo 3: Focus Group Discussion with children in Karm eL Zeitoun (Zone A)

Key In-depth Interviews

To form a holistic understanding of security and public safety situation, in-depth interviews with key informants were conducted in both areas. The interviewees were selected based on the results of a quick mapping exercise that resulted in identifying the main key players in each area. The flow of the interviews was guided by an originally constructed interview guide (see Appendix 6). The interviews lasted for an hour and were conducted in the offices of the stakeholders according to their availability.

¹⁴ The FGD with the children were guided by a set of activities and games. One of the interactive tools was the Umbrella of protection interactive that is developed by WV.

Facilitator/interviewer

The FGDs and in-depth interviews were facilitated by the primary research consultant. In some cases, she was helped by a note taker. The discussions were audio recorded after all participants provided their approval. In case the discussion was not recorded, running notes that cover the main points were taken.

Ethical consideration

Early stages: Building trust bonds with members of the local community

At the primary stages of the project, the project coordinator and research consultant conducted several visits to both areas. The visits aimed to get familiar with the areas, and build trust bonds with members from the local community. During the field visits, the research team met with key informants and stakeholders to introduce and explain the purpose of the study, and eventually to gain their approval. The meetings proved to be very helpful in facilitating the field work at later stages.

Data collection stage: Protecting the rights of the participants

The purpose of the study was clearly presented to all the individuals who took part in the study. The data collection team was instructed to emphasize that participation is voluntary. Moreover, they were asked to take the verbal consent from those who agreed to participate before commencing with data collection. As part of the verbal consent, the participants were read their rights, specifically their right to refrain from answering any question and to stop at any time. Lastly, the participants were informed of the anonymity and confidentiality of the survey. Of utmost importance, the participants in the FGDs and in-depth interviews were consented before recording the discussion. The discussion was not recorded if one participant expressed discomfort.

Data entry, cleaning, and analysis

Quantitative analysis

Following the end of data collection phase of the household and street survey, data entry was carried out by trained individuals. The datasets were later checked and cleaned from any invalid code or inconsistency in data entry. Dr. Mary Deeb, the Statistics Research Consultant, commenced with data analysis once the datasets were cleaned. Frequency distributions and cross tabulation were conducted using Statistical Package for the Social Sciences (SPSS) version 20.

Qualitative analysis

After each of the FGDs and in-depth interviews was conducted, notes were taken after listening to the audio recordings. The main points and most striking quotes were transcribed. Later, thematic analysis was employed to analyze the data, where the most recurring themes were put in a matrix and supported with relevant quotes.

Challenges

The flow of the project faced different challenges, these included:

Challenges	Description
Sampling challenges	<ul style="list-style-type: none"> - Unavailability of an accessible sampling frame - Unavailability of accurate demographic data for the 4 communities
Questionnaire design challenges	<ul style="list-style-type: none"> - Absence of a common framework for safety and security between the partners - Contextualization of the data collection tools
Field challenges	<ul style="list-style-type: none"> - Unstable political situation in Lebanon - Fear of outsiders (ex: members of the research team who do not live in the area) - Underestimation of research as part of development (politicians and local member alike)

Table 2: Challenges that were faced

Limitations

Representation of foreigners

The unavailability of statistical data on the number and nationality of non-Lebanese in both areas, specifically in Karm el Zeitoun, limited the representation of the foreigners in the household survey. Moreover, the field experience showed that it is extremely difficult to recruit foreigners for FGDs. In most cases, the foreigners felt scared and not interested.

Further analysis of some important results

The analysis of the quantitative data brought up important results that were not further explored due to the limitations in the design of the questionnaire. As an example, the questionnaire included a question on the perceived quality of municipal water, but did not include a question on the mean of disinfecting water. As such, the result that showed that still used the water for drinking and cooking while perceiving it of bad quality can not be well understood. Other examples are included in specific footnotes in the results section.

Limitation of time

The analysis of the data from all sources outlined interesting findings. One example is the communal tension that the Armenian youth spoke about in the only FGD that was conducted with them. The lack of time did not allow to dwell further on this issue. Other examples of interesting findings that need further explorations are included in footnotes in the results section

VI. FINDINGS

Summary of key findings

Karm el Zeitoun

The results of the baseline study show that security issues are much more of a concern than safety and the provision of urban services in Karm el Zeitoun. The following will present the main findings related to the perception of urban services in the area and security concerns:

Perceptions of urban services and safety

The data collected from all sources in Karm eEl Zeitoun indicate that most of the urban services are present but in need of further attention. Such analysis was specifically pertinent to the status of lighting, electricity services, quality of water, and waste water.

With respect to lighting, the majority of the women thought that the region is lit in the daytime and nighttime, and is generally safer than neighboring areas. The youth and children, on the other hand, identified specific spots in Karm el Zeitoun which are either not lit at all or weakly lit. Moreover, the electricity service situation in Karm el Zeitoun seemed to follow the same pattern as in other areas within Greater Beirut, where it was provided for a total of 21 hours per day. While the duration of electricity services was perceived to be acceptable, the fluctuation in the power and intensity of the received electricity was perceived to frequently damage the electronic household appliances. With regards to the water service, the area didn't face shortage, as water was reported to be supplied every other day. Contrary to the supply, the quality of the water was perceived to be problematic. The data show that some of the women preferred not to use the water for drinking as it was perceived to be salty, smelly and turbid. In reference to the condition of the waste water system, the majority of women did not report suffering from problem related to the sewage system at their household. However, the flood of the streets with sewage was reported to be the most recurring problem.

The inadequate physical infrastructures, together with the lack of public spaces, were highlighted as salient concerns. As an old area that hasn't undergone significant rehabilitation, the houses were perceived to be old and weakly maintained. Interestingly enough, the data shows that the opinions of the local women countered than of the stakeholders and the youth. While only a third of the women reported that their house needs rehabilitation and repair of the windows/ceilings/roofs, all interviewed stakeholders and youth perceived most houses to need major maintenance. The latter group perceived the houses to be at the edge of falling down if not quickly maintained. Along the same line of thought, all the stairs in the area were reported to be in a very bad condition and in urgent need of maintenance. Such state was perceived as a threat to the safety of locals, specifically the elderly who might slip and fall down while using the stairs. Finally, the results brought forwards the lack of a public safe place for children to play and absence of a parking space as two of the most important problems in the area.

Security

The findings show that the security situation was differently perceived by the participants. On the one hand, the data collected through the household survey show that the local women perceive Karm el Zeitoun to be safe and secure. On the other hand, the findings of the street survey with the non-local women, coupled with the discussions with children and youth, show that the area is not completely safe.

In specific, the majority of local women perceived the area to be safe during the day and during the night. The non-local women together with children and youth disagreed and ranked the presence of drunken people as the main reason for insecurity in Karm el Zeitoun.

The findings show that the other forms of security instigating events include oral intercalation, mugging, and physical fights. Of particular importance, the study highlighted communal tension as the most instigating factor to affect safety and security in the area. The communal tension came in two forms: Lebanese-non-Lebanese, where the non-Lebanese were perceived as the reason for high level of substance abuse, conflicts, and prostitution, and Lebanese-Armenian-Lebanese, where the Armenian Lebanese stated to be discriminated and not well accepted.

The manifestation of the insecurity situation in Karm el Zeitoun came in the form of abuse and harassment. In specific, the results show that verbal abuse was the most experienced type of harassment by both local and non-local women, followed by sexual harassment, and physical abuse.

Nour Hagein

The results of the baseline study show that status of urban services holds much more importance than the security issues in Nour Hagein. The following will present the main findings related to the perception of urban services in the area and security concerns:

Perceptions of urban services and safety

The overall results of the baseline study indicate that the urban services in Nour Hagein are in need of particular attention and intervention. The specific areas that require intervention included electricity, waste water, solid wastes, public spaces, and the physical infrastructure of the households.

In regards to lighting, Nour Hagein was perceived to be well lit during the day and night, with only one spot that needs better lighting. Similar to other areas on Greater Beirut, Nour Hagein receives a total of 21 hours of electricity. The areas, however, face problems with the electricity transformer. The transformer was described as old, small, and unable to meet the increased electricity consumption rate. As such, it was reported to frequently blow up, especially in the summer time. Aside from that, the results show the area suffered from waste water problems. The two most reported problems related to waste water were: the presence of foul smell in the water, and the flood of sewage pipes into the streets. The discussions with the stakeholder show that one possible reason for the foul smell is a possible problem with the mix between the water and waste water network. While the solid waste management process was perceived to be satisfactory in Nour Hagein, the prevalence of strong garbage smell from outside the area was presented as a main concern. In specific, the majority complained from bad odors, mainly emitted from Burj Hamoud dump, Karantina, and Beirut River.

The poor physical infrastructures, together with the unavailability of public playing areas, were presented as additional problem in Nour Hagein. The houses were described to be very old and in need of repairmen of windows, ceilings, and roof to minimize the humidity and dampness in the houses. Moreover, the discussions with youth, children, and informants highlighted the absence of public spaces as an issue of concern. In the absence of safe public spaces, the children play in the narrow internal streets and the alleys where

no speed bumps are available, and consequently they are under the threat of being hit by a car at any time.

Security

Overall, the results show that Nour Hagein was perceived to be very secure during all hours of the day. The strong historic presence of the Hanshak party in the area was presented as the main reason for current secure situation.

Moreover, the results show that the most recurring security instigating events included oral intercalations and physical fights. Furthermore, the presence of foreigners was among the few reasons that might affect the security situation in the region. The foreigners were perceived as a threat because they do not belong “to the same blood” as the locals, and they are not known by the locals. The participants however, stated that the foreigners are a controlled threat due to the presence of the Hanshak party.

With respect to abuse and harassment, the percentage of women who experienced verbal harassment was higher than that of who experienced sexual and physical harassment (9%). Moreover, the study showed that witnessing physical harassment was the highest among all forms of harassment in Nour Hagein.

Detailed findings as per applied tools; FGDs; street and household questionnaires

Demographics characteristics

Household Survey

The demographic characteristics of the surveyed local women in Karm eL Zeitoun and Nour Hagein are presented in Table 3. The table shows that women in Karm el Zeitoun were mostly married (66%), middle aged (mean age 48 years), Lebanese (87%), and long term residents of Karm el Zeitoun. The two indicators for the socio-economic status, namely the educational and occupational status, show that the majority of women in Karm el Zeitoun held a low educational status, below secondary level (65%), and were mostly unemployed (75%).

In Nour Hagein, the surveyed women were mostly married (81%), middle aged (mean age 44 years), Lebanese (78%), and long term residents of Nour Hagein. The majority of women had low educational status; below intermediate level (60%), and only a quarter have fulltime jobs (24%)¹⁵.

¹⁵ Data on the types of jobs was not analyzed

	Karam El Zeitoun	Nour Hagein
Age		
Mean	48.6	44.8
Nationality		
Lebanese	82	78.4
Syrian	9.5	16.2
Palestinians	0	0.0
Other	8.3	5.4
Marital status		
Single	20.3	11.1
Married	65.8	80.6
Divorced	2.5	0.0
Widowed	11.4	8.3
Educational level		
Illiterate	16.2	5.3
Read and write	5.4	2.6
Primary/completed primary	14.9	21.1
Intermediate/complete intermediate	31.1	31.6
Secondary/completed secondary	13.5	21.1
University/vocational	18.9	18.4
Occupational status		
Working	21.8	24.3
Previously employed	26.9	32.4
Housewife	48.7	43.2
Housewife with a part time job	2.6	0.0
Duration of residency		
More than 5 years	86.7	86.0
1-5 years	7.8	9.3
Less than a year	5.6	4.7

Table 3: Distribution of respondents by demographic characteristics and area of residence in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

Street Survey¹⁶

The demographic characteristics for non-local women in Karm el Zeitoun are presented in Table 4. The table shows that the surveyed non-local women were of middle age (average age of 33 years). With respect to nationality, the sample was divided between 60% Lebanese women and 40% non-Lebanese women. With respect to marital status, the sample was equally distributed between married and non-married women. The majority of the surveyed non-local women held a low educational status, where 65% reported having a lower than secondary education.

¹⁶ As mentioned in the methodology section, the street survey was conducted only in Karam El Zeitoun.

	Frequency	Percentage (%)
Age Distribution		
19 or under	14	14
20-24	21	21
25-29	16	16
30-34	9	9
35-39	10	10
40-44	7	7
45-49	9	9
50-54	8	8
55-59	4	4
60 and above	2	2
Nationality		
Lebanese	60	60
Syrian	13	13
Palestinian	1	1
Others	26	26
Marital Status		
Single	51	51
Married	48	48
Separated/divorced	0	0
Widowed	1	1
Education		
Illiterate/ Read and write	11	11.1
Primary	6	6.1
Intermediate	21	21.2
Secondary	26	26.3
University/vocational	35	35.4

Table 4: Distribution of socio demographic characteristics of respondents in Karm el Zeitoun, Safe and Friendly Cities, Street Survey, 2013

Table 5 presents the purpose and frequency for the visit of non-local women to Karm el Zeitoun. The results show that Karm el Zeitoun was visited for multiple purposes, namely: visits (39%), working in the area (29%), shopping (19%) and education (11%). The respondents reported to visit the area on frequent bases, namely daily (46.5%) and weekly (32.3%).

	Frequency	Percentage (%)
Purpose		
Work	29	29
Study	11	11
Visit	41	41
Shopping	19	19
Frequency		
Once	2	2
Daily	46	46.5
Weekly	32	32.3
Monthly	8	8.1
As needed	11	11.1

Table 5: Distribution of purpose and frequency of respondents visit to the Karm el Zeitoun during the last year by survey area, Karm el Zeitoun, Safe and Friendly Cities, Street Survey, 2013

Perceived definition of public safety and security

As a starting point to the discussion, the participants in Karm el Zeitoun and Nour Hagein were asked to provide their subjective definition of safety and security. The discussion showed that the terms safety and security were perceived differently by the participants.

On the one hand, the participants linked the notion of safety to the physical infrastructure. The term infrastructure, in specific, encompassed urban services such as the housing conditions, road safety, water networks, the street lights, the sewage systems, and the waste water networks.

Security, on the other hand, was perceived to be related to the feeling and sentiment of security, protection, and peace as reflected in the absence of crime, social ills, and robbery.

The results of the discussions in Nour Hagein, in particular, presented another differential criterion for the distinction between safety and security. The interviewees stated that the nature of the different groups who are responsible for the provision of safety and security services can be used to differentiate between the two terms. On the other hand, public safety services were perceived to be the responsibility of the municipality. Security, on the other hand, was perceived to be the responsibility of the security agents, specifically the army and the social security forces.

Public Safety

Lighting

The household survey included questions to assess the perception of the local women in both areas on the condition of the lighting on the street as well as the entrance of their buildings.

Diagram 1 shows that the majority of women in Karm el Zeitoun perceive the street and the building to be lit (88% and 78% respectively). In Nour Hagein, the majority of women perceived the area to be well lit, while only a low proportion reported the absence of lighting in the street and the building where they live (19% and 21%).

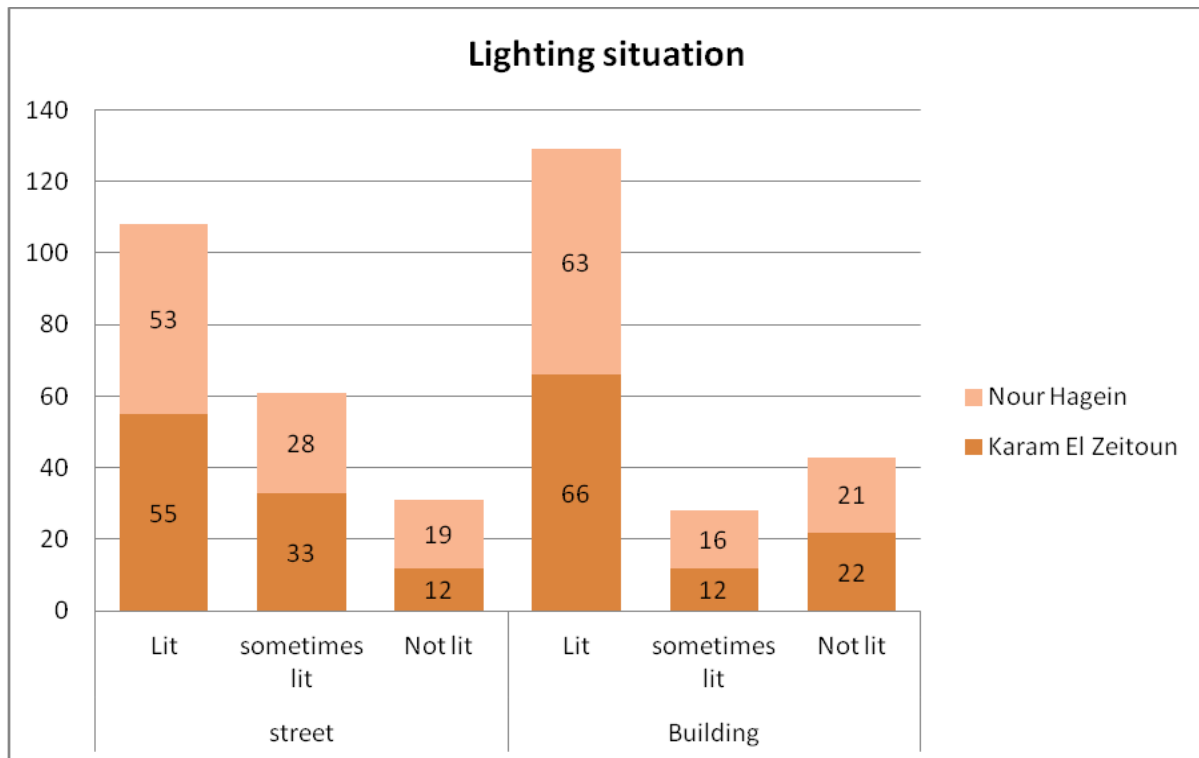


Diagram 1: Distribution of respondents according to lighting situation, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

The data generated from the FGD with children and youth in Karm el Zeitoun and Nour Hagein presented the distribution of lit areas as an additional indicator to assess the lighting condition.

In Karm el Zeitoun, the children and youth identified specific spots which were not well lit. These spots included: the spot surrounding “Total” gas station near the main street, the lower parts of Karam El Zeitoun, and the tunnel near “Fiat” company. A young man described the lighting situation as follows:

“There is no light in all the areas...the below street is not lit....there is no municipality light near the gas station...the owners of the gas station took the initiative and put an electric power pole ...and even this light is not strong enough.....also if you go that -“pointed to Antranik Street”- street at night, you wouldn’t be able to see anything in front of you (young man, 18 years old)

Similarly, a child expressed his fear from unlit areas by the following statement:

“We feel scared at night to walk because of the presence of thieves in the unlit tunnel, the thieves might attack us from behind without us noticing their presence....usually I run quickly if I have to walk in the tunnel” (young boy, 12 years old)

In Nour Hagein, the discussions with children, youth, and key informants backed up the perceptions of the women. A key informant, however, identified two spots that are not well lit. He stated:

“The area behind the church has no electricity pole, and gets very dark at night...also some internal alleys by the highway are not lit...these two spots need attention”

Electricity

To assess the status of electricity, the local women in both areas were asked to report on the problems they faced due to electricity during the past year.

Diagram 2 shows that electricity problems in Karm el Zeitoun were reported by 33% of the local women. The main reported problems included damages to the television and other electrical appliances¹⁷ (73%), damage in the housing wires (27%), and electricity wiring due to many cables (12%). Only one household in Karm el Zeitoun report having a family member who was hurt due the electricity problems.

In Nour Hagein, approximately one third (27%) of the women faced problems with electricity. The main reported problems included damages in the house wiring (36%), damages in the electronic appliance and problems with electricity wiring (27% each). The figure shows that a lower percentage reported an occasion where a family member was hurt due to electricity (9%).

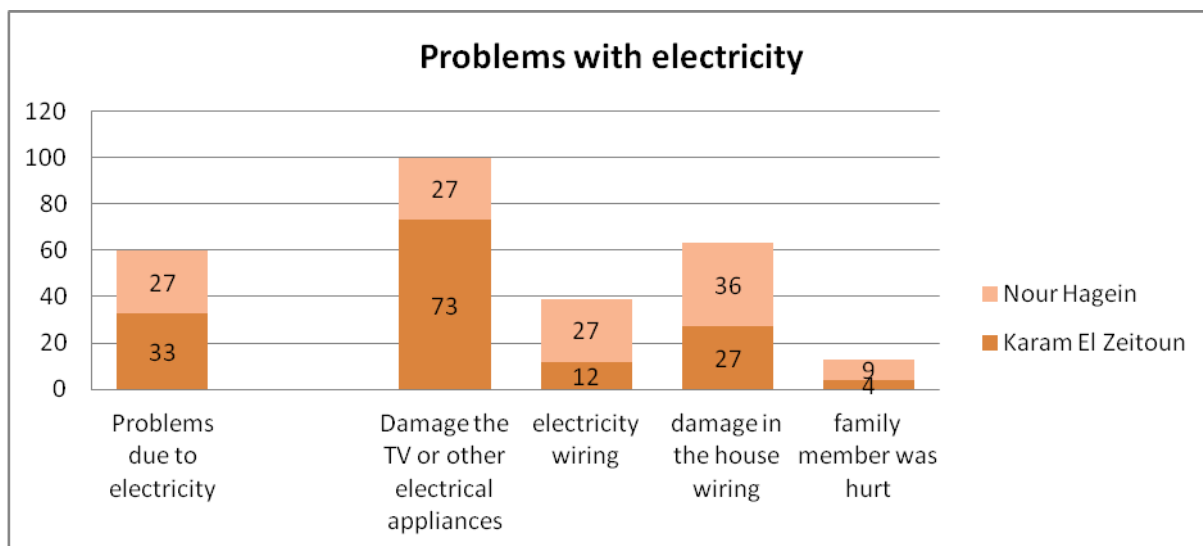


Diagram 2: Distribution of respondents according to problems with electricity, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

To formulate a better understanding of the electricity service in Karm el Zeitoun and Nour Hagein, the local women were asked to report on the sources of electricity, the average

¹⁷ Brief discussions with local women showed that the voltage fluctuation is the main reason behind the damage of the appliances.

number of hours per day during which they receive electricity, and the amount they pay for subscribing to the service of a generator.

Table 6 shows that the local women in Karm el Zeitoun reported receiving 21 hours of electricity per day. Around half (54%) of the women accounted for the 3 hr electricity cut by subscribing to a common generator, and paying a monthly fee around 46,000 L.L.

In Nour Hagein, the majority of women relied solely on governmental electricity source (86%), while a few (14%) subscribed to a generator to cover the 3 hr electricity cut. The women who subscribed to a generator, reported to pay 36,000LL per month.

	Karm el Zeiotun	Nour Hagein
You obtain electricity from:		
Government	45	86
Government + generator	54	14
Average hours per day where you get state electricity:		
Mean	21	21
How much do you pay per month for electricity from private sources (not government electricity) in LL:		
Mean	46,000	36,000

Table 6: Distribution of households by sources of electricity, payment for electricity purchased from private sources, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

The discussions with the stakeholders showed that electricity problems in Nour Hagein are also related to the “electricity transformer”. Such a problem was clearly articulated by a key informant as follows:

“The electricity transformer has not been changed throughout the years...it has not been changed to meet the increasing consumption of electricity by the growing population in the region....Also, this same box is being used by one big pub in the area...as a result of this increase demand...the box get out of order and explodes every single summer...it needs to be replaced by a big one that can respond to the increased electricity consumption rate”

Water networks

To assess the condition of the water network, the local women in both areas were asked about different issues related to the water they receive at their household.

The majority of women in Karm el Zeitoun reported to receive the municipality water on frequent bases, either daily (57%), or every other day (26%). In relation to water utility, the results in diagram show that the vast majority of surveyed women (91%) relied on the municipality water for cooking purposes, while a lower percentage (75%) used the municipality water for drinking. In specific, the use of water from private sources, namely bottled water was reported by 20% of the women for drinking purposes.

In Nour Hagein, the majority of women reported to receive municipal water on frequent bases, either daily or every other day. Around 75% of the households in Nour Hagein depended completely on municipal water for drinking. The rest of the households used other sources of drinking water, such as bottled water. Moreover, diagram 22 shows that only half of the women reported to use the municipal water for cooking, while the remaining buy water from private sources.

When asked about the reasons behind such a practice, the vast majority of the women in both areas referred to the bad quality of municipality water. The local women described the water as being salty, smelly, and turbid¹⁸.

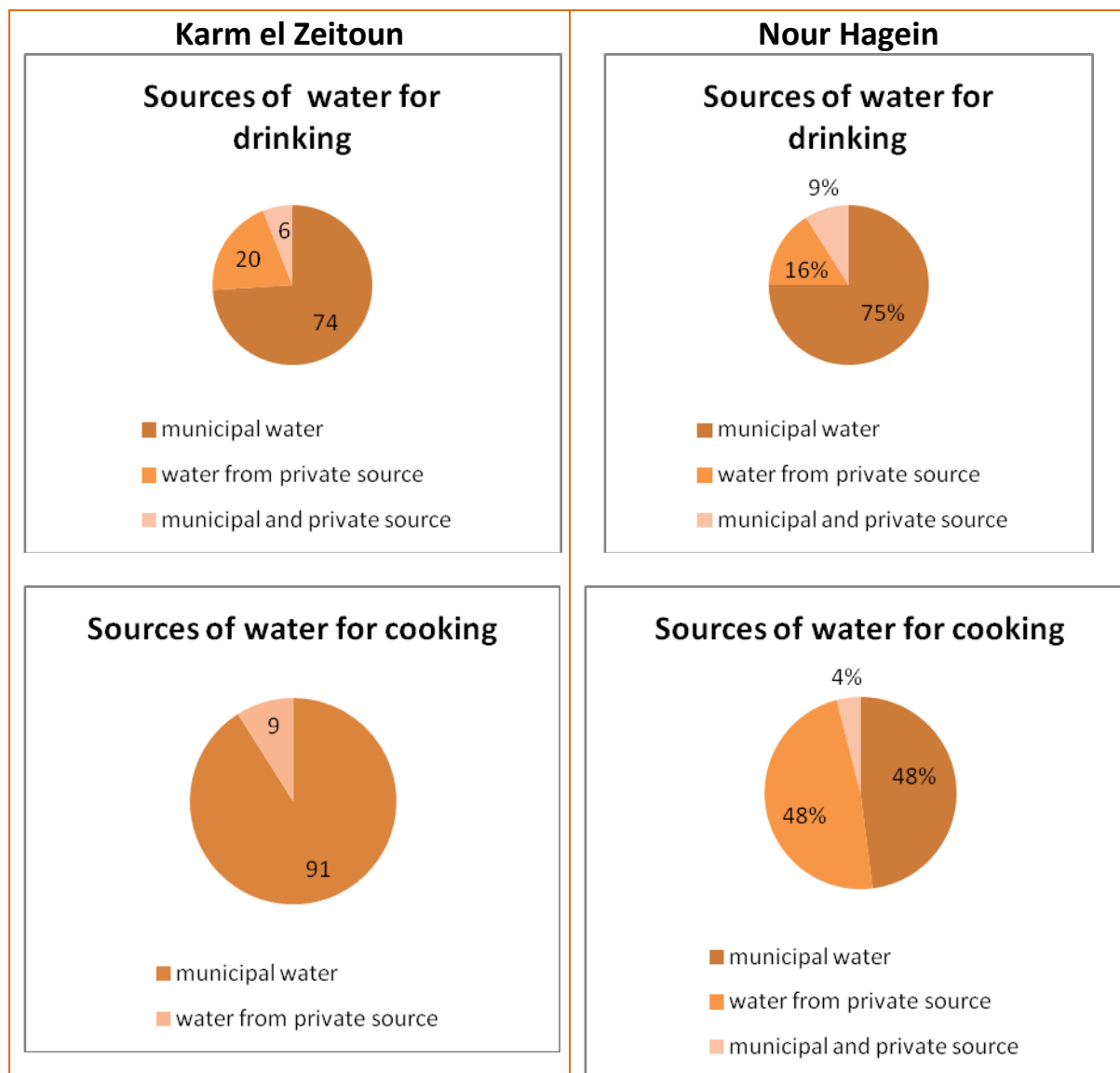


Diagram 3: Distribution of households by the sources of drinking and cooking water in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

¹⁸ One limitation is that the questionnaire did not include questions on the means the women use to disinfect the municipal water.

Waste water system

To assess the conditions of the waste water system, the local women in both areas were asked to report on the number and types of problems they encountered with waste water during the last year.

Diagram 4 shows that slightly less than a third of local women in Karm el Zeitoun encountered problem with waste water. Among those who reported problems, 76% stated the sewage pipes frequently flood in the street and only 9% reported that the water that reaches their house has a foul smell¹⁹.

In Nour Hagein, problems with the sewerage system were encountered by half of the surveyed women, among which the majority (86.4%) reported that the water had a foul smell in their household and a third (33%) reported that the sewage pipes flood in the streets.

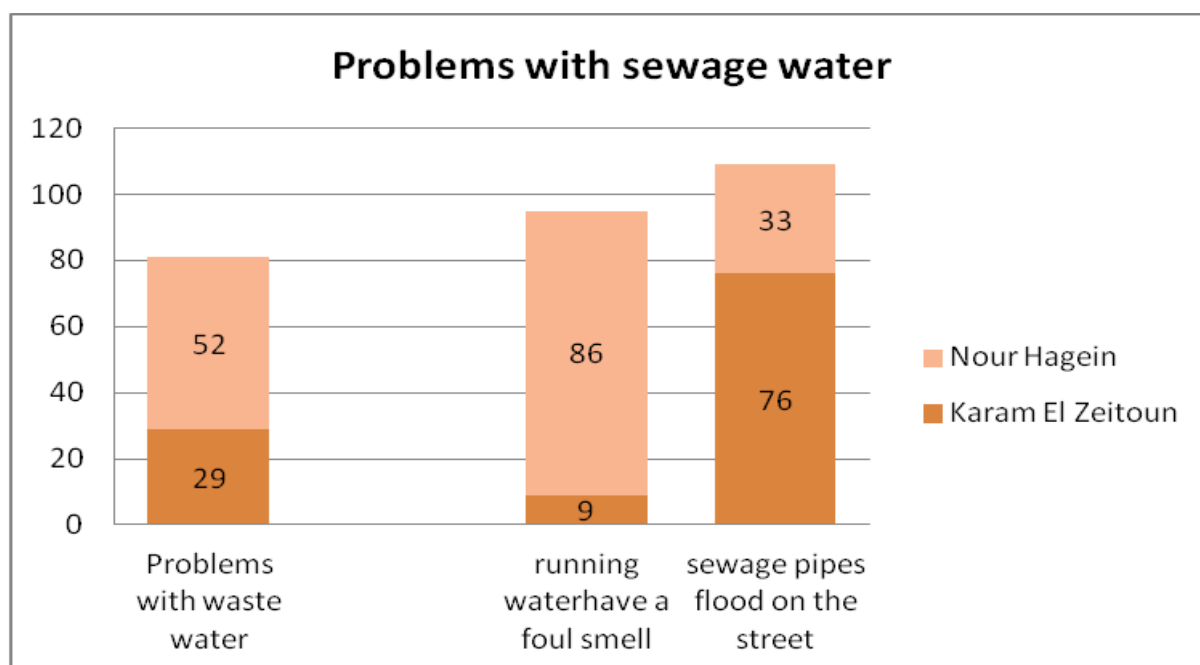


Diagram 4: Distribution of households by the problems faced with the sewerage system in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

The interviews with the Mokhtar and other informants in Nour Hagein provided specific information on the problematic condition of the waste water networks. The underground pipes were described to be very narrow and old and consequently flood every winter. A key informant stated:

“The condition of the underground pipe system is very problematic...the networks have been the same ever since the area was constructed in the early 50es....the networks are very narrow ... waste water usually floods into the streets every time....and then enters the houses”

¹⁹ Another limitation is that questionnaire did not include questions on whether any member of the household got sick because of problems related to waste water. This indicator could have helped in identifying the severity of the problems

In slightly different frame of thought, another key informant linked the bad quality of water that reach the houses to problems with the waste water and water networks. He argued that the municipality's attempt to improve the sewerage and water networks lead to more harm than good, by stating:

“As few years back the municipality came and tried to fix the network....while working the workers mixed between the sewerage pipes and the drinking water pipes....as a result some houses received mixed water to their household....the problem was not fixed”

Solid waste management

To assess the solid waste management practices, the local women in both areas were asked to report on the place where they dispose their garbage and the frequency of garbage collection²⁰.

Diagram 5 shows that the vast majority (81%) of the local women in Karm el Zeitoun left their garbage bags next to the house. Afterwards, the bags got collected on daily bases by the garbage collector (mostly a foreigner who lives in the area), and later disposed in the garbage dump on the main street of Karm el Zeitoun. Moreover, one third of the women complained from bad odors. The discussions with locals showed that the main garbage smell came from the slaughter house in Karantina.

The local women in Nour Hagein either disposed their garbage in the garbage dump or next to their houses (48% each), where it was mostly collected on daily bases (84%). Around two third of them (60%) complained from odors.

²⁰ The question in the household questionnaire intended to collect data on the frequency of garbage collection either by the local garbage collector at the household level or by sukleen. The presented data might not be valid due to the possibility that the question was misinterpreted by the interviewees who thought we are referring to the frequency through which the municipality collects garbage.

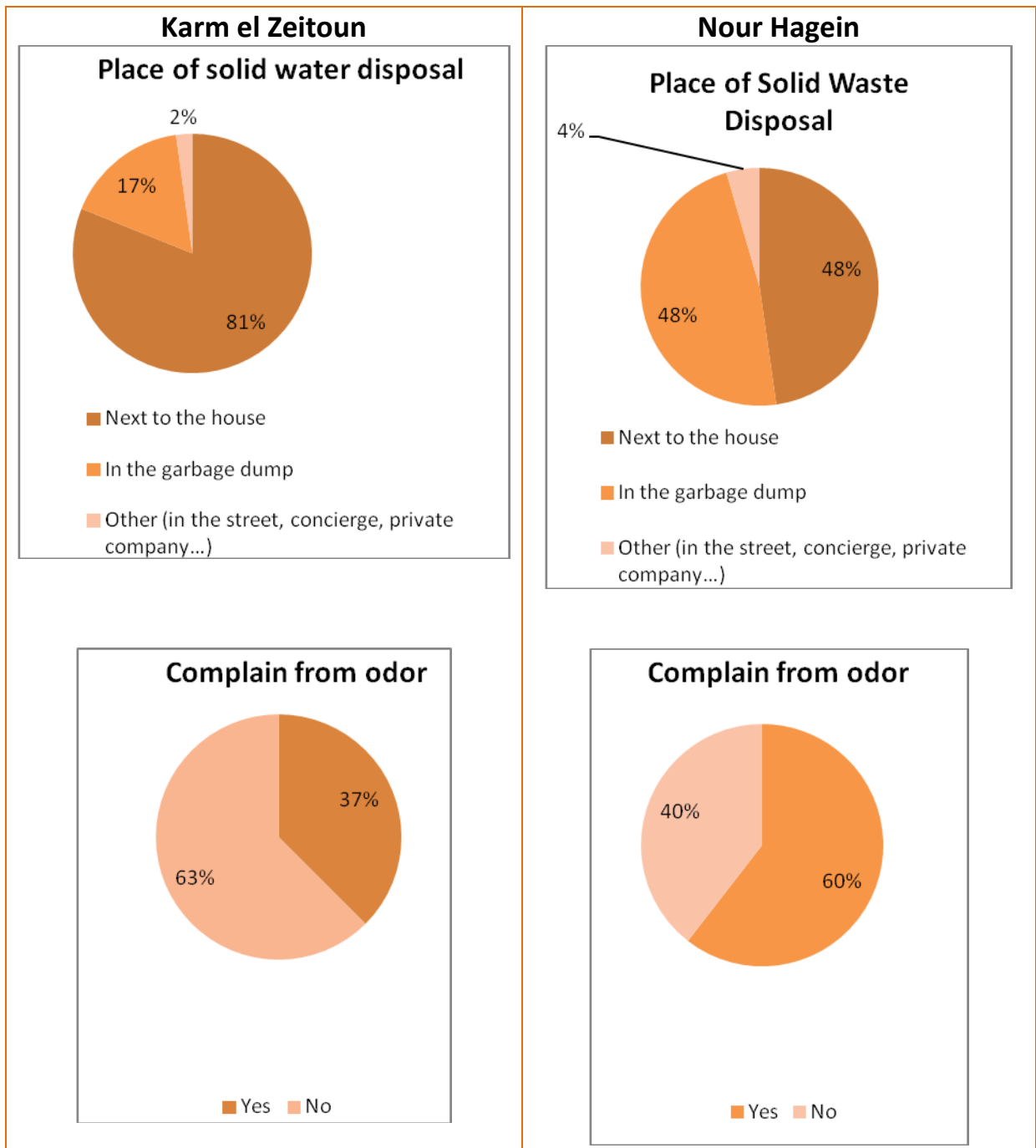


Diagram 5: Distribution of households by information on garbage collection services in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

In the same line of thought, the discussion with the youth, children and key informants in Nour Hagein highlighted the collective frustration with the odor of garbage. The smell was described to come from outside Nour Hagein, specifically from Karantina, Burj Hamoud, and Naher Beirut. A key informant expressed the following opinion:

“We smell very bad and strong garbage odors...specifically in the summer time...the smell comes from either Karantina or from Beirut river...Usually people throw their wastes in the river...and some throw the remaining of dead animals from the slaughter house....this does not just emit smells, but it also leads to the invasion of mosquitoes and flies”

Household conditions

To assess the physical infrastructure of the household, the local women in both areas were asked to describe the condition of their house in general, and the items that need repair, in specific.

The results show that the physical structure of most of the households in Karm el Zeitoun was described as good standing, where only a third (31%) of the local women stated that the house needs rehabilitation.

In Nour Hagein most of the households were described to be in a good physical structure, where 27.3% of the women reported that their households need rehabilitation.

Analysis of the results shows that the physical status of the household is interrelated with the problems encountered with rainfall in both areas. Diagram 6 shows that 42% of the women in Karm el Zeitoun reported to have encountered problems due to rain fall in the last year. Among those who reported to problems, around 65% stated that water entered their houses due to defects in the building structure, and 30% stated that water penetrated the walls of their house as the street floods with water.

In Nour Hagein, half of the surveyed women encountered problems due to rain fall in the last year. Among those, 44% reported the rainfall to flood in the street but did not enter their house, while 32% reported the rain water leaked into their household. As such, the structural status of the building was perceived as a substantial factor that contributes to the rain water flooding in the households.

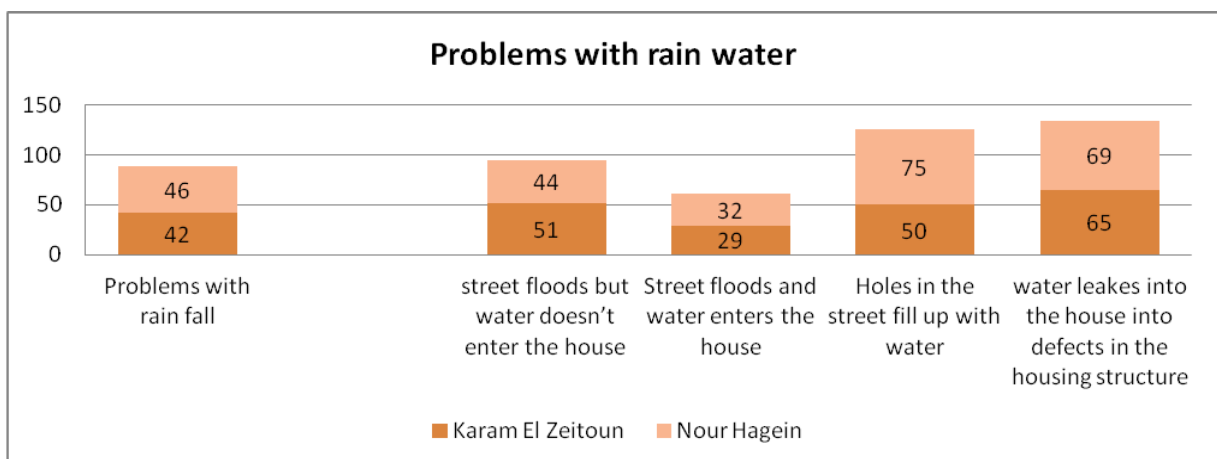


Diagram 6: Distribution of households by encountered problems with rainfall in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

The aforementioned problems with rainfall explain the results related to the type of needed rehabilitation. Diagram 7 shows that the most predominant types of rehabilitation in Karm el Zeitoun and Nour Hagein included repair of windows, ceilings, and roof to minimize the humidity and dampness in the houses.

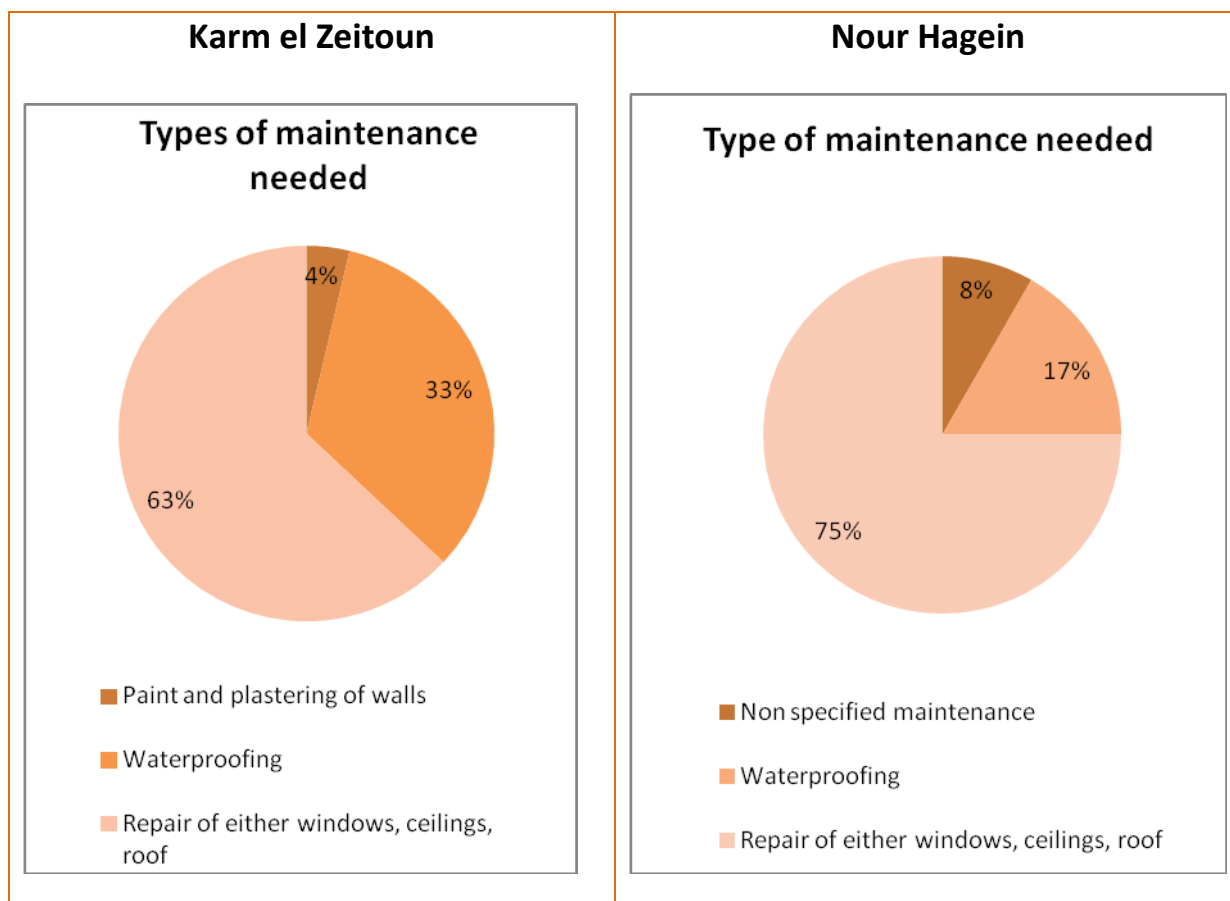


Diagram 7: Distribution of households by type of maintenance needed in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

The results of the discussions presented a rather different picture on the status of the houses in both Karm el Zeitoun and Nour Hagein.

In Karm el Zeitoun, the inadequate physical infrastructure of most, if not all, households were recurrently brought up by the key informants and youth. One youth man described the situation as follows:

“The houses are sooooo old....and most of them need rehabilitation...The condition of the houses is so bad that if an earthquake happens all the houses will fall down” (young man, 21 years)

A key informant presented a similar opinion and stated:

“Most of the houses are not well maintained....the local residents don’t have money to renovate, the municipality is not doing anything about it...so the situation is getting worse year after year”

Similarly, discussion with stakeholders presents a different perspective on the status of the housing conditions in Nour Hagein. The Mokhtar reported that the housing size, together with the conditions of the households, were two main reasons why the youth are leaving the area. He stated:

“The houses are small and in bad conditions...and neither the economic situation or the legal status of the area allows the owners to demolish the building and build it all over again....so the youth are either selling their houses or renting them to foreigners...and moving to another area where they can live with their families in a big house...what are left behind are the elderly who are living in bad housing conditions”

Moreover, the head of the dispensary spoke of the association between the bad housing conditions with the health status of children, she stated:

“Many of the houses do not receive much of the sunlight....and most are damp and humid...this might lead to respiratory problems among the children”

Public space

While not directly addressed in the household survey, a significant share of the discussions with stakeholders, youth, and children addressed issues related to public spaces in Karm el Zeitoun and Nour Hagein. The discussion can be divided into four themes:

1- Streets/internal alleys

The condition of the internal alleys was discussed as one factor that shapes the overall status of safety in Karm el Zeitoun and Nour Hagein. In Karm el Zeitoun, the results of the household survey showed that half (50%) of the surveyed local women reported defects in the structure of the internal streets, such as the presence of holes and bumps. These defects were thought to increase the risk of falling. In the same vein, the youth and the children repeatedly discussed the absence of speed bumps in the internal alleys, as a factor that jeopardizes the safety of children who play in the alleys. An example of such a concern was articulated as follows:

“Cars rush down the street all the time in the absence of speed bumps they might hit the children who are playing in the alleys...just like what happened few years back...where a boy who was hit and got really injured after a fast car hit him” (young woman, 20 years)

In Nour Hagein, the conditions of the internal streets took a significant share of the discussions with the children and key informants. The streets were described to be narrow, occupied with cars, and lack speed bumps. These conditions, when not addressed, affected the safety of local children. A related example was presented by a key informant:

“A while back a person drove very quickly inside the alleys of Nour Hagein....the youth of the area approached him and explained to him that the children play on these streets and in-between the parked car....and he should not drive this quickly”

2- Stairs in Karm el Zeitoun

The condition of the stairs was heavily discussed by all participants in Karm el Zeitoun only. While the stairs were presented as a local architectural asset, they were described as falling apart. The youth, perceived the poor conditions of the streets to affect the mobility of the elderly in the area. Such an opinion was expressed as follows:

“The stairs are very old and are in very bad condition...the old people can not walk neither up or down the stairs...if they do they will stumble and break their necks...that's why they stay at home” (young woman, 20 years)



Photo 4: Conditions of the stairs in Karam El Zeitoun

3- Parking spaces

As residents of two small geographical areas, all the participants in both areas spoke of the absence of parking spaces as a problem that affects the safety and security in the region. In Karm el Zeitoun, the children and youth narrated countless occasions during which locals fought over parking spaces specifically in the night time. One of the narratives was expressed as follows:

“Most of the problems are related to the car...there are no parking spots other than one where you have to pay \$50...no one is willing to pay this amount...so every morning after men get drunk they hit each other for parking spots.....most of the fights are because of the absence of parking spots” (young boy, 12 years)

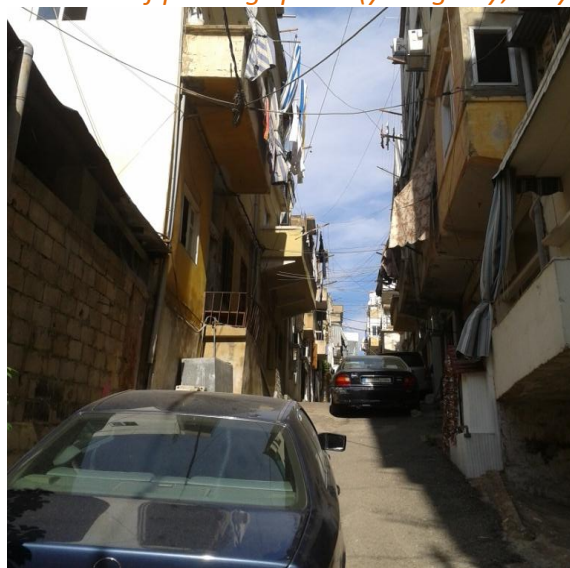


Photo 5: Conditions of the internal alleys in Karm el Zeitoun

4- Playing spaces

The absence of safe public places for children to play was expressed as a security and safety concern by all participants in both areas. In Karm el Zeitoun, the discussions showed that the children either play on the streets, or in the center of the Tashnak party. Seldom, the children rent a basketball court to play team sports.

In Nour Hagein, the unavailability of places for the children to play inside Nour Hagein was emphasized by all interviewees. Reasons related to the absence of public spaces were mainly linked to the small area of the Nour Hagein. Despite the danger, children were reported to still play on the street.

Security

General Perceptions on security

To assess the general perceptions, the women were asked to rate the safety and security in Karm el Zeitoun and Nour Hagein at daytime and night time, and then to compare the rating to the neighboring areas²¹.

Diagram 8 shows that the majority of local women perceived Karm el Zeitoun to be much safer in the day time (78%) compared to the night time (50%). Moreover, diagram 9 shows that the vast majority (82%) of the local women perceived Karm el Zeitoun to be safer and more secure compared to other neighboring regions.

In Nour Hagein, the women perceived the area to be safer in the day time compared to the night time (84% compared to 70%). Moreover, the majority perceived the safety status in Nour Hagein to be either better or similar to that of neighboring areas.

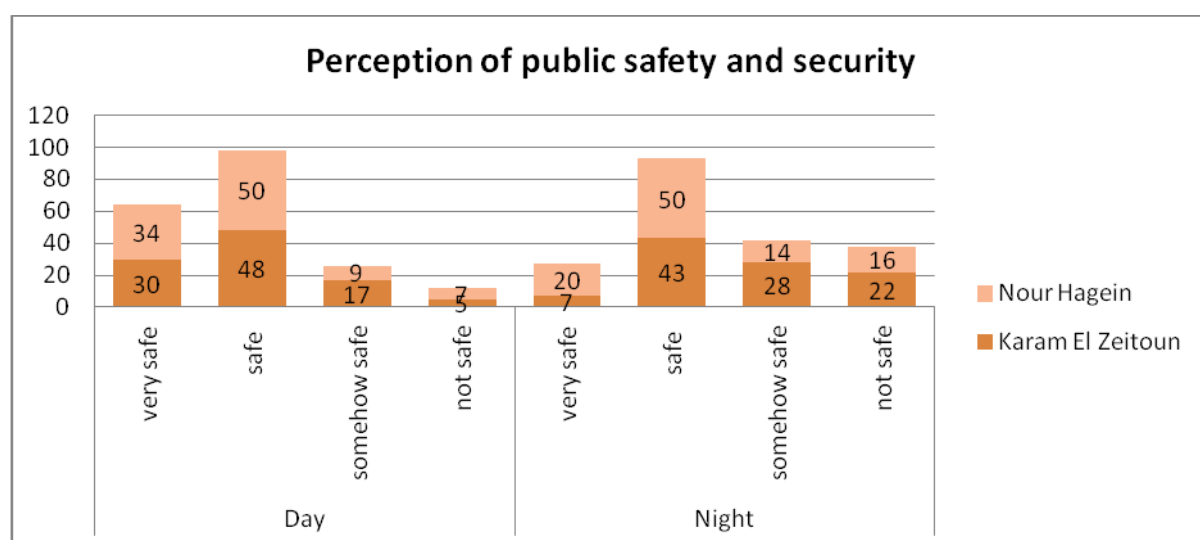


Diagram 8: Distribution of respondents according to their perception of public safety and security by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

²¹ By neighboring areas we meant areas that are at a close proximity

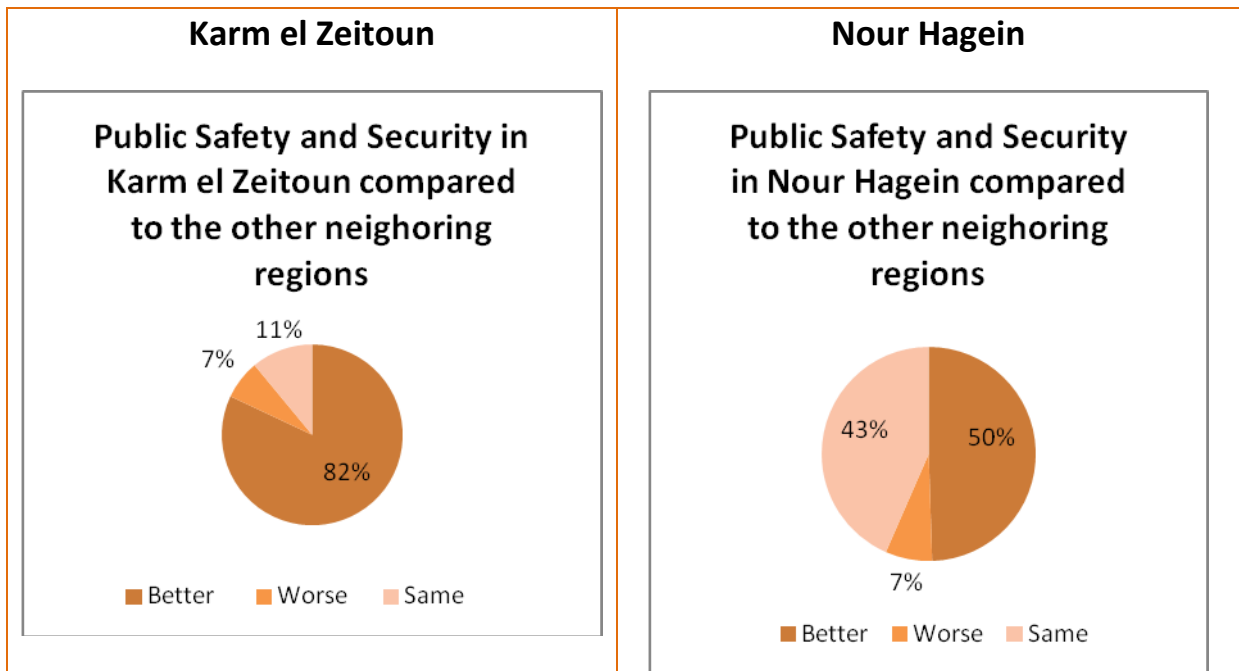


Diagram 9: Distribution of respondents by their rating of the area safety compared to other neighborhoods, Karm el Zeitoun Friendly and Safe Cities, Household Survey 2013

Leisure time²²

To link the perceptions of safety and security with the daily activities of the women, children, and youth, the local women in both areas were asked to report on the locations where they and their children spend their leisure time. Diagram 10 shows that the vast majority of the surveyed women stayed indoors doing housework or praying in Karm el Zeitoun and Nour Hagein.

Children less than 15 years old

Diagram 10 shows that among the households that had children less than 15 years old in Karm el Zeitoun, the two most prominent locations where the children played were the street and the playground²³. Upon rating the safety status of both locations, all local women rated the street to be safe, and 75% of women rated the playground to be safe.

In Nour Hagein, the street was the most prominent location where the children play. Upon rating the safety status, 40% of the surveyed women ranked the street to be safe, while another 40% ranked it as unsafe. The FGD showed that children also spent time in the sports club (affiliated with the Hanshak Armenian Party).

Youth between 16 – 24 years old

²² Another limitation: The provided data on the perceived safety and security rank of different locations in Karm el Zeitoun was not rich enough to construct a hot spot map.

²³ By playground, the women meant either the basketball court in the area or the public gardens in Sassin or Syoufi, Ashrafieh

The three most prominent locations where the youth spend time in Karm el Zeitoun and Nour Hagein were the street, playground²⁴, and the movies. Upon rating the safety status of both locations, all local women in Karm el Zeitoun rated the latter locations to be completely safe. In Nour Hagein, all women rated the playground and movies to be safe, half of the women reported the street to be safe, and the remaining half ranked it as unsafe.

The discussions with the youth and key informant in Nour Hagein presented an explanation to the abovementioned results. The latter groups described the area as a big family under the care of the party (Hanshak Armenian Party). The presence of the party was perceived to spread to the neighboring areas. Such an opinion was stated as follows:

“Hanshak party...mainly the youth of the Hanshak party secure the area day and night...the presence of the party in not just in Nour Hagein...it also extends to neighboring regions which are at a close proximity form Nour Hagein....I believe the security situation is the same in these areas because the party is present and taking care of all matters” (young man, 20 years)

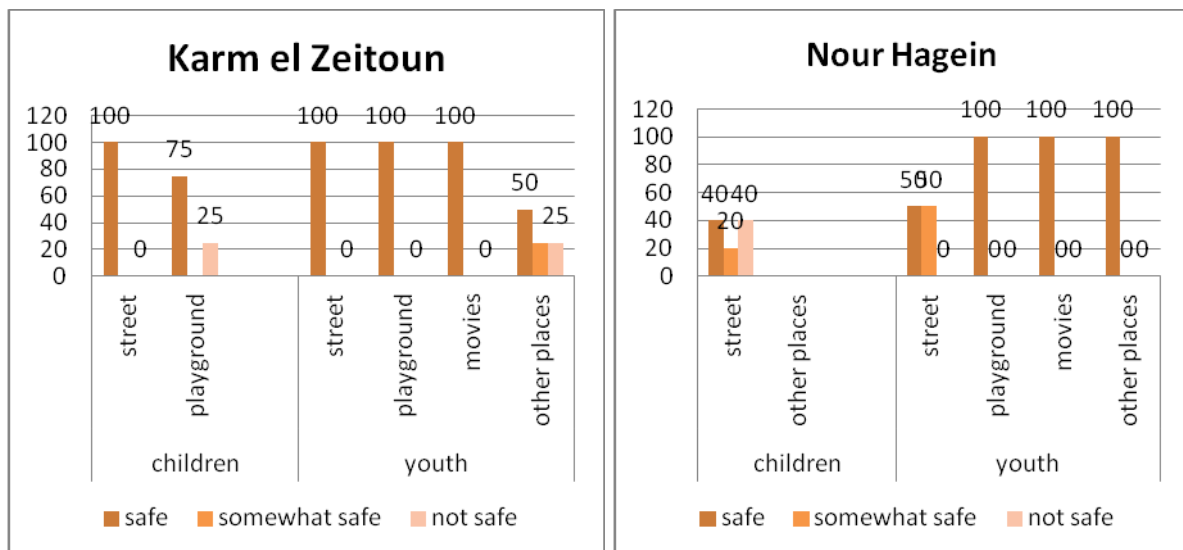


Diagram 10: Distribution of respondents by their the locations of where they spend their leisure time, Karm el Zeitoun and Nour Hagein, Friendly and Safe Cities Household, Survey 2013.

Factors that shape the safety and security situation in Karm el Zeitoun

The local women in both areas and non-local women in Karm el Zeitoun were asked a set of questions to disentangle the reasons that shape the safety and security situation in Karm el Zeitoun and Nour Hagein.

Drug use and Drinking alcohol

First, the local surveyed women in both areas were asked whether they believe that drug use and alcohol consumption on the street affect the safety and security situation in Karm el Zeitoun and Nour Hagein. Diagram 11 shows that the majority of local women in Karm el

²⁴ The women are referring to Homenmen sports club where the youth practice sports and folk dancing.

Zeiotun did not distinguish between drug use and alcohol consumption. Moreover, only a third of the local women perceived alcohol and drug use to instigate insecurity.

In Nour Hagein, none of the women perceived a link between the consumption of alcohol and use of drugs in the streets to the safety and security situation in Nour Hagein. As a possible explanation to the latter results, the discussion with a stakeholder showed that drinking in public (on the streets) is not socially acceptable in Nour Hagein. He continued that people usually drink indoors.

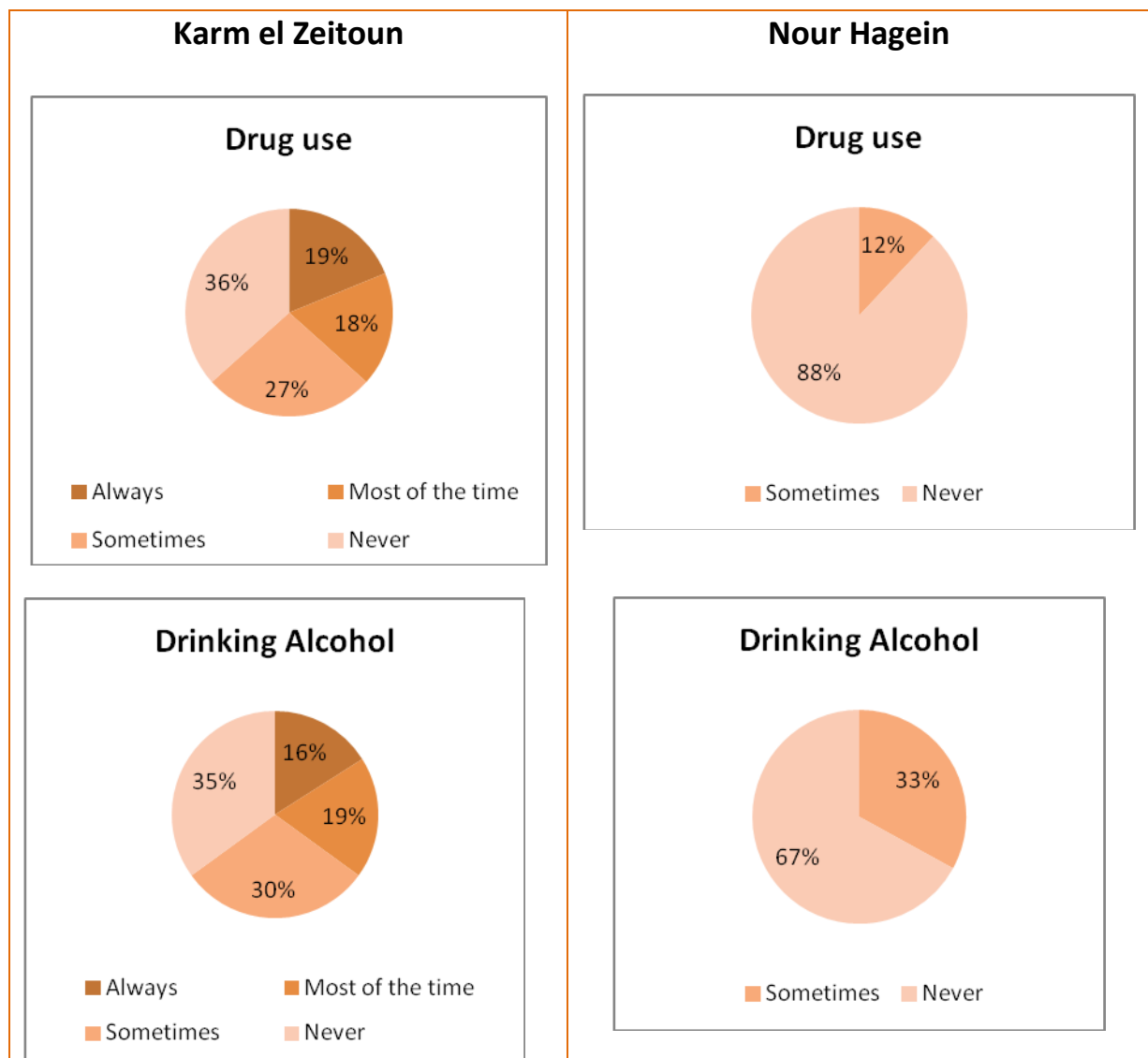


Diagram 11: Distribution of respondents according to their perception on alcohol consumption and drug use on the streets in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household survey, 2013

Security instigating events

Second, the household and the street surveys posed questions on the frequency of occurrence of specific security instigating events in Karm el Zeitoun and Nour Hagein.

Diagram 12 shows that the events that occurred most frequently (always and most of the time) in Karm el Zeitoun were oral intercalations (59%), mugging (35%), and physical fights (36%). Results showed that sexual abuse, domestic violence, and weapon use were the least to be reported (3%, 3%, and 2% respectively).

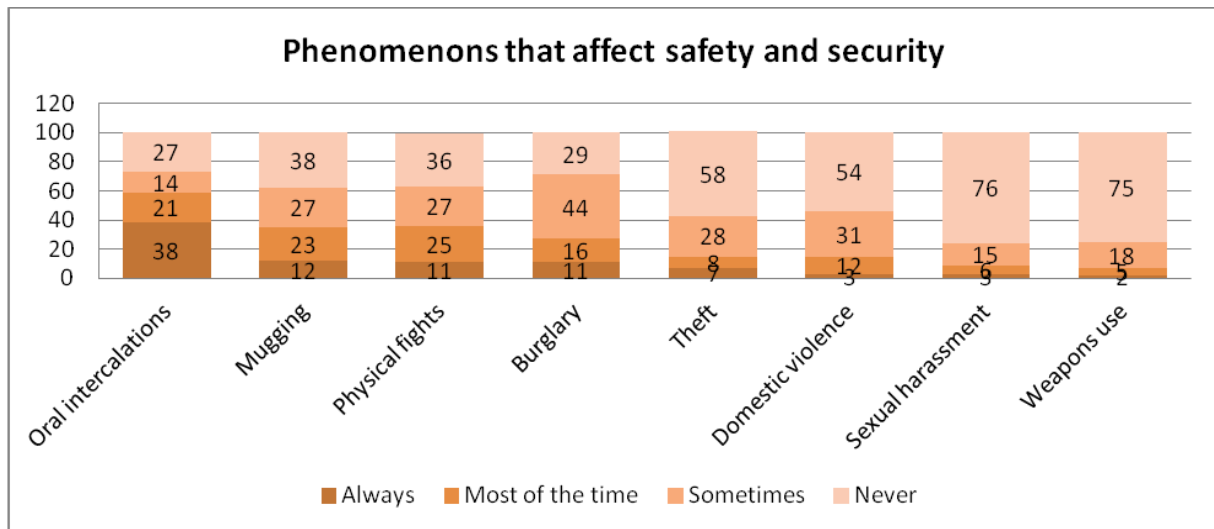


Diagram 12: Distribution of respondents according to their perception of the most common phenomenon that affect public safety and security by area of residence, Karm el Zeitoun, Safe and Friendly Cities, Household survey, 2013

Interestingly enough, the street survey showed that the non-local women in Karm el Zeitoun held different opinions than the locals. Diagram 13 shows that the vast majority of non-local women rate the presence of drunk persons (83%), absence of security men (82%) as the top two factors that threaten the safety and security situation in Karm el Zeitoun. The diagram shows that belonging to a different region, specific age group, or specific religion were rated the lowest (17%, 12%, and 12% respectively).

Similar to the non-local women, the youth and the children in Karm el Zeitoun perceived the presence of drunks and addicts in public as major threat to safety and security in the area. The children stated that their fear from drunk people hinders their mobility in the street at night time.

Moreover, Lebanese Armenian youth expressed frustration by the presence of Lebanese drunk youth on the streets. Such a concern was expressed as follows:

“I usually ask my friends to drop me home because the local youth are always drunk...and if I am alone they call out “shou ya Armani”...and in case I reply they will attack me” (young man, 18 years)

Diagram 13 shows that in Nour Hagein, the events that occurred most frequently (always and most of the time) were oral intercalations (46%), physical fights (23%), and mugging

(7%). Use of weapons, sexual abuse, domestic violence²⁵, and theft were the least to be reported (0%, 4.6%, 4 %)

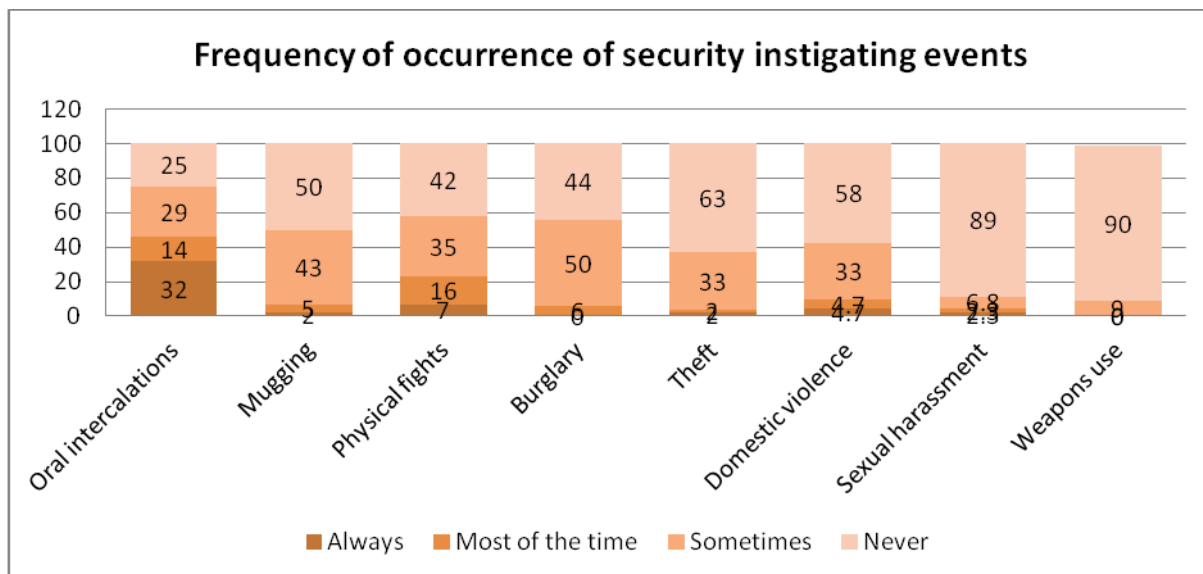


Diagram 13: Distribution of respondents according to their perception of the most common phenomenon that affect public safety and security by area of residence, Nour Hagein , Safe and Friendly Cities, Household survey, 2013

Communal tension and perceptions toward foreigners

The discussions highlight communal tension as an additional underlying factor that affected safety and security in both regions. In specific, the data suggest the presence of tension between 1) Lebanese and Armenian Lebanese in Karm el Zeitoun and 2) Lebanese and non-Lebanese in Karm el Zeitoun and Nour Hagein.

Lebanese-Armenian Lebanese²⁶ in Karm el Zeitoun

The discussions show that the Armenian-Lebanese youth who live in Karm el Zeitoun still feel discriminated and not accepted. The Lebanese youth, on the other hand, stated that they are not in conflict with their Armenian-Lebanese neighbors, but they do not mingle with them. The following two quotes clearly highlight the difference:

“Something needs to be done in the area between the Armenians and the Lebanese...ever since I was young I hear this “Shou ya Armani”...something needs to be done so the common generation will not think like this” (young man, 18 years)

“We do not have any problems with the Lebanese Armenians in the area....but we don’t mingle with this much....but there is no problems between us” (young man, 22 years)

²⁵ This figure needs further analysis

²⁶ This specific theme was generated only from the FGDs with the youth. Further investigations are required to better understand the nature of the Lebanese-Armenian Lebanese relations in Karm el Zeitoun.

Lebanese – Non-Lebanese in Karam El Zeitoun and Nour Hagein

The discussions with all participants in Karam el Zeitoun showed that the heavy presence of foreigners is the most salient factor that negatively influences the safety and secure. All participants stated that the area overcrowded with non-Lebanese whose legal status and economic activity remains unknown. The non-Lebanese were perceived as the reason for high level of substance abuse, the communal conflict, the prostitution levels, and threats:

“A lot of issues have been happening due to the presence of the “Ajaneb, just lately, someone killed someone because of a problem with an Ethiopian lady...most of the “problems come from them” (young woman, 20 years)

“We speculated the presence of many political groups in the area...a while back a group of Fateh El Islam members were caught in the area....they had weapons and drugs....it turned out that this group was preparing for a chemical explosion...two of them had powder bags...they were targeting either the school or the church...two of them were captured and they turned out to be black..Sudanese” (young man, 22 years)

Interesting, the street survey showed that the non-local women in Karam el Zeitoun do not perceive belonging to a different nationality to affect one’s safety and security in Karam el Zeitoun. In specific, only 34% of the non local women perceived belonging to a different nationality to affect ones safety and security in Karam el Zeitoun²⁷

In Nour Hagein, foreigners were perceived as a threat because they do not belong “to the same blood” as the locals. Such a perception was articulated as follows:

“There are people from Syria ...Siri lanka...and Phillipine...we do not know these people... my blood is not like their blood....I do not know them...they are foreigners...and I do not know what they might do ...for instance, if he is married and has a child...I have no idea what he does to his child” (young man, 20 years)

Interestingly enough, the participants stated that the presence of the foreigners in Nour Hagein is more of a controlled threat. They stated that the presence of the Hanshak party greatly controlled the foreigners. An example of the control was presented by a party member as follows:

“The foreigner who comes to us should abide by our rules...he should respect us...we are not a state within Lebanon... Our rules says he should respect his neighbors and not do harm...As long as he abides by these rules we will help him even though he is a foreigner” (young man, 20 years)

²⁷ These results need further exploration

Types of abuse and harassment

Building up on their general perceptions and perceptions of the factors that affect safety and security, the local and non-local women were asked to report on their experience with different forms of abuse and harassment in Karm el Zeitoun and Nour Hagein.

Diagrams 14 and 15 show that the verbal abuse was the most experienced type by both local women in the two areas and non-local women in Karm el Zeitoun (22% and 21% respectively), followed by sexual harassment (11.5% and 33%), and physical abuse (3% and 4%) in Karm el Zeitoun.

In Nour Hagein, the percentage of women who experienced verbal abuse (23%) was higher than who experienced sexual harassment (18%) and physical abuse (9%). Moreover, the results showed that witnessing physical harassment (36%) was the most experienced form of harassment.

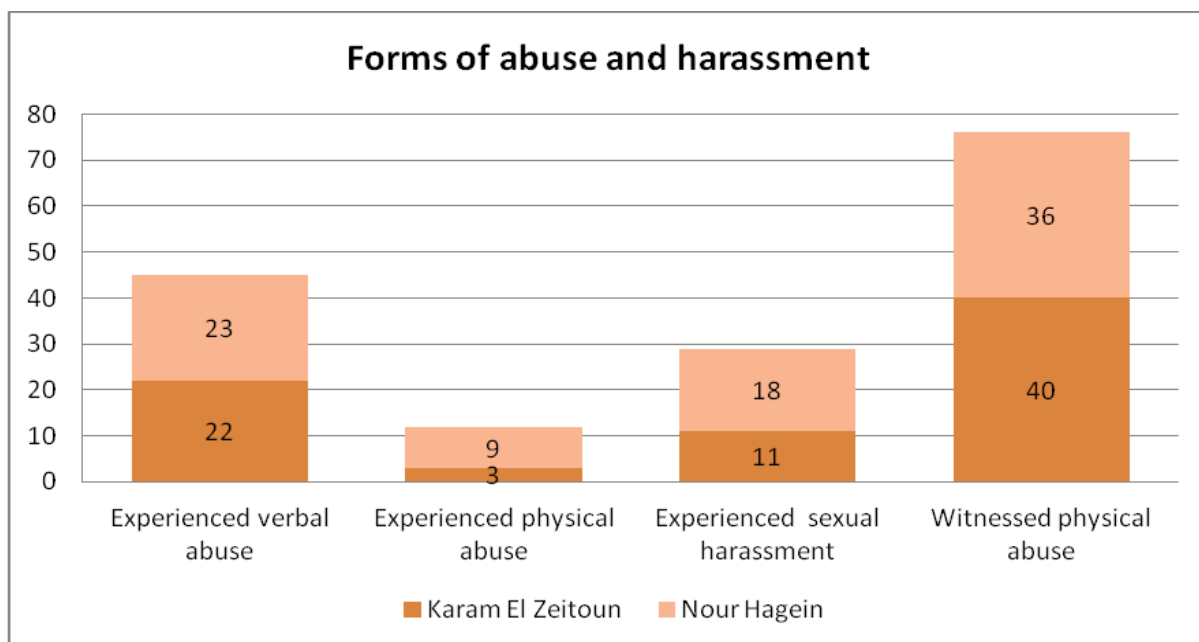


Diagram 14: Distribution of study respondents by types of abuse in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

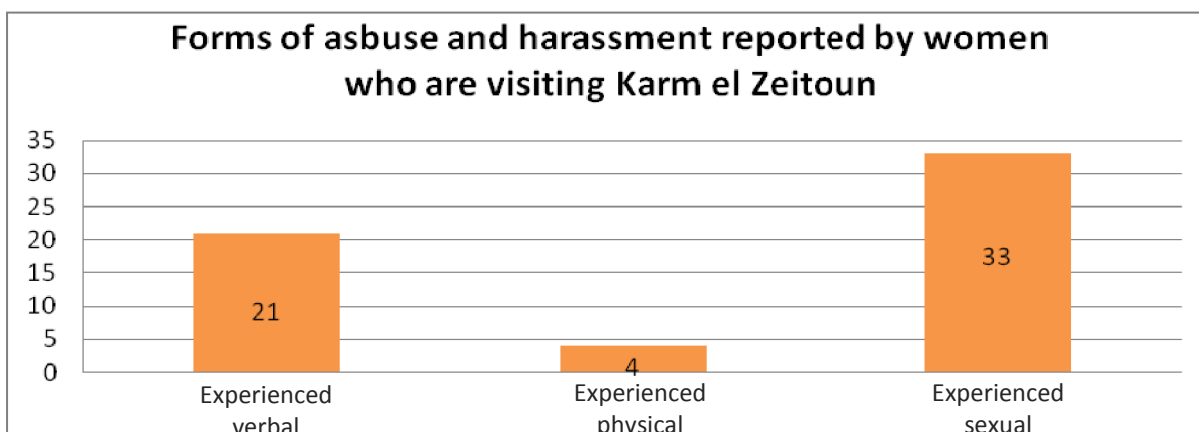


Diagram 15: Distribution of study respondents by types of abuse in Karm el Zeitoun Safe and Friendly Cities, Street Survey, 2013

The discussions with youth in Karm el Zeitoun presents an interesting reason to explain the striking difference between the reported percentage of sexual harassment by local and non-locals (22% difference). The youth acknowledged that they tend to flirt with non-local women more than they do with local women. The perceived social acceptance of such an act was articulated by one youth as follows:

“I will not lie and say that I do not flirt, I do flirt with young women who are not from the area...they tend to like it” (young man, 20 years)

The comparison of the detailed data collected from the two sources shows that the experience of local and non local women is similar with respect to verbal and physical abuse, but is completely different with respect to sexual harassment. The following sections highlight the similarities and differences and presents details on witnessed physical abuse as collected from the local women in Karm el Zeitoun and Nour Hagein through the household survey, and from the non local women in Karm el Zeitoun through the street survey.

Verbal Abuse

In Karm el Zeitoun, tables 8 and 9 show that the local women who experienced verbal abuse were of the middle age (50 years), while the non-locals were of a young age (27 years). Among those local women, around half belong to other nationalities (43%), while the Lebanese constituted only 22% of the sample. Around one third (34%) of the non-local who were verbally abused women belonged to other nationalities. With respect to the frequency of abuse, slightly more than a third of the harassed local women reported that they were subjected to verbal abuse all the time. A similar percentage of non-local women (43%) reported to be verbally abused on frequent bases. Of particular importance, 40% of the local women reported being sworn at by the perpetrator and 25% reported to be insulted. When asked details about the abuse, the local women reported that it happened in the daytime more than the night time, mostly in the internal alleys of Karm el Zeitoun, and mostly by someone from the area. The non-locals faced a slightly different experience, where the majority experienced insults (67%) by someone from the area (62%), on the sidewalks of Karm el Zeitoun (71%).

In Nour Hagein, the women who experienced verbal abuse were of the middle age, of a mean age of 40 years old. Among those women, around one third were Lebanese (28%), while the Syrians²⁸ constituted only 17% of the sample. With respect to the frequency, verbal abuse was not reported to be frequent, with only 10% of the women reporting its occurrence all the time or most of the time. Among the abuse, 20% of the women reported being subjected to swearing and insults. When asked about the abuse, the women reported that it happened in the daytime more than the nighttime time (70%), mostly in the internal alleys of Nour Hagein (44%), and mostly by someone from the area (70%)

Physical Abuse

In Karm el Zeitoun, tables 8 and 9 show that the local and non-local women who experienced physical abuse were young of a mean age 22 years and 29 years, respectively.

²⁸ The FGDs showed that the non-Lebanese people who live in Nour Hagein are mainly migrant workers. Just recently, the families in the area started to host Syrians and Armenians Syrians who came to Lebanon due to the security situation in Syria

Among the local women, most belong to other nationalities, while the Lebanese constituted a very small percentage in the sample (1.5%). Results from the street survey shows that 8% of the verbally abused women were Syrians while another 8% belonged to other nationalities. With respect to the frequency of abuse, more than 67% of the local women reported that they were subjected to verbal abuse all the time, with being subjected to hitting all time. When asked about the time of the abuse, the local women reported that it usually happened in the daytime more than the nighttime, mostly in the internal alleys, sideways, and the market of Karm el Zeitoun. When asked the perpetrator, one third of the local women report the perpetrator to be from the area, one third reported the perpetrator to be from outside the area. The experience of the non-local women presents a completely different story. The frequency of abuse was equally divided between those who reported to have faced abuse only once (50%) and those who face abuse all the time (50%). All the non-locals experienced hitting on the side way (75%), always from someone outside the area (100%).

In Nour Hagein, women who experienced physical abuse were young of a mean age of 29 years. Most of these women were Lebanese. With respect to the frequency, all abused women reported that they were subjected to physical abuse. Quarter of the women reported that it happened in the daytime; quarter reported that it occurred in the early evening, and half reported its occurrence in the evening. When asked about the location, half of the women experienced the abuse in the internal alleys and a quarter in the market. Of interest, the remaining quarter reported being subjected to physical abuse at home. Moreover, half of the women were abused by someone from the area, while the remaining percentage was equally distributed between those who experienced abuse by someone from outside the area or a relative.

Sexual harassment

In Karm el Zeitoun, tables 8 and 9 show that the women who experienced sexual harassment were of the middle age, of a mean age 39 years, while the non-locals were of a young age (28 years). Among those women, around one third of the women belong to other nationalities (29%), while the Lebanese constituted only 9% of the sample. The non-locals women who experienced sexual harassment were mostly not Lebanese (Syrians 46% and other nationalities 42%). With respect to the frequency of harassment, half of the women who reported that they were subjected to sexual harassment most of the time, with flirting being experienced (60%). Of particular importance, 20% of the harassed local women reported experiencing explicit sexual assaults most of the time. When asked the harassment, the local women reported that it happened in the daytime more than the night time, mostly on the sideways of Karm el Zeitoun, and mostly by someone from the area (60%). Similar results were collected by the sexually harassment non-locals. Non-local Women experienced verbal abuse all the time (33%), during the daytime (90%), by someone from the area (73%), and on the sidewalk (82%)

In Nour Hagein, the women who experienced sexual harassment were of the middle age, of a mean age 36 years. Among those women, a quarter was Lebanese while the Syrians constituted 16%. With respect to the frequency of harassment, around half of the harassed women reported being sometimes harassed while the remaining reported to be harassed only once. Sexual comments followed by flirting were the two most experienced forms of

harassment. The vast majority women (80%) reported that it happened in the night time, mostly in the sideways (45%), and internal alleys (37%), and always from someone from the area (100%).

Witness physical abuse

Table 8 shows that the women who witnessed physical abuse in Karm el Zeitoun constitute 40% of the sample of local women. With respect to the frequency, 34% of the local women reported to witness physical abuse sometime, with hitting being the most prevalent. Moreover, 50% of the local women reported that they witnessed physical abuse during nighttime, mostly by someone from outside the area (88%), mostly on the sideways (70%), and mostly by someone from the area (60%). Moreover, the data show that in 50% of the time when physical abuse was witnessed, the people involved were Lebanese. In most cases the youth interfered to resolve the conflict.

In Nour Hagein, the women who witnessed physical abuse constituted 36% of the sample. Among those, 80% reported witnessing physical abuse sometimes, with hitting being the most prevalent. Moreover, 46% of the latter group of women reported that they witnessed physical harassment in the early evening, mostly due to family conflicts (67%). The witnessed abuse was reported to occur mostly from someone from the area (73%) and occur at the sidewalk (45%).

Area	Type	Mean	Nationality	Frequency	Time	Type	Reason	Perpetrator	Place	Action
Karm el Zeitoun	Physical	22	Syrians (12%) Others (17%)	All the time (67%)	Daytime (67%)	Hitting (100%)	Insulting and making bad comments (67%)	From inside the area (33%) From outside the area (33%)	Sideway (33%) Internal alley 33% Market 33%	Faced the perpetrator (67%)
Nour Hagein		29	Lebanese (13.8%)	Once (100%)	Nighttime (50%)	Threat (50%) Hit by husband (50%)	---	From the area (50%) From outside the area (25%)	Internal alley (50%) Market (25%) Home (25%)	Nothing (50%) Faced the perpetrator (50%)
Karm I Zeitoun	Verbal	50	Lebanese (22%) Others (43%)	All the time (37%)	Daytime (84%)	Swearing (40%) Insulting (25%)	Discrimination (20%) Conflict with Neighbors (20%) Car problems (20%) Conflict related to the kids (20%)	From the area (85%)	Internal alleys (40%)	Nothing (40%) Faced the perpetrator (40%)
Nour Hagein		40	Lebanese (27.8%)	Sometimes (40%) Only Once (40%)	Daytime (70%)	Swearing (40%) Insulting (40%)	---	From the area (70%)	Internal alley (44%)	Faced the perpetrator (80%)
Karm el Zeitoun	Sexual	39	Lebanese (9%) Others (28%)	Most of the time (50%)	Daytime (89%)	Flirting (60%)	---	From the area (60%)	Sideway (57%)	Faced the perpetrator (60%)
Nour Hagein		36	Lebanese (24%)	Sometimes (50%) Only Once (50%)	Nighttime (80%)	Sexual comments (62%)	---	Outside the area (100%)	Sidewalk (50%)	Nothing (87%)
Karm I Zeiooun	Witnessed physical			Sometimes (34%)	Night time (50%)	Hitting (88%)	Other (58%)	From the area (86%)	Sideway (70%)	
Nour Hagein				Sometimes (80%)	Early evening (46%)	Hitting (100%)	Family conflicts (67%)	From the area (73%)	Sidewalk (45%)	

Table 7: Distribution of the details for the experienced forms of violence and harassment Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

	Mean Age	Nationality	Frequency	Time	Type	Perpetrator	Place	Action
Physical	29	Syrians (8%) Others (8%)	Most of the time (50%) Once (50%)	Daytime (75%)	Hitting (100%)	From outside the area (100%)	Sidewalk (75%)	Nothing (100%)
Verbal	27	Others (34%)	Sometimes (43%)	Daytime (90%)	Insults (67%)	From the area (62%)	Sidewalk (71%)	Nothing (62%)
Sexual	28	Syrians (46%) Others (42%)	All the time (33%)	Daytime (89%)	Using sexually explicit language (59%)	From the area (73%)	Sidewalk (82%)	Nothing (67)

Table 8: Distribution of the details for the experienced forms of violence and harassment in Karm I Zeitoun, Safe and Friendly Cities, Street Survey, 2013

Actions and measures

Safety measures

Electricity

The women were asked to report how they managed the problems they encountered with electricity. Diagram 16 shows that the majority of women in Karm el Zeitoun managed problems related to burnt house appliances on their own (80%), half sought the help of private company to deal with problems related to electricity wirings, and three quarter resolved problems related to unprotected wires on their own.

In Nour Hagein, all surveyed women managed problems with burnt house appliances and electricity wiring on their own (100%), a quarter sought the help of an electrician to deal with problems related to electricity wirings, and a half resolved problems related to unprotected wires on their own.

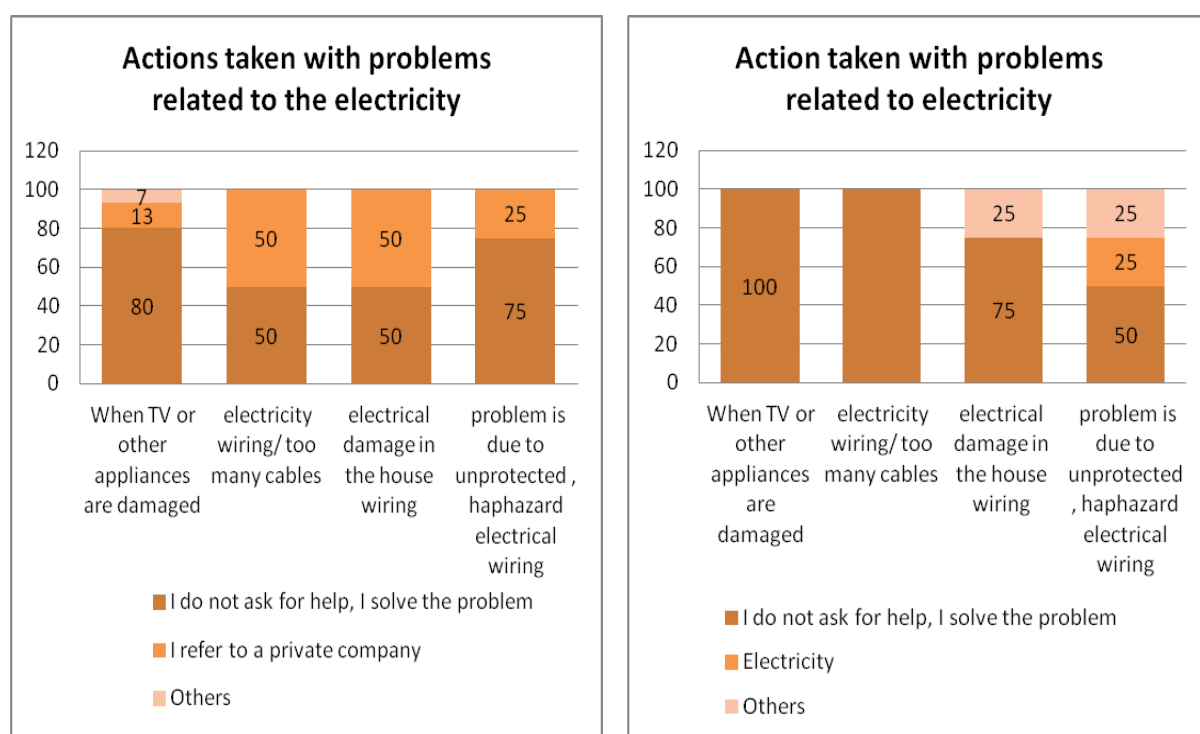


Diagram 16: Distribution of respondents according to the measures they take to solve problems related to electricity, Karm el Zeitoun and Nour Hagein, Safe and friendly cities, Household Survey, 2013

Waste water

When asked how they face the problems related to waste water, all local women in Karm el Zeitoun stated that they fix the bad smell problem themselves. Diagram 17 shows that two third of the women relied on the municipality, neighbors or a private company to fix problems related to the flood of the sewage pipes.

In Nour Hagein, half of the women dealt with the bad smell problem themselves, while the other half sought help from other sources. Diagram 34 shows that the vast majority of women relied on the municipality to fix problems related to the flood of the sewage pipes.

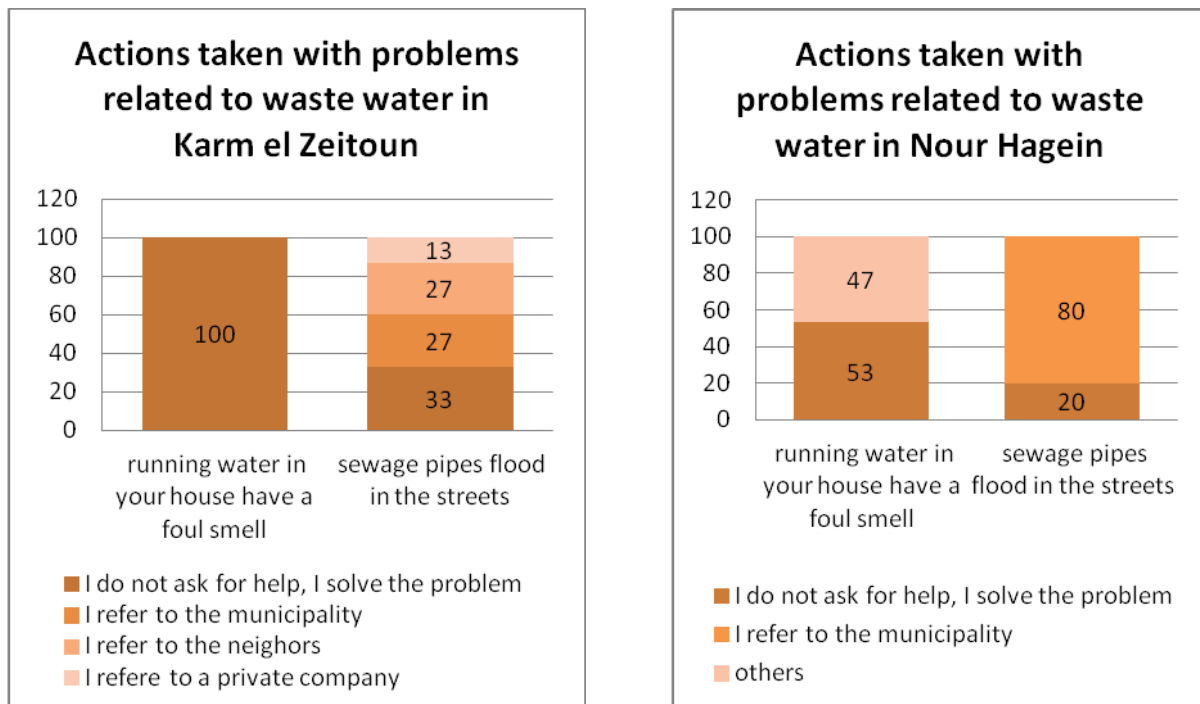


Diagram 17: Distribution of who the respondent ask for help when she has a problem due to waste water during the last year, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

Perceived role of Beirut Municipality

The survey asked about the perception of the local women in both areas towards the role of Beirut Municipality, with regards to problems related to rainfall and waste water management.

Diagram 18 shows that with respect to the response to rain fall, the perceptions of the women in Karm el Zeitoun were equally distributed between those who said that the municipality played a very good/good (30%), and poor/very poor (27%). With respect to the response to the waste water, 36% of the women stated that the response of the Municipality was very good/good compared to 20% who said that it was poor/very poor.

In Nour Hagein, with respect to the response to rain fall, half of the surveyed women described the role of the municipality as very good/good. With respect to the response to the waste water, the perceptions were dispersed between 37% who described it as very good/good, 25% as fair, 16% as poor/very poor, and 23% who did not give an opinion.

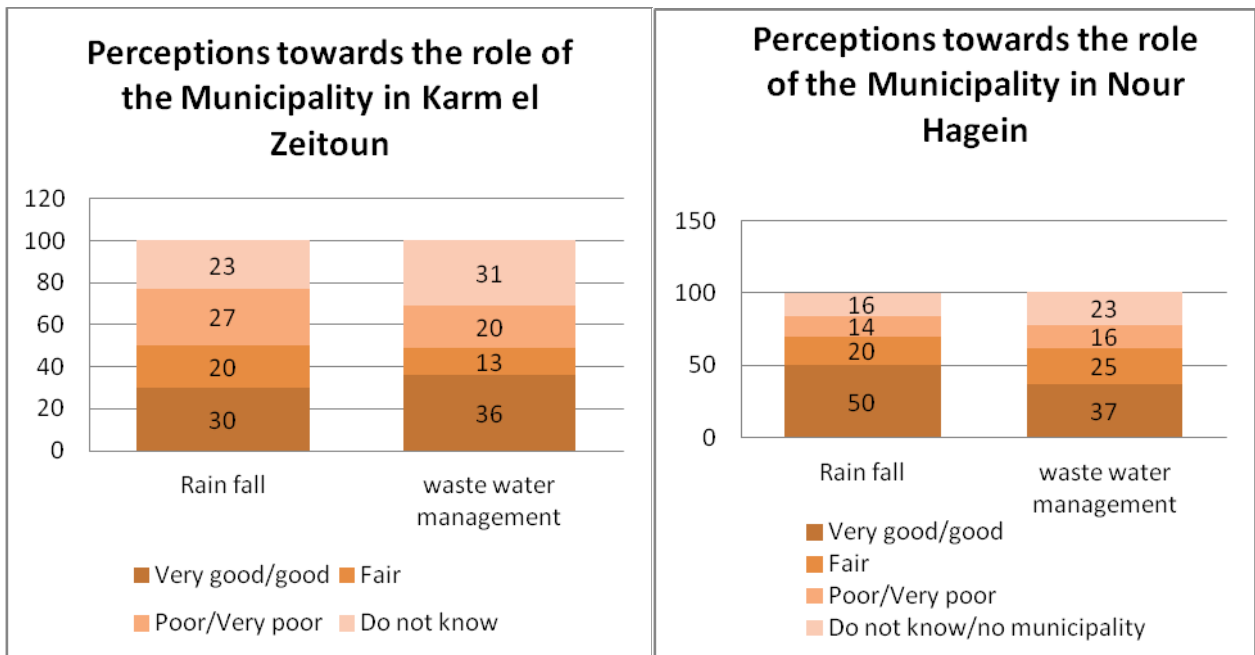


Diagram 18: Distribution of respondents' responses regarding the perception towards the role of the Municipality in Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

Simple correlations analysis were done to form a better understanding of the perception of the women towards the role of the Municipality. In Karm el Zeitoun, the results outlined the discontent of the group of women who experienced problems with rainfall and waste water, where 56% of the women who reported to encounter problems with the rainfall and 59% of the women who reported problems with the sewerage system rated the performance of the Municipality to be poor.

In Nour Hagein, the correlation analysis highlighted the satisfaction of the surveyed women who experienced problems with rainfall and waste water with the performance of the Municipality. In specific, data shows that 30% of the women who reported to encounter problems with the rainfall rated the performance of the Municipality to be poor, while 50% reported the performance to be good and 20% to be fair. Moreover 24% of the women who reported to face problems with the sewerage system ranked the performance of the Municipality as poor, compared to 33% who reported it as good and 43% to be fair.

The discussions with the interviewees support the above results. The key informants stated that the role of the Municipality has improved during the past few years. The reason and the scope for the improvement was bad clear as follows:

“The role of the Municipality improved during the last two years...it is providing services in a faster pace than before...this is mainly due to the presence of Mr. Aram (member of the Municipality Council)...During the past few years...there were attempts to improve the sewerage systems....two years back the street near the dispensary used to flood with water....but the Municipality came and fixed the drainage system...also..With respect to the lighting...the Municipality comes and changes the lights quickly when needed”

Security measures

The women were asked about the actions they would prefer to take if they want to protect themselves from abuse and harassment. Diagram 19 shows that the vast majority of women in both areas prefer to avoid going to isolated areas and going out alone in Karm el Zeitoun (74 % and 73% respectively) and Nour Hagein (86% and 84%). Most women preferred to refer to other preventive methods, such as avoid using public transport, going out alone, wearing specific clothing.

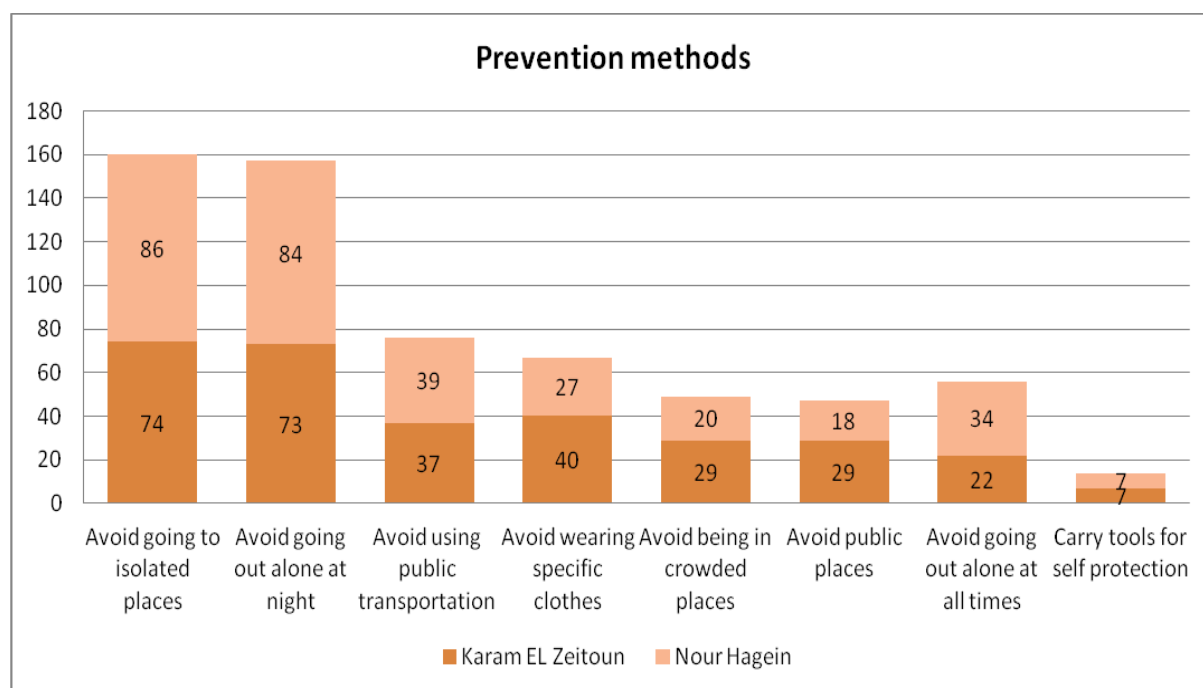


Diagram 19: Distribution of respondents' responses regarding the measures they take in order to prevent being victims of violence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

In line with the latter results, table 10 shows a correlation between street light and different issues of security show that the majority of those who reported the area to be unsafe also reported that the streets are not lit. Moreover, those who don't go out at night reported to think that the street is mostly unlit in both areas.

In Nour Hagein, the table shows that the majority of those who reported the area to be unsafe also reported that the streets is sometimes lit (25%) or with no lighting poles (25%). In the same line of thought, those who don't go out at night reported to think that the streets is sometimes lit (25%) or with no lighting poles (25%).

	Street lit		Street sometimes lit		Street not lit/ no lighting poles	
	Karm el Zeitoun	Nour Hagein	Karm el Zeitoun	Nour Hagein	Karm el Zeitoun	Nour Hagein
How do you rate general security at night in your area?						
Safe/very safe	54.2	82.6	37.9	50	54.5	75
Somehow safe	33.3	13	24.1	25	18.2	0
Unsafe/ very unsafe	12.5	4.3	37.9	25	27.3	25
Avoid going out at night, to prevent being victim of violence						
Yes	71.1	87	77.8	75	72.7	87.5
No	28.9	13	22.2	25	27.3	12.5

Table 9: Distribution of respondents on their rating of the area by the situation of the lights, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

Perceived role of the police

When asked what they would do if they face a security problem, 68% of the local women stated that they resort to the police. Interestingly, table 11 shows that among those who do not go to the police station, 77% reported that they fear the scandal.

In Nour Hagein, 74% of the surveyed women stated that they resort to the police, among those who do not go to the police station, 71% reported that they fear the scandal.

	Karm el Zeitoun	Nour Hagein
Seek help from the police station		
Yes	68.2	74.4
No	31.8	25.6
Are there reasons preventing you from going to police station?		
Yes	73.9	100.0
No	26.1	0.0
What are the reasons preventing you from going to police station?		
I don't like to go to the police station	7.7	0.0
Fear of scandal	76.9	71.4
Other	15.4	28.6

Table 10: Distribution of respondents by whether they request help from the police and the reasons why they do not when they have a problem, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey, 2013

In line with the role of security people, the FGDs with the youth in Karm el Zeitoun addressed the role of the "Darak" who were described to be corrupt and inactive. A young women even stated that the "Darak" themselves flirt uninhibitedly. She gave the following example:

"The "Darak" (security forces) pass by during the check up rotations....they greet the young men who are drinking publicly on the streets...exchange words with them as if they are there"

friends....and they usually flirt with local women....like saying “sho hal jamal – your beautiful-”, or “sho hal tanoura” (nice skirt)....they are not protecting us...” (Young woman, 21 years)

In Nour Hagein, the discussions with all the people who took part in the study highlighted the very important role played by the Hanshak party in maintaining the safety and security in the area. The youth even stated that with the presence of the party, neither the Darak nor the security guards of the Municipality are needed in Nour Hagein.

Chapter 3

-The Action Plan-

VII. PREPARATORY PHASE:

Adopting a participatory approach, the research team organized different meetings with different groups to discuss the findings and come up with recommendations. The following sections will present a briefing on the meetings that took place:

Validation meetings with community members

Shortly after the first wave of analysis was generated, a validation meeting with the local community members in Karm eEl Zeitoun and Nour Hagein were conducted. The validation meeting aimed to engage the locals in the project and verify the results. The meetings were attended by key stakeholders (Mokhtar, head of NGO, head of school) and regular members, and were guided by a professional facilitator.

Validation meetings with representatives of the Municipality

A short quick meeting with the representatives of the Beirut Municipality took place following the validation meeting with the community members. The purpose of the meeting was to present a briefing on the results of the study, and the discussions that took place during the validation meetings. A significant share of the discussions focused on the role of the Municipality in responding to the problems as generated by the results of the baseline study. In addition to that, the discussions helped in drafting the action plans. At the end of the meetings it was agreed to form local committees in each of the two areas which serves as an intermediate agent between the Municipality and the locals.

Validation meeting with the local committees²⁹

Shortly after the action plans were drafted, a meeting with the newly formed local committee in Karm el Zeitoun was conducted. The meeting aimed to engage the committee members in reviewing the action plan.

Introductory meeting between the local committees and the Municipality

A big meeting took place between the newly formed local committees with the representatives and the head of Beirut Municipality. The meeting aimed to introduce and connect the local committees to the head of the Municipality and members of the Municipality Council.

²⁹ The meeting with the local committee in Nour Hagein did not take place.

VIII. ELABORATION OF THE 5-YEAR ACTION PLAN

Summary of problems and proposed recommendations

The results of the baseline study, together with the discussions with community members, showed that security problems are salient in Karm el Zeitoun. The most prominent forms of lack of security included: Physical fights (due to many reasons), substance abuse on the streets (alcohol and drugs), and the presence of foreigners.

The analysis of the data collected from Nour Hagein showed that the area suffers mainly from problems related to basic urban services (public safety). Such problems were related to the old buildings and inadequate infrastructure. The security of the area was referred to the strong presence of the Hanshak party.

As mentioned in the introduction of the report, the main purpose of baseline survey is to collect data that will serve as the cornerstone for developing the 5 year plan that the Municipality of Beirut will adopt as a foundation for addressing basic urban services and other public safety and security issues in the Karm el Zeitoun and Nour Hagein.

Responding to this particular purpose, the surveyed women, stakeholders, youth, and children, were asked to provide specific recommendations that they perceive to be salient to improve the public safety and security conditions.

The following action plans present the recommendations for improving both, the safety and security status, in Karm el Zeitoun and Nour Hagein; as presented by all the individuals who took part in the study.³⁰

Components of the action plan

³⁰ The thick black line indicates that: 1) recommendations for security were more prominent compared to safety, 2) recommendations to improve the work of the Municipality and the police were given bigger weight than the others

Table 11: Action Plan - Karm el Zeitoun

ACTIVITIES	RESPONSIBLE PARTY	TIME FRAME		
		Short term (1 Yr)	Intermediate (3 yrs)	Long term (5 yrs)
1. URBAN SERVICES				
1.1 Lighting: Improve the lighting status in the main street and the internal alleys				
Establish a neighborhood committee to follow up and communicate with the Municipality on issues related to public safety and security in Karm el Zeitoun.	Municipality of Beirut Local Committee			
Conduct regular checkups on the status of the lighting in the main streets and the internal alleys				
Change the burnt lamps and replace the weak bulbs with strong ones				
1.2 Internal alleys: Improve the physical of the internal alleys				
Conduct frequent audits on the conditions of the alleys	Municipality of Beirut Local Committee			
Add street bumps to the internal alleys to force car to slow down as they drive by				
1.3 Physical Infrastructure of the houses: Improve the physical infrastructure of the buildings				
Conduct a comprehensive assessment for all the houses in the Karm el Zeitoun. The assessment includes: 1) assessing the physical infrastructure of the houses, 2) and enumerating the households that are rented to non-Lebanese , and 3) enumerating the foreigners	Research consultant hired by Beirut Municipality			
2. PUBLIC SPACES				
2.1 Stairs: Improve the condition of the stairs				
Rehabilitate one of the main stairs	UN-Habitat			
Conduct a comprehensive mapping assessment for all the stairs in Karm el Zeitoun	Municipality of Beirut			
2.2 Public gardens and playgrounds: Secure safe places for children to play				
Conduct a study on rehabilitation of Syoufi public garden	Research consultant hired by Beirut Municipality			
Conduct a study to assess the feasibility of using the public playgrounds near Mkallis as playgrounds for children				
Continue working on rehabilitation of University Saint Joseph garden				
2.3 Parking Areas: Secure public spaces for parking				
Process with the preliminary planning phases of project on transforming the unused areas in Karm el Zeitoun to parking spaces	Beirut Municipality			

ACTIVITIES	RESPONSIBLE PARTY	TIME FRAME		
		Short term (1 Yr)	Intermediate (3 yrs)	Long term (5 yrs)
3. COMMUNITY SAFETY				
3.1 Security: Improve the security situation in the area				
Establish a neighborhood committee to follow up and communicate with the municipality on issues related to public safety and security in Karm el Zeitoun.	Local members General Security Forces Beirut Municipality			
Conduct regular security rotations at night and day				
Establish a Municipality security guard station near Karm el Zeitoun				
3.2 Crowdedness: Manage the crowdedness of the foreigners in the area				
Conduct a comprehensive assessment for all the houses in the Karm el Zeitoun. The assessment includes: 1) assessing the physical infrastructure of the houses, 2) and enumerating the households that are rented to non-Lebanese, and 3) enumerating the foreigners	Local members			
4. AWARENESS AND TRAINING				
4.1 Social relations: Improve the social relations between the Lebanese and the non-Lebanese who live in the area				
Organize conflict resolution workshops	UN-Habitat & UNDP Specialized NGOs Local Committee Municipality of Beirut			
Conduct a study to understand the conflict between the different groups in the area				
Develop a project that addresses the conflict issues in Karm el Zeitoun. The project design will be based on the results of the workshops and the study				
4.2 Drug addiction and alcohol consumption: Highlight the issue of substance abuse				
Conduct awareness campaigns on substance abuse	Specialized NGOs Local Committee Municipality of Beirut			

Table 12: Action Plan - Nour Hagein

ACTIVITIES	RESPONSIBLE PARTY	TIME FRAME		
		Short term (1 yr)	Intermediate (3 yrs)	Long term (5 yrs)
1. URBAN SERVICES				
1.1 Lighting: Improve the lighting status in the main street and the internal alleys				
Establish a neighborhood committee to follow up and communicate with the municipality on issues related to public safety and security in Nour Hagein. One of the responsibilities of the committee is to monitor the lighting situation and report any problem to the maintenance department in the municipality	Local committee Municipality of Beirut			
Conduct regular checkup on the status of the lighting in the main streets and the internal alleys				
Change the burnt lamps and replace the weak bulbs with strong ones				
1.2 Internal alleys: Improve the status of the internal alleys				
Conduct frequent audits to check the conditions of the alleys	Local committee Municipality of Beirut			
Add street bumps to the internal alleys to force car to slow down as they drive by				
Add directions signs on the main street in Nour Hagein				
1.3 Physical Infrastructure of Houses: Improve the physical infrastructure of the buildings				
Conduct a comprehensive assessment for all the houses in the Nour Hagein.	Municipality of Beirut			
1.4 Water: Improve the potable water networks				
Conduct regular checkup on the status of the water networks	Local committee Municipality of Beirut			
1.5 Waste Water: Improve the waste water networks				
Conduct regular checkup on the status of the waste water networks	Local committee Municipality of Beirut			
1.6 Electricity: Fix the problems related to the electricity				
Conduct regular checkups on the status of the electricity transformer	Local committee Municipality of Beirut			
Change the electricity transformer by another one that can take more load	Electricity Du Liban			

ACTIVITIES	RESPONSIBLE PARTY	TIME FRAME		
		Short term (1 yr)	Short term (1 yr)	Short term (1 yr)
1.7 Solid Waste: Manage the problem related to the garbage smell				
Coordinate with the municipality to spray the area with pesticides	Beirut Municipality Beirut and Burj Hamooud municipalities			
Coordinate between the municipalities in Beirut and Burj Hammoud to intervene to address the problem related to the smell of the garbage from Karantina, Beirut River, and Burj Hamoud dump				
2. PUBLIC SPACES				
2.1 Public spaces: Secure safe places for children to play				
Find a piece of land and study the feasibility of changing it into a playground for the children	Beirut municipality			
3. COMMUNITY SAFETY				
3.1 Security: Improve the security situation in the area				
Conduct regular security rotations at night and day	Local Committee			
	Municipality of Beirut Governor of Beirut			

Chapter 4

-Concluding remarks-

IX. LESSONS LEARNT

The lessons learnt can be summarized in the following 7 main points:

Importance of networking with key gatekeepers (ex: political party in the case of Nour Hagein) before conducting any type of fieldwork. Such a network helped in establishing a trust bond which in its turn significantly facilitated the field work.

Importance of having an official document (ex: from the Municipality) to share with local gatekeepers before starting fieldwork. In an instable political situation as that in Lebanon, researchers need to invest significant efforts to gain the trust of the local people before conducting field work and collecting data.

Importance of conducting multiple observatory field visits before designing the methodology. While the field visits were of salient importance in deciding on the sampling strategy, the field notes proved to be very useful in contextualizing and adapting previously set questions.

Importance of focusing on the subjective perception of safety in the questionnaire. While the UN agencies provide a clear set of definition, informal interviews showed that there is no consensus on what the notion of safety entails.

Importance of developing a common framework for safety between all partners. The common framework is needed to guide the overall process, particularly construction of the data collection tools.

Importance of undertaking data collection using different methods from different groups. The baseline study showed that a major factor to generate rich comprehensive data is to use both qualitative and quantitative methods to collect data from different groups. For instance, the data generated from FGD with youth, children, and stakeholders either supplemented or contradicted the data collected from the local and non-local women through the structured questionnaires. As such, the qualitative data significantly enriched the findings.

Importance of involving the youth and children in any study on safety and security. The study showed that women stay mostly at home, and might not know the dynamics in the public spaces at all times. The youth and children, on the other hand, stay most of their time on the streets. As such, the youth and children can better reflect and present a hand on experience on the security and safety situation on the streets.

X. THE WAY FORWARD

To sustain the momentum created through the process of implementing this baseline survey, the following suggestions are provided:

Members of the Municipality need to conduct regular field visits to the areas. The visits serve the purpose of monitoring conditions of urban services in the area.

Members of the Municipality need to conduct monthly meetings with the local committee. The meetings will maintain and strengthen the relation between the municipality and the local members. In addition to that, the meetings will reflect a high level of responsiveness on the behalf of the Municipality.

Members of the Municipality need to continuously communicate with other institutions that are involved in issues related to safety and security. For instance, the Municipality should cooperate with “Electricity Du Liban” on matters related to the electricity service in the area, and with the General Security Forces on issues related to monitor the safety and security situation in the two areas.

Municipality should partner with research institutes to conduct follow up research on salient themes highlighted by the results of the baseline survey. For example, the municipality should join efforts with UNDP- conflict and prevention program to conduct a study on “othering” and conflict between different ethnic groups in Karm el Zeitoun.

APPENDICES

Appendix 1: Methodology (as submitted by Dr. Deeb)

A. Data Collection Methods

The field research data collection consist of two approaches: Qualitative and Quantitative analysis.

A.1 Qualitative Data Collection

For the qualitative analysis, data from focus groups and in-depth interviews was gathered:

A1.1 Focus Groups

The aim of the focus group discussions was to gather information and perceptions of safety and violence among the youth living in the targeted areas. The units of observation consists of two groups of male and females residing in the sampled areas, the first target group recruited adolescent in the age bracket 15-18 years and the second a younger group of 8 to 12 years old. The recruitment of 10 to 12 participants in each of the 12 focus groups undertaken, was through contacting the school principals in each targeted areas for the children 8 to 12 years old. For the group of 12- to 18 years the recruitment of the participants was through contacting NGO's in the areas, in order to have a mix of those who are still at schools and those who are not.

Table 1: Distribution of the focus groups by targeted survey areas

	Estimated Total No. of Households in each area	Number of Focus groups
Nour Hajein	289	One 15-18 years old M and F One 12-14 years old M and F
Karm el Zeitoun		
Zone A	60	One 15-18 years old M and F One 12-14 years old M and F
Zone B	535	One 15-18 years old M and F One 12-14 years old M and F

A. 1.2 Key Informants In-depth Interviews

In-depth interviews with key stakeholders, government representative, NGO's, political influential individuals, was performed in all the four targeted areas

The main stakeholders in the targeted areas were the municipality, local police, local political parties active in the areas. The list of all individuals interviewed in all targeted areas is also attached as Appendix 4.

A. 2.1 Quantitative

The quantitative research will include two cross-sectional surveys, first a population-based household survey in the sampled targeted areas, Second a street survey for the visitors (i.e. non-residents) to the targeted areas mainly Sabra and Karm el Zeitoun popular souks.

For the quantitative analysis, an Arabic version of the questionnaire was developed by the project investigators and project donors, checked and validated through pilot testing with respondents. The data was collected through an interview questionnaire. (Appendix 5).

B. Sampling Methods of the Quantitative Survey

B.1 Population-based Household Survey

B1.1 Sample size and selection criteria

The Targeted areas for the sample includes four major areas: Sabra and Tamleess located close to Tarik El-Jdide and Nour Hajein and Karm el Zeitoun.

Approvals to undertake the study was done through several personal visits by the research team to all the sampled areas, in order to introduce the study and get the approval of the main stakeholders to launch the survey. The research team requested also clearance and help from the community to undertake area mapping that was used for the household sampling frame. The preparation of the community is a critical component for household data collection, first to secure approval of main stakeholders in the community and to gain familiarity with the area surroundings.

Sample size calculation are based on what the proportion of the variables collected are likely to be. The estimated sample size for a proportion of 5% that experienced a violence event, the desirable sample size for a proportion of 0.05 is 420 households with a 95% confidence interval.

The number of households to be taken in each zone was calculated as 15% within each cluster as illustrated in table 2.

Table2: Number of households and number households sampled and interviewed in the four targeted areas

	Total No. of Households	Household No. to be sampled
Nour Hajein		
Zone 2	289	44
Karm el Zeitoun		
Zone A	60	10
Zone B	535	80
Total	2785	420

B1.2 Sample selection

In the absence of a recent population or housing census for the targeted survey population that could provide a sampling frame, an area sampling design had to be developed. The field supervisors prepared maps showing all buildings (residential, office and mixed) as well as all landmarks (schools, hospitals etc..) . The sampling design consist of a multi stage sample, first the targeted areas were divided into geographical clusters as illustrated by the attached maps.) .The second stage sampling consists of selecting within each cluster the desired number of households. The selection within each cluster was done using a systematic random selection of households. The selection of the targeted households will be done by a random systematic sampling of every 6th household. The households located in buildings the selection of the floor within each building will be done by alternating floors in buildings. This is done to minimize the bias of conveniently selecting always the households on the first floor of the building . The proxy respondent for the household survey is an adult women residing in the selected households.

The inclusion criteria for the selected households is that the residents have been residing in the area for more than one year.

B.2 Street Survey

Karm el Zeitoun have a popular fruits and vegetable market that attracts visitors to the area on a daily basis. A sample of 100 adult women in Karm el Zeitoun. In order to minimize interviewer's bias in selecting respondent in the street the interviewer were instructed to draw a systematic

sample of every fifth women they encounter in the street. Also a quota of migrant workers, Lebanese and Palestinians was implemented in order to capture the variability of the population in the targeted areas.

C . Data Collection :

Data collection began in December 2012 and extended to January 2013 for the household questionnaire and street surveys.

Training of Interviewers

Interviewers received intensive training for the household and street survey. The training was conducted by the main investigator and covered the nature and purpose of the survey, a guideline for interviewing techniques and a step-by step explanation of each item in the questionnaire. Each interviewer was asked to fill two questionnaires with family members. The completed questionnaires were checked in the presence of the interviewer for missing information and inconsistencies.

Fieldwork Organization

The supervisor assigned certain blocks to each interviewer and provided them with the map of the area. The supervisor met regularly with the interviewers to discuss their performance in the field. Team meetings for interviewers were also held in which the supervisor would point out mistakes discovered during editing. These meetings were extremely valuable for discussing how to handle situations encountered in the field that were not covered during the training sessions.

Non-response

The interviewer recorded the number of household that refused to be interviewed. In Karm el Zeitoun it was 18% and in Nour Hagein 9%.

Data Entry and Cleaning

The questionnaire contained mainly pre-coded questions and some open-ended questions. Data entry was carried out by trained individuals. All corrections were made and all data cleaning was done by the supervisor, who checked for invalid codes and any inconsistencies in data entry.

Data Analysis

Frequency distributions and cross-tabulations were carried out with the Statistical package for the Social sciences (SPSS) version 20.

Appendix 2: Household Survey



In cooperation with Beirut Municipality, and in partnership with UN agencies, Makassed Islamic Association and with World Vision are conducting a survey to assess the safety and security and quality of life for women, youth and children in public settings in some areas of Beirut and mainly Sabra and Tamlees in Tarik El Jedide neighborhood and Karm El Zeitoun and Nour Hagein neighborhood.

The survey aims to identify people's opinion and perception regarding the development of public safety and security in their areas, so as to identify needs and prepare action plans necessary to improve the levels of safety and security.

Before beginning we would like you to know that:

- The duration of the interview is 20-25 minutes
- Answers will remain confidential and will not be shared with any third party
- Information will be used for research purposes only
- When analyzing the information the person who gave the information will not be recognized
- Participation is voluntary and you have the freedom to stop at any time

<p>Area: Sabra A: Sabra Market Sabra B: Daouk Camp Sabra C: Ghawach Camp Tamlees Karm el Zeitoun Nour Hagein</p>	<p>Name of interviewer:</p>
<p>Number of questionnaire</p>	<p>Date: ____/____/____</p>

I.Socio-Demographic information

H1	H2	H3	H4	H5	H6	H7	H8	H9	H10	H11	H12	H13
Family members	Name	Relation to head of family	Sex 1.Male 2.Female	Nationality 1. Lebanese 2. Syrian 3. Palestinian 4. Iraqi 5. Philippine 6. Bangladesh 7. Sri Lanka 8. Ethiopian 9. Other, specify	Age	Marital status 1. Single 2. Married 3. Divorced 4. Widowed	Educational level 0. Not applicable 1. Illiterate 2. Read and write 3. Primary 4. Finished primary 5. Intermediate 6. Finished intermediate 7. Secondary 8. Finished secondary 9. University 10. Technical/vocational	Occupational status 1. Working 2. Do not work and not searching for a job 3. Do not work but searching for a job 4. Housewife 5. Housewife with part time job 6. Retired 7. Student 8. Student and work 9. Child 10. Handicap, can't work 11. Can't work 12. Other, specify	Current occupation	During the last week, were your son/ daughter absent from school? 1. Yes 2. No 3. Not applicable	If yes, how many days? 1.yes 2.no 3.not applicable	For those who were below 18 years old and not enrolled in any educational institution during the scholastic year 2012-2013, specify reason: 1. Because of the financial status of the family 2. Because he/she needs to work and support the family 3. Because of his continuous failure at school 4. Other, specify
1		Head of the family										
2												
3												
4												
5												
6												
7												

II .Leisure times

G1	Since when do you live in the area?
	<ol style="list-style-type: none"> 1. More than 5 years 2. Between 1 and 5 years 3. Less than 1 year 4. Only visiting

G1	Where were you living previously?

F1	How do you spend your leisure time?
	<ol style="list-style-type: none"> 1. House work 2. Visiting neighborhoods 3. Watching TV 4. Attending public lectures 5. Other, specify

For interviewers: in case the family doesn't have children of less than **15** years of age move to question number **F5**

F2	Where do your children spend their leisure time? (for interviewers: ask the respondent to list 3 places)
<ol style="list-style-type: none"> 1. In the street 2. In the club 3. In the playground 4. In the cinema 5. Other, specify 	

F3	Do you consider the places where your children spend their leisure time safe? (for the interviewers: please read the options)				
	Very safe	Safe	Somewhat safe	Not safe	Not safe at all
.....	1	2	3	4	5
.....	1	2	3	4	5
.....	1	2	3	4	5

F4	Do you feel comfortable during the presence of your children in these places	
	Yes	No
.....	1	2
.....	1	2
.....	1	2

For interviewers: in case the family doesn't have children between **16-24** years of age move to sect **III** – environment and public settings

F5	Where do your youth children spend their leisure time? (for interviewers: ask the respondent to list 3 places)
1. In the street 2. In the club 3. In the playground 4. In the cinema 5. Other, specify	

F3	Do you consider the places where your youth children spend their leisure time safe? (for the interviewers: please read the options)				
	Very safe	Safe	Somewhat safe	Not safe	Not safe at all
.....	1	2	3	4	5
.....	1	2	3	4	5
.....	1	2	3	4	5

III. Environment and public settings

I will ask you now questions related to lighting and maintenance in the area where you live .

1. Lighting

L1	How do you describe the lighting situation in the street where you live? (for interviewers: please read the options)			
	Lighted	Sometime lighted	Not lighted	No light poles
	1	2	3	4

L2	How do you describe the lighting situation in the building where you live? (for interviewers: please read the options)			
	Lighted	Sometime lighted	Not lighted	No light poles
	1	2	3	4

2. Maintenance

P1.1	It is almost winter time; do you face problems due to rain fall?
	1. Yes
	2. No (move to question M1)

If yes, what are these problems? Mark all what is applicable (for the interviewers: please read the options)				If any of these problems occur whom do you refer to solve the problem?	
				0. Not applicable 1. None, I solve it myself 2. Municipality 3. Neighbors 4. Private company 5. Other, specify	
		Yes	No		
P1.2	Street flood but water do not penetrates to the house	1	2	R1.2	
P1.3	Street flood and water penetrates to the house	1	2	R1.3	
P1.4	Water penetrates to the house due to the structure of the building	1	2	R1.4	
P1.5	Water fills up the street holes	1	2	R1.5	
P1.6	Water causes electricity problems	1	2	R1.6	
P1.7	Other, specify.....	1	2	R1.7	

M1	In your opinion, how do you evaluate the role of the municipality in solving problems due to rain fall (for interviewers: please read the options)					
	Very good	Good	Fair	Bad	Very bad	Don't know
	1	2	3	4	5	6

P2.1	Where do you get electricity from?
	1. Government 2. Private generator 3. Public generator 4. Government and private generator 5. Government and public generator 6. Other, specify.....

P2.3	What is the average supply of government generated electricity (hours per day)? (number of hours)

P2.4	How much do you pay per month for electricity from private sources (in Lebanese Pounds)? (in case you receive electricity from a source other than the government)
-------------	---

P2.5	During the last year, have you witnessed any problems due to electricity?
	1. Yes 2. No

If yes, what are these problems? Mark all what is applicable (for the interviewers: please read the options)				If any of these problems occur whom do you refer to, to solve the problem? 0. Not applicable 1. None, I solve it myself 2. Municipality 3. Neighbors 4. Private company 5. Other, specify	
		Yes	No		
P2.6	TV or other appliances are damaged	1	2	R2.6	
P2.7	Too many illegal connections on the main power	1	2	R2.7	
P2.8	Electrical damage in the house	1	2	R2.8	
P2.9	Family member was hurt due to electricity	1	2	R2.9	
P2.10	Unprotected, haphazard electrical wiring	1	2	R2.10	
P2.11	Other, specify.....	1	2	R2.11	

P3.1	During the last year, did you experience any problems due to the sewage system?
	1. Yes 2. No

If yes, what are these problems? Mark all what is applicable (for the interviewers: please read the options)				If any of these problems occur whom do you refer to, to solve the problem? 0. Not applicable 1. None, I solve it myself 2. Municipality 3. Neighbors 4. Private company 5. Other, specify	
		Yes	No		
P3.2	Water reaching the house has a foul smell	1	2	R3.2	
P3.3	Sewage flooding	1	2	R3.3	
P3.4	Other, specify.....	1	2	R3.4	

M1	In your opinion, how do you evaluate the role of the municipality in solving problems due to the sewage system (for interviewers: please read the options)					
	Very good	Good	Fair	Bad	Very bad	Don't know
	1	2	3	4	5	6

P4.1	Place of the garbage disposal
	<ol style="list-style-type: none"> 1. Near the house 2. In a nearby garbage container 3. In the street where garbage is disposed

P4.2	What is the frequency of garbage collection by municipality?
	<ol style="list-style-type: none"> 1. Never 2. Once per week 3. Twice per week 4. Daily 5. Other, specify.....

P4.3	Are you satisfied with municipality garbage collection method?	
	Yes	No
	1	2

P4.4	Does your family complain from ambient garbage odors?	
	Yes	No
	1	2

We will move now to talk about the house

P5.1	How do you describe the physical condition of your house?
	<ol style="list-style-type: none"> 1. Good 2. Need rehabilitation 3. Unfit as a place of residence

P5.2	If your house needs rehabilitation, what exactly need to be rehabilitated?

P6.1	What is the source of drinking water?
	<ol style="list-style-type: none"> 1. Government 2. Well water 3. Water tanks 4. Bottled water 5. Other, specify.....

P6.2	Why don't you use the water coming from public sources for drinking? (ask this question only if the answers to the previous question were 3 or 4)
	<ol style="list-style-type: none"> 1. Salty water 2. Unclean water 3. Water mixed with sewage 4. Smelly water 5. Bottled water 6. Other, specify....

P6.1	What is the source of cooking water?
	<ol style="list-style-type: none"> 1. Government 2. Well water 3. Water tanks 4. Bottled water 5. Other, specify.....

P6.1	How many times per week do you get water from the government (public)?

IV .Security and public safety

We will move to questions related to security and public safety

The issue of safety raised here relates to urban safety (lighting, maintenance), besides your personal safety and the safety of your children.

How do you evaluate security and public safety in your area? (for interviewer: please read the options)					
	Very safe	Safe	Somewhat safe	Not safe	Not safe at all
S1 during the day	1	2	3	4	5
S2 during the night	1	2	3	4	5

What is the frequency of occurrence of the bellow mentioned acts in your area? (for interviewers: please read the options)						
		All the time	Most of the time	Some of the time	Never	Don't know
S3	House burglary	1	2	3	4	5
S4	Car theft	1	2	3	4	5
S5	Mugging	1	2	3	4	5
S6	Violence due to drug use	1	2	3	4	5
S7	Violence due to drinking alcohol	1	2	3	4	5
S8	Sexual harassment	1	2	3	4	5
S9	Oral intercalation	1	2	3	4	5
S10	Conflicts leading to the use of arms	1	2	3	4	5
S11	Domestic violence	1	2	3	4	5
S12	Other, specify					

In your opinion what are the measures that can improve public safety and security in your area of residence?		Yes	No
S14	Secure good lighting	1	2
S15	Ensure road signs	1	2
S16	Maintain public places	1	2
S17	Address the problem of crowed public transportation	1	2
S18	Presence of security men in the area	1	2
S19	Not having drug users in the streets	1	2
S20	Not having drunk people in the streets	1	2
S21	Alleviate problems due to political conflicts	1	2
S22	Alleviate problems due to religious differences	1	2
S23	Alleviate issues of different nationalities living in the same area	1	2
S24	Other, specify.....		

S25	Do you think the area of your residence is safer than other areas?
	1. Yes, why
	2. No, why.....
	3. Like other areas

V. Violence (verbal, physical, sexual harassment)

1. Verbal abuse covers verbal insulting words, threats, humiliating words, disrespect

VA1 Were you subject to verbal abuse in public spaces during your visit to the area last year?

- 1. No (move to physical abuse steps)
- 2. Yes

VA2 How many times were you subject to verbal abuse last year during your presence in the area?

- 1. All the time
- 2. Most of the time
- 3. Sometimes
- 4. One time

In case of being a victim more than one time please answer the following questions based on the last accident.

VA3 What was the type of abuse?

- 1. Insult
- 2. Belittling
- 3. Threatening
- 4. Other specify

VA4 At what time of the day did the abuse occur?

- 1. During the day
- 2. Early evening
- 3. During the night

VA5 What was the reason of the verbal abuse?

VA6 Who was the perpetrator?

- 1. A relative
- 2. Someone from the area
- 3. Someone from outside the area
- 4. Other, specify

VA7 Where did the accident occur?

1. On the sidewalk
2. When using public transportation
3. In the Internal alleys
4. In the market
5. Other, specify

VA8 When you were subject to verbal abuse last year what did you do?

1. Nothing
2. Faced the perpetrator
3. Informed the police
4. Informed municipal guard
5. Asked help from passers by
6. Asked help from family member
7. Asked help from a friend
8. Asked help from the Moukhtar
9. Other, specify

2. Physical abuse means the use of physical force against the person or group, it can include hitting, kicking, stabbing, shouting, pushing, biting.

PA1 Were you subject to physical abuse in public spaces during your visit to the area last year?

1. No (move to sexual harassment steps)
2. Yes

PA2 How many times were you subject to physical abuse last year during your presence in the area?

1. All the time
2. Most of the time
3. Sometimes
4. One time

In case of being a victim more than one time please answer the following questions based on the last accident.

PA3 What was the type of abuse?

1. Hitting
2. Stabbing
3. Shooting
4. Other, specify

PA4 At what time of the day did the abuse occur?

1. During the day
2. Early evening
3. During the night

PA5 what was the reason of the physical abuse?

PA6 Who was the perpetrator?

1. A relative
2. Someone from the area
3. Someone from outside the area
4. Other, specify

PA7 Where did the accident occur?

1. On the sidewalk
2. When using public transportation
3. In the Internal alleys
4. In the market
5. Other, specify

PA8 When you were subject to verbal abuse last year what did you do?

1. Nothing
2. Faced the perpetrator
3. Informed the police
4. Informed municipal guard
5. Asked help from passers by
6. Asked help from family member
7. Asked help from a friend
8. Asked help from the Moukhtar
9. Other, specify

3. **Sexual harassment** includes any sexual act like unwanted sexual relation, or attempt to obtain sexual relationship by force

SA1 Were you subject to sexual harassment in public spaces during your visit to the area last year?

1. No (move to section of violence prevention)
2. Yes

SA2 How many times were you subject to sexual harassment last year during your presence in the area?

1. All the time
2. Most of the time
3. Sometimes
4. One time

In case of being a victim more than one time please answer the following questions based on the last accident.

SA3 What was the type of abuse?

1. Unsolicited sexual comments
2. Trying to obtain a sexual relation by force
3. Using sexually explicit language
4. Touching
5. Other, specify

SA4 At what time of the day did the accident occur?

1. During the day
2. Early evening
3. During the night

SA5 Who was the perpetrator?

1. A relative
2. Someone from the area
3. Someone from outside the area
4. Other, specify

- SA6 Where did the accident occur?**
1. On the sidewalk
 2. When using public transportation
 3. In the Internal alleys
 4. In the market
 5. Other, specify

- SA7 When you were subject to sexual harassment last year what did you do?**
1. Nothing
 2. Faced the perpetrator
 3. Informed the police
 4. Informed municipal guard
 5. Asked help from passers by
 6. Asked help from family member
 7. Asked help from a friend
 8. Asked help from the moukhtar
 9. Other, specify

VI. Violence prevention

What is the procedure that you take to avoid being subject to violence (verbal, physical, sexual harassment)		Yes	No
Z1	Avoid public spaces	1	2
Z2	Avoid going out alone all the time	1	2
Z3	Avoid using public transportation	1	2
Z4	Avoid going out alone at night	1	2
Z5	Avoid being in crowded places	1	2
Z6	Avoid wearing specific clothes	1	2
Z7	Avoid going to isolated places	1	2
Z8	Carry tools for self protection	1	2
Z9	Other, specify.....		

Z10	Do you seek help from police officers?	
	1.Yes (move to section: observation of violence)	2.No

Z11	Z12
Are there any reasons preventing you from going to police station?	If yes, what are the reasons?
<ol style="list-style-type: none"> 1. Yes (move to section observation of violence) 2. No 	<ol style="list-style-type: none"> 1. The process will be complex and tiring 2. I do not like to go to the police station 3. The police will not do anything 4. The police will register the accident without doing anything 5. Might be personally affected 6. My family

	<p>7. might be affected specify.....</p> <p>Other,</p>
--	--

VII.Observation of physical abuse

PW1 Have you ever witnessed/observed a case of physical abuse in public places in the area where you live the last year?

1. No (move to the last question)
2. Yes

PW2 How many times have you observed cases of physical abuse last year?

1. All the time
2. Most of the time
3. Sometimes
4. One time

In case you have witnessed more than one accident please answer the following questions based on the last accident you witnessed.

PW3 What was the type of abuse?

1. Hitting
2. Stabbing
3. Shooting
4. Other, specify

PW4 At what time of the day did the accident occur?

1. During the day
2. Early evening
3. During the night

PW5 Do you know what the reason of the problem was?

1. No (move to the last question)
2. Yes

PW6 Who was the perpetrator?

1. A relative
2. Someone from the area
3. Someone from outside the area
4. Other, specify

PW7 Where did the accident occur?

1. On the sidewalk
2. When using public transportation
3. In the Internal alleys
4. In the market

PW8 Who were the people involved in the accident?

1. Lebanese
2. Outsiders
3. Non Lebanese
4. Between Lebanese and non Lebanese
5. Between persons having different political affiliation
6. Between persons having different religious affiliation

7. I don't know
8. Other, specify

PW9 Did anyone interfere to solve the problem?

1. Yes
2. No
3. Don't know

PW10 Who interfered?

1. Political figures
2. Religions figures
3. Moukhtar
4. Security authorities
5. Influential people in the area
6. Family figures
7. Youth from the area
8. Other, specify

Rec_1 Based on the above mentioned problems, what are the measures that you propose to improve safety and security in the area?

APPENDIX 3: STREET SURVEY



In cooperation with Beirut Municipality, and in partnership with UN agencies, Makassed Islamic Association and World Vision are conducting a survey to assess the safety and security and quality of life for women, youth and children in public settings in some areas of Beirut and mainly Sabra and Tamlees in Tarik El Jedide neighborhood and Karam El Zaytoun and Nour Hajin neighborhood.

The survey aims to identify people's opinion and perception regarding the development of public safety and security in their areas, so as to identify needs and prepare action plans necessary to improve the levels of safety and security.

Before beginning we would like you to know that:

- The duration of the interview is 15 minutes
- Answers will remain confidential and will not be shared with any third party
- Information will be used for research purposes only
- When analyzing the information the person who gave the information will not be Recognized
- Participation is voluntary and you have the freedom to stop at any time

Name of Interviewer:

Date:

Area	Number of Questionnaire

I .General Information

G1	What are you doing in the area today?	
	1	working
	2	Studying
	3	Visiting
	4	Shopping
	5	Other specify

G2	How many times did you visit the area last year?	
	1	One time
	2	Daily
	3	Weekly
	4	Monthly
	5	According to needs
6	Other specify	

G3	Age of respondent:
-----------	---------------------------

G4	Marital status	
	1	Single
	2	Married
	3	Divorced
	4	Widowed
5	Separated	

G5	Nationality	
	1	Lebanese
	2	Syrian
	3	Iraqi
	4	Palestinian
	5	Philippine
	6	Bangladesh
	7	Ethiopian
	8	Sri lanka
9	Other specify	

G5	Educational level	
	1	Illiterate
	2	Read and write
	3	Primary
	4	Finished primary
	5	Intermediate
	6	Finished intermediate
	7	Secondary
	8	Finished secondary
	9	University
10	Technical / vocational	

1. Verbal abuse covers verbal insulting words, threats, humiliating words, disrespect

VA1 Were you subject to verbal abuse in public spaces during your visit to the area last year?

1. No (move to physical abuse section)
2. Yes

VA2 How many times were you subject to verbal abuse last year while in the area?

1. All the time
2. Most of the time
3. Sometimes
4. One time

In case of being a victim more than one time please answer the following questions based on the last accident.

VA3 What was the type of abuse?

1. Insult
2. Belittling
3. Threatening
4. Other specify

VA4 At what time of the day did the abuse occur?

1. During the day
2. Early evening
3. During the night

VA5 what was the reason of the verbal abuse?

VA6 Who was the perpetrator?

1. A relative
2. Someone from the area
3. Someone from outside the area
4. Other, specify

VA7 Where did the accident occur?

1. On the sidewalk
2. When using public transportation
3. In the Internal alleys
4. In the market
5. Other, specify

VA8 When you were subject to verbal abuse last year what did you do?

1. Nothing
2. Faced the perpetrator
3. Informed the police
4. Informed municipal guard
5. Asked help from passers by

6. Asked help from family members
7. Asked help from a friend
8. Asked help from the Moukhtar
9. Other, specify

2. Physical abuse means the use of physical force against a person or a group of people, it can include hitting, kicking, stabbing, shouting, pushing, biting.

PA1 Were you subject to physical abuse in public spaces during your visit to the area last year?

1. No (move to sexual harassment section)
2. Yes

PA2 How many times were you subject to physical abuse last year while in the area?

1. All the time
2. Most of the time
3. Sometimes
4. One time

In case of being a victim more than one time, please answer the following questions based on the last accident.

PA3 What was the type of abuse?

1. Hitting
2. Stabbing
3. Shooting
4. Other, specify

PA4 At what time of the day did the abuse occur?

1. During the day
2. Early evening
3. During the night

PA5 what was the reason of the physical abuse?

PA6 Who was the perpetrator?

1. A relative
2. Someone from the area
3. Someone from outside the area
4. Other, specify

PA7 Where did the accident occur?

1. On the sidewalk
2. When using public transportation
3. In the Internal alleys
4. In the market
5. Other, specify

PA8 When you were subject to verbal abuse last year what did you do?

1. Nothing
2. Faced the perpetrator
3. Informed the police
4. Informed municipal guard
5. Asked help from passers by

6. Asked help from family members
7. Asked help from a friend
8. Asked help from the Moukhtar
9. Other, specify

3. Sexual harassment includes any sexual act like unwanted sexual relation, or attempt to obtain sexual relationship by force

SA1 Were you subject to sexual harassment in public spaces during your visit to the area last year?

1. No
2. Yes

SA2 How many times were you subject to sexual harassment last year while in the area?

1. All the time
2. Most of the time
3. Sometimes
4. One time

In case of being a victim more than one time, please answer the following questions based on the last accident.

SA3 What was the type of abuse?

1. Unsolicited sexual comments
2. Trying to obtain a sexual relation by force
3. Using sexually explicit language
4. Touching
5. Other, specify

SA4 At what time of the day did the accident occur?

1. During the day
2. Early evening
3. During the night

SA5 Who was the perpetrator?

1. A relative
2. Someone from the area
3. Someone from outside the area
4. Other, specify

SA6 Where did the accident occur?

1. On the sidewalk
2. When using public transportation
3. In the Internal alleys
4. In the market
5. Other, specify

SA7 When you were subject to sexual harassment last year what did you do?

1. Nothing
2. Faced the perpetrator
3. Informed the police
4. Informed municipal guard
5. Asked help from passers by
6. Asked help from family members
7. Asked help from a friend

8. Asked help from the Moukhtar
9. Other, specify

In your opinion what is the factor that may affect your personal safety in the area? (for interviewers: please read the options below)				
		Yes	No	Do not know
F1	Absence of good lighting	1	2	3
F2	Absence of road signs	1	2	3
F3	Crowded transportation means	1	2	3
F4	Absence of security men	1	2	3
F5	Presence of drug users in the streets	1	2	3
F6	Presence of drunk persons in the streets	1	2	3
F7	Sex (being a women of men)	1	2	3
F8	belonging to a specific religion	1	2	3
F9	Belonging to a specific nationality or race	1	2	3
F10	Belonging to a specific sect	1	2	3
F11	Belonging to a specific age group	1	2	3
F12	Belonging to a different region	1	2	3
F13	Other, specify	1	2	3

Appendix 4: Interview schedule for FGD with children

Introduction:

- Ask children to sit in a circle.
- Introduce yourself.
- Ask children to introduce themselves (name, age, grade in case of students).
- Explain the aim behind the activity (we are present here today to ask you about your situation and your neighborhood, what do you love and hate about your neighborhood, are you happy or not, where do you play and what do you do during your free time, are you comfortable and do you feel safe in your neighborhood).

Activity 1: Drawing exercise

- Ask children to take 2-3 minutes to think about their neighborhood and things they love and hate there.
- Distribute neighborhood drawings to children and ask them to draw simple signs that show the places where they play and things they love and hate in the area (5-10 minutes).
- Give every child 3-4 minutes to explain his drawing.
- Take notes of all things that children say about public safety and security when they are explaining their drawings.
- Probe about the factors related to physical environment and social issues that could affect public safety and security in the neighborhood from the point of view of children.

Questions that will be discussed when conducting activity 1:

- How do you describe living in your neighborhood?
 - a- What do you love about your neighborhood?
 - b- What do you hate about your neighborhood?
- How do you describe public safety and security in your neighborhood? What do you avoid to do (Things that affect your safety)? (Drawing exercise)
 - a- What things make you feel unsafe in your neighborhood?
 - b- What things make you feel safe in your neighborhood?

Activity 2: Umbrella of care¹

- Stick a drawing of a large umbrella on the wall or the flipchart. Explain in a simplified way that the umbrella is a protection tool.
- Summarize the factors that affect public safety and security based on what children described during the previous activity.

- Ask children to draw or write on the umbrella the names of persons whom they think can take care of public safety and security.
- Probe about the opinion of children about those persons. Write notes on a paper.
- Ask children for their opinion about things that those persons can do to improve public safety and security in the area.

Questions that will be discussed during activity 2:

- Who is responsible to take care of public safety and security in your neighborhood? What do they do to make residents feel safe?
- In case you were responsible, what are the things that you would do to improve security in the neighborhood?
- What are the things that make you feel safer and more contented in your neighborhood?

¹Umbrella of Care: Give each child a clean sheet of paper, a pencil and a set of crayons. Tell the children that you will now invite them to draw the people in their community who care for them and help them whenever they face situations or problems they have identified earlier. They will map these people using an umbrella. Umbrellas are used to protect us from the heat of the sun or from getting wet in the rain. You will now draw your own umbrella of people you think can help you and keep you safe when you face this situations or problems.

Appendix 5: Interview schedule for FGD with youth

Discussion statement:

- Introduce yourself.
- Ask each participant to introduce himself (name, age, grade in case of students).
- Explain the aim behind holding this focus groups meeting (we are present here today to ask you about your social status and your neighborhood. We will ask you specifically about your opinion regarding public safety and security in the area, and your opinion about activities and projects that can improve the situation).
- Note: Using the map, define the borders of the targeted area.

The questions:

1. How do you spend your time in the neighborhood?
 - What do you do during the day?
 - What do you do during your leisure time?
 - Where do you spend your free/leisure time?
2. What is your perception of public safety and security?
(After questioning the participants, agree on the perception of public safety and security).
3. How do you describe the situation of public safety and security in the places where you spend most of your time?
 - What are the factors that make you feel unsafe in your area of residence? Why?
 - What are the factors that make you feel safe in your area of residence? Why?
 - Who is responsible for preserving public safety and security?
 - What is the role of youth?
4. From your point of view as youth, what is the safety situation of women and children (your mother, your sisters ...)?
5. Who interferes whenever problems arise in your neighborhood? Who is responsible for security?
6. In case you were a decision maker, what are the steps that you would adopt to improve the general situation in your area of residence?
7. In case you were a decision maker, what are the steps that you would adopt to improve public safety in your area of residence?

Appendix 6: Interview schedule for the in-depth interview

1. How do you perceive Public Safety and Security?
2. How can you describe Safety and Security conditions in your area of residence?
3. Compared to other areas how would you describe Public Safety and Security conditions in your area of residence?
4. Which category of the community is more subject to risk and why?
 - Elderly
 - Women
 - Youth,
 - Children
 - Non Lebanese workers
5. What are the factors (positive and negative factors) that may affect the Safety and Security Conditions of the community members (for the interviewer: do not read the choices)
 - Personal aspects
 - Factors related to the nature of the society in this specific area
 - Factors related to the institutions operating in the area
 - Factors related to the laws and policies of public safety in Lebanon
6. What is the role of the people you support in ensuring Public Safety and Security in your area of residence?
7. In your opinion, who is the body whose role is fundamental in ensuring the safety and security of the area? Why? (Municipality, Moukhtar, NGO's, Local committees, political parties).
8. In case you were a decision maker, what interventions you will take to improve the safety and security in your area of residence? (for the interviewer: do not read the choices)
 - interventions related to community mobilization
 - interventions related to partnership and networking
 - interventions related to issuance of new legislations

Appendix 7: Sabra Market Street Survey

Table 1 – Distribution of socio demographic characteristics of respondents in Sabra street survey, 2013

Age Distribution	N	%
19 or under	13	6.5
20-24	13	6.5
25-29	21	10.6
30-34	16	8.0
35-39	27	13.6
40-44	29	14.6
45-49	23	11.6
50-54	22	11.1
55-59	12	6.0
60 and above	23	11.6
Total	199	100.0

Nationality	N	%
Lebanese	138	69.0
Syrian	18	9.0
Palestinian	39	19.5
Other	5	2.5
Total	200	100.0

Marital Status	N	%
Single	40	20.0
Married	146	73.0
Separated/divorced	9	4.5
Widowed	5	2.5
Total	200	100.0

Education	N	%
Illiterate/ Read and write	35	17.6
Primary	32	16.1
Intermediate	59	29.6
Secondary	29	14.6
University/vocational	44	22.1
Total	199	100.0

Table 2 – Distribution of purpose and frequency of respondents visit to the area during the last year Sabra Street Survey, 2013

Visit to the area during last year

Purpose	N	%
Work	8	4.0
Study	1	0.5
Visit	38	19.0
Shopping	153	76.5
Total	200	100.0

Frequency	N	%
Once	5	2.5
Daily	45	22.5
Weekly	57	28.5
Monthly	34	17.0
As needed	59	28.5
Total	200	100.0

Table 3 – Distribution of respondents by frequency of visit to the area and education, Sabra Street Survey, 2013

Education Frequency of visit to the area	Illiterate/ read and write		Primary education		Intermediate education		Secondary education		University/ vocational	
	N	%	N	%	N	%	N	%	N	%
Once	0	0.0	1	3.1	1	1.7	1	3.4	2	4.5
Daily	15	42.9	9	28.1	12	20.3	4	13.8	5	11.4
Weekly	10	28.6	8	25.0	14	23.7	11	37.9	14	31.8
Monthly	4	11.4	6	18.8	13	22.0	6	20.7	5	11.4
As needed	6	17.1	8	25.0	19	32.2	7	24.1	18	40.9

Table 4 – Distribution of respondents by purpose of their visit to the area and marital status, Sabra Street Survey, 2013

Purpose of visit to the area	Single		Married	
	N	%	N	%
Work	6	11.1	2	1.4
Study	1	1.9	0	0.0
Visit	14	25.9	24	16.4
Shop	33	61.1	120	82.2

Table 5 – Prevalence of Physical, Verbal, and Sexual Harassment by survey area

Prevalence	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
Yes	19	9.5	16	8.0	43	21.5
No	181	90.5	184	92.0	157	78.5
Total	200	100.0	200	100.0	200	100.0

Table 5.a – Perpetrator of physical, verbal, and sexual harassment by survey area

Who was the perpetrator?	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
A relative	0	0.0	0	0.0	0	0.0
Someone from the area	8	42.1	2	12.5	15	34.1
Someone from outside the area	4	21.0	2	12.5	6	13.7
I don't know	3	15.8	8	50.0	20	45.5
Unspecified	4	21.0	4	25.0	3	6.8
Total	19	100.0	16	100.0	44	100.0

Table 6 – Distribution of where and when did the violence incident of physical, verbal, and sexual harassment occur

Where did the incident take place?	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
Sidewalk	1	5.3	0	0.0	4	9.1
Internal streets	3	15.8	0	0.0	1	2.3
Market	11	57.9	12	75.0	1	2.3
Public transportation	0	0.0	0	0.0	35	79.5
Unspecified	4	21.0	4	25.0	3	6.9
Total	19	100.0	16	100.0	44	100.0

Table 7 – Distribution of the frequency of violence incidents among respondents who reported being victims of violence in the last year Sabra Street Survey, 2013

When did the incident take place?	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
Day	17	94.4	11	91.7	38	92.7
Early evening	0	0.0	0	0.0	1	2.4
Night	1	5.6	1	8.3	2	4.9
Total	18	100.0	16	100.0	41	100.0

Frequency of violence incidents	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
All the time	2	10.5	0	0.0	9	20.5
Most of the time	3	15.8	3	18.8	4	9.1
Sometimes	9	47.4	6	37.5	25	56.8
Once	5	26.3	7	43.8	6	13.6
Total	19	100.0	16	100.0	44	100.0

Table 8 – Distribution of reported type of verbal abuse by survey area, Sabra Street Survey, 2013

Types of verbal abuse	N	%
Insults (شتم)	10	55.6
Belittling (تحقير)	4	22.2
Threatening	0	0.0
Foul talk	1	5.6
Insults and belittling	3	16.7

Table 9 – Distribution of reported type of physical abuse by survey area, Sabra Street Survey, 2013

Types of physical abuse	N	%
Hitting (kicking, pushing...)	10	83.3
Hit with motorcycle	2	16.7

Table 10 – Distribution of reported type of sexual harassment by survey area, Sabra Street Survey, 2013

Types of Sexual Harassment	N	%
Unsolicited sexual comments	9	21.9
Trying to obtain sex by force	2	4.9
Using sexually explicit language (تلطيش)	27	65.9
Touching	3	7.3
Looking at me as if I was naked	1	2.4

Table 11 - Reported reasons for verbal, physical abuse by respondents who were victims of such abuse, Sabra Street Survey, 2013

Reported reasons for verbal abuse	Reported reasons for physical abuse
<ul style="list-style-type: none"> - Arguing about the prices of the goods (n=2) - Because I am black/ A man working there scolded me heavily because I knocked up some goods by accident - Because I am not Lebanese - He was offended by my outfit although it was decent - They are thugs without any morality and they like to stir conflict (n= 3) - Corruption and interference in others' business - Misunderstanding - Heavy traffic and man wanted to pass so he insulted me (n= 2) - Car accident - Unjust offense without any reason (n= 3) - I don't know (n= 3) 	<ul style="list-style-type: none"> - Argument over price of goods - Crowded area in the market due to heavy traffic in (n=8) - It was an accident (n = 2) - She wasn't normal because she hit me and went on her way

Table 12 - Distribution of action taken in response to violence incidents as reported by those who were victims of violence by survey area, Sabra Street Survey, 2013

Action Taken	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
None	9	47.4	7	43.7	35	79.9
Confronted the perpetrator	4	21.0	4	24.9	2	4.5
Informed the police	0	0.0	0	0.0	1	2.2
Informed municipality guard	0	0.0	0	0.0	0	0.0
Asked help from passersby/family	1	5.3	0	0.0	2	4.4
Ran away	1	5.3	1	6.2	1	2.2
Unspecified	4	21.0	4	25.0	3	6.8
Total	19	100.0	16	100.0	44	100.0

Table 13 - Distribution of respondent's victims of violence by nationality, Sabra Street Survey, 2013

Nationality \ Victim of	Lebanese		Syrian		Palestinian		Other	
	N	%	N	%	N	%	N	%
Verbal Abuse	11	8.0	0	0.0	5	12.8	3	60.0
Physical Abuse	12	8.7	1	5.6	2	5.1	1	20.0
Sexual Harassment	33	23.9	2	11.1	6	15.4	3	60.0

Table 14 – Perpetrator and type of sexual harassment by nationality and survey area, Sabra Street Survey, 2013

Nationality \ Perpetrator of sexual harassment	Lebanese		Syrian		Palestinian		Other	
	N	%	N	%	N	%	N	%
Someone from the area	11	33.3	3	50.0	0	0.0	1	33.3
Someone from outside the area	4	12.1	1	16.7	0	0.0	1	33.3
I don't know/ Unspecified	18	54.5	2	33.3	2	100.0	1	33.3

Nationality \ Type of sexual harassment	Lebanese		Palestinian		Syrian		Other nationalities	
	N	%	N	%	N	%	N	%
Unsolicited sexual comments/ Sexually explicit language	27	90.0	6	100.0	1	50.0	2	66.7
Trying to obtain sex by force / Touching	3	10.0	0	0.0	1	50.0	1	33.3

Table 15 – The distribution of the respondent’s age mean difference by whether they were victims of verbal, physical abuse and sexual harassment by survey area

	Mean	S.D	P value
Victim of verbal abuse			
Yes	37.47	12.81	0.264
No	41.21	13.92	
Victim of physical abuse			
Yes	37.63	11.93	0.332
No	41.13	13.98	
Victim of sexual harassment			
Yes	31.68	10.76	<0.001*
No	43.45	13.52	

Table 16 – Distribution of respondent’s perception regard factors that may affect their safety, Sabra Street Survey, 2013

Factors that may affect their safety	N	%
Absence of good lighting	160	80.4
Absence of road signs	132	66.3
Crowded transportation means	166	83.4
Absence of security men affects my safety	169	84.9
Presence of drug users in the streets	153	76.5
Presence of drunk persons in the streets	150	75.0
Sex (being a man or a woman)	112	56.0
Belonging to a specific religion	36	18.0
Belonging to a specific nationality or race	51	25.5
Belonging to a specific sect	37	18.5
Belonging to a specific age group	37	18.5
Belonging to a different region	77	38.5

Table 17 – Association of respondent’s perception of whether belonging to a specific ethnic group may affect their personal safety in the survey area by their nationality, Sabra Street Survey, 2013

Belonging to a specific ethnicity affects my safety	Nationality		Lebanese		Syrian		Palestinian		Other	
	N	%	N	%	N	%	N	%	N	%
Yes	33	23.9	9	50.0	5	12.8	4	80.0		
No	105	76.1	9	50.0	34	87.2	1	20.0		

Table 18 – Association of respondents perception of whether belonging to a specific age group may affect their personal safety in the survey area by their mean age in years, Sabra area Street Survey, 2013

Belonging to a specific age group affects my safety		
	Age: Mean, SD	P value
Yes	38.73 (12.71)	0.303
No	41.33 (14.07)	

Table 19 – Association of respondents perception of whether being a women may affect her personal safety in the survey area by her mean age in years, Sabra area Street Survey, 2013

Belonging to a specific sex affects my safety		
	Age: Mean, SD	P value
Yes	38.38 (13.22)	0.04*
No	44.03 (14.02)	

Appendix 8: Tarik El Jedide Household Survey

Table 1: Distribution of respondents by duration of residence in the survey area and by their rating of the area safety compared to other neighborhoods

	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Duration of residence in the survey area (years)						
Greater than 5	106	75.7	74	80.4	46	88.5
1-5	34	24.3	18	19.6	6	11.5
Rating of area safety compared to other neighborhoods						
Better	85	61.2	53	57.6	30	57.7
Worse	21	15.1	13	14.1	9	17.3
Same	33	23.7	26	28.3	13	25.0

Characteristics	Ghawach and Daouk camps n=140		Sabra market n=94		Tamlees n=54	
	N	%	N	%	N	%
Age: Mean (S.D)	41.1 (12.7)		46.9 (14.6)		44.8 (15.9)	
Nationality						
Lebanese	60	44.4	74	81.3	49	94.2
Syrian	24	17.8	9	9.9	3	5.8
Palestinian	50	37.0	7	7.7	0	0.0
Other	1	0.7	1	1.1	0	0.0
Marital status						
Single	3	2.1	0	0.0	3	5.8
Married	115	82.1	79	88.8	40	76.9
Divorced	4	2.9	0	0.0	0	0.0
Widowed	18	12.9	10	11.2	9	17.3
Educational level						
Illiterate	14	10.2	7	7.8	8	15.4
Read and write	7	5.1	9	10.0	4	7.7
Primary	32	23.4	18	20.0	8	15.4
Intermediate	60	43.8	22	24.4	11	21.2
Secondary	14	10.2	18	20.0	13	25.0
University/vocational	10	7.3	16	17.8	8	15.4

Table2: Distribution of respondents by socio-demographic characteristics and area of residence

Occupational status						
Working	9	6.5	11	12.2	5	9.8
Previously employed	15	10.8	9	10.0	6	11.8
Housewife	108	77.7	68	75.6	38	74.5
Housewife with a part time job	7	5.0	2	2.2	2	2.2

Table 3: Distribution of households according to the availability of light in the street and the building by area of residence

Household neighborhood's situation	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Street light						
All of the time	24	17.1	26	28.2	31	59.6
Some of the time	41	29.3	49	53.3	15	28.8
None	36	25.7	17	18.5	5	9.6
No light poles	37	27.9	0	0.0	1	2.0
Total	138	100.0	92	100.0	52	100.0
Building light						
All of the time	48	34.5	45	48.9	22	42.3
Some of the time	41	29.5	23	25.0	6	11.5
None	50	36.0	24	26.1	24	46.2

Table 4: Distribution of respondents according to their reports regard problems due to rain fall during the winter season, by area of residence

Problems due to the rain fall	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Experienced problems due to rain fall						
Yes	111	79.3	57	62.6	37	71.2
No	29	20.7	34	37.4	15	28.8
Street flood but water did not penetrate the house						
Yes	77	70.0	46	79.3	30	81.1
No	33	30.0	12	20.7	7	18.9
Street flood and water penetrated the house too						
Yes	16	14.5	5	8.9	2	5.4
No	94	85.5	51	91.1	35	94.6

Problems due to the rain fall	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Was the structure of the building the cause of the house flood?						
Yes	85	76.6	33	58.9	27	73.0
No	26	23.4	23	41.1	10	27.0
Holes in the street filled up						
Yes	88	80.0	50	86.2	27	73.0
No	22	20.0	8	13.8	10	27.0
Electricity problems due to rain fall						
Yes	72	65.5	18	31.0	20	54.1
No	38	34.5	40	69.0	17	45.9

Table 5: Distribution of respondents who experienced problems due to rain fall by seeking help and by area residence

Action Taken	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
When street floods but water does not penetrate the house:						
Do not ask for help	61	82.4	39	86.7	29	96.7
Ask for help	13	17.6	6	13.3	1	3.3
When street floods and water penetrates the house:						
Do not ask for help	14	93.3	4	80.0	1	50.0
Ask for help	1	3.7	1	20.0	1	50.0
When water penetrates the house due to the defective building structure						
Do not ask for help	71	88.8	30	93.8	26	96.3
Ask for help	9	11.3	2	6.3	1	3.7
When water fills up the street holes						
Do not ask for help	72	86.7	40	88.9	25	92.6
Ask for help	11	13.3	5	11.1	2	7.4
When water causes electricity problems						
Do not ask for help	39	58.2	9	52.9	16	80.0
Ask for help	28	41.8	8	47.1	4	20.0

Table 6: Distribution of respondents according to their reports regard problems experienced due to the electricity power in the previous 12 months, by area of residence

Problems due to electricity	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Experienced problems due to electricity						
Yes	98	70.0	42	46.2	19	37.3
No	42	30.0	49	53.8	32	62.7
TV or other appliances were damaged						
Yes	77	79.4	38	90.5	18	94.7
No	20	20.6	4	9.5	1	5.3
The problem was due to the electricity power wiring / too many cables (تعليق)						
Yes	69	73.4	16	39.0	6	31.6
No	25	26.6	25	61.0	13	68.4
The problem was caused by an in-house electrical current short (احتكاك)?						
Yes	54	55.1	22	52.4	10	52.6
No	44	44.9	20	47.6	9	47.4
A family member was hurt						
Yes	27	27.6	4	9.5	3	15.8
No	71	72.4	38	90.5	16	84.2
The problem was due unprotected, haphazard electrical wiring						
Yes	76	78.4	18	42.9	3	15.8
No	21	21.6	24	57.1	16	84.2

Table 7: Distribution of respondents who experienced problems due to the electricity by seeking help and by area residence

Action taken	Ghawach and Daouk camps		Sabra market		Hay Tamlees	
	N	%	N	%	N	%
When TV or other appliances are damaged						
None	47	62.7	32	82.1	17	94.4
Private company	24	32.0	7	17.9	1	5.6
Other	4	5.3	0	0.0	0	0.0
In case of problems with electricity wiring/ illegal connection to the main power						
None	45	70.3	11	73.3	4	66.7
Other	19	29.7	4	26.7	2	33.3
In case of electrical damage in the house (احتكاك)						
None	28	58.3	17	81.0	5	50.0
Private company	11	22.9	2	9.5	2	20.0
Other	9	18.8	2	9.5	3	30.0
When a family member was hurt due to electricity						
None	22	75.9	6	100.0	3	100.0
Other	7	24.1	0	0.0	0	0.0
When the problem was due unprotected , haphazard electrical wiring						
None	49	72.1	13	72.2	3	100.0
Electricity company	5	7.4	4	22.2	0	0.0
Other	14	20.6	1	5.6	0	0.0

Table 8: Distribution of respondents according to their reports regard problems experienced due the waste water in the previous 12 months

Problems due to Waste Water	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Experienced problems due to the sewage system						
Yes	81	58.3	41	46.1	16	34.0
No	58	41.7	48	53.9	31	66.0
Running water in the household has a foul smell						
Yes	38	46.9	12	30.8	7	35.0
No	43	53.1	27	69.2	13	65.0
Flood of sewage pipes in the streets						
Yes	65	81.3	39	90.7	18	90.0
No	15	18.8	4	9.3	2	10.0

Table 9: Distribution of who the respondent ask for help when she has a problem due to waste water

Action taken	Ghawach and Daouk camps		Sabra market		Hay Tamlees	
	N	%	N	%	N	%
When water reaching the house has a foul smell:						
None	27	71.1	8	66.7	4	57.1
Other	11	28.9	4	33.3	3	42.9
In case of sewage flooding:						
None	27	42.9	16	44.4	4	23.5
I refer to the municipality	2	3.2	10	27.8	0	0.0
I refer to the neighbors	4	6.3	2	5.6	8	47.1
I refer to a private company	15	23.8	8	22.2	5	29.4
I refer to the camp's committee	15	23.8	0	0.0	0	0.0

Table 10: Distribution of respondents cumulative frequency of problems due to rain fall, electricity, or sewage by area of residence

Problems due to rain/ electricity/ sewage	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Cumulative frequency						
None	9	6.4	15	16.3	13	25.0
One	31	22.1	30	32.6	15	28.8
Two	41	29.3	31	33.7	15	28.8
Three	59	42.1	16	17.4	9	17.3

Table 11: Distribution of respondents according to their rating of the municipality response in dealing with problems due to rain fall and sewage by area of residence

Rating of municipality response in dealing with problems	Ghawach and Daouk camps		Sabra market		Hay Tamlees	
	N	%	N	%	N	%
Due to rain fall:						
Very good / Good	12	9.9	13	16.7	15	28.8
Fair	18	14.9	14	17.9	12	23.1
Poor/ Very poor	57	47.1	46	59.0	21	40.0
Don't know/ No municipality	34	28.1	5	6.4	4	7.7
Related to waste water management						
Very good / Good	25	17.9	21	23.1	17	32.7
Fair	23	16.4	19	20.9	11	21.2
Poor/ Very poor	49	35.0	39	42.9	19	36.5
Don't know/ No municipality	43	30.7	12	13.2	5	9.6

Table 12: Distribution of households reporting problems due to rain fall and sewage system by the respondent rating of the municipality response in dealing with such problems

	Ghawach and Daouk camps		Sabra market		Tamlees	
Experienced problems due to rain fall						
	N	%	N	%	N	%
Rating of municipality response to problems due to rain fall						
Good	11	13.9	6	11.5	8	22.9
Fair	14	17.7	8	15.4	10	28.6
Bad	54	68.4	38	73.1	17	48.6

	Ghawach and Daouk camps		Sabra market		Tamlees	
Experienced problems due to sewage system						
	N	%	N	%	N	%
Rating of municipality response to problems due to sewage system						
Good	10	17.2	4	10.8	2	12.5
Fair	14	24.1	7	18.9	3	18.8
Bad	34	58.6	26	70.3	11	68.8

Table 13: Distribution of households by sources of electricity, and monthly payment for electricity purchased from private sources

	Ghawach and Daouk camps		Sabra market		Hay Tamlees	
	N	%	N	%	N	%
Sources of electricity						
Government	74	54.4	88	95.7	46	90.2
Generator	11	8.1	0	0.0	0	0.0
Government and generator	18	13.2	2	2.2	4	7.8
Illegal connection	22	16.2	1	1.1	1	2.0
Camp committee	11	8.1	1	1.1	0	0.0
Average hours per day supply of government generated electricity:						
Mean (S.D)	17.4 (7.1)		21.0 (0.0)		21.05 (0.4)	
Household payment per month for electricity from private sources (not government) in Lebanese Pounds						
Mean (S.D)	19,300 (26,539)		100,000 (0.0)		75,000 (0.0)	

Table 14: Distribution of households by drinking and cooking water sources and by area of residence

Water	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Sources of drinking water						
Municipality	11	5.1	3	3.3	4	7.8
Others*	131	94.9	88	96.7	18	20.0
Reasons for not using municipal water for drinking						
Bad quality of water**	52	38.0	53	57.6	35	92.3
Do not get municipal water	85	62.0	39	42.4	12	25.5
Sources of cooking water						
Municipality	7	5.0	11	12.0	14	26.9
Other***	133	95.0	81	88.0	38	73.1
How often do you get running municipal water to the house per week?						
Daily	33	23.6	6	6.5	46	88.5
Every two days	1	0.7	21	22.8	0	0.0
Rarely/ Never	106	75.7	65	70.7	6	11.5
Daily	33	23.6	6	6.5	46	88.5

*Includes bottled water from springs or wells.

** Includes bad taste, salty and turbid water.

***Includes cistern water or water from springs or wells

Table 15: Distribution of households by place of garbage disposal, frequency and satisfaction of municipality solid waste collection services

Solid Waste	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Place of garbage disposal						
Street	56	40.0	17	18.5	19	36.5
Garbage dump	70	50.0	74	80.4	19	36.5
Other*	14	10.0	1	1.1	14	26.9
Frequency of garbage collection by municipality						
Never/rarely	16	11.8	18	19.8	36	40.0
Daily	110	80.9	65	71.4	47	92.2
I don't know	10	7.4	8	8.8	0	0.0
Satisfied with municipality garbage collection method						
Yes	78	55.7	65	73.0	37	71.2
No/ I don't know	62	44.3	24	27.0	15	28.8
Complaint from ambient garbage odor						
Yes	49	35.3	18	19.6	12	24.0
No	90	64.7	75	80.4	38	76.0

*Includes concierge or private company.

Table 16: Distribution of families who complained from ambient odor of garbage by satisfaction with the municipal garbage collection

	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Family complaining from ambient odor of garbage						
Satisfaction with municipality garbage collection						
Yes	17	34.7	8	50.0	4	33.3
No/ Don't know	32	65.3	8	50.0	8	66.7

Table 17: Distribution of households according to housing physical condition and by type of needed maintenance

	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Housing physical condition						
Good	53	38.1	52	56.5	28	53.8
Needs rehabilitation	71	51.1	38	41.3	16	30.8
Unfit as a place of residence	15	10.8	2	2.2	8	15.4
Type of maintenance needed						
Non specified maintenance	7	8.8	0	0.0	7	38.9
Paint and Plastering of walls	16	20.0	1	2.7	3	16.7
Waterproofing	32	40.0	26	70.3	6	33.3
Housing structural and physical problems *	25	31.3	10	27.0	2	11.1

*Includes repair of windows, ceilings, and roof or electricity problems.

Table 18: Distribution of women according to where they spend their leisure time by area residence

Leisure time	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Indoors *	110	78.6	84	92.3	44	84.6
Outdoors activities **	30	21.4	7	7.7	8	15.4

* Includes housework, at home and praying.

**Includes exercising, visiting relatives and friends.

Table 19: Distribution of children below 18 years of age by occupational status and by area of residence

	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Occupational status						
Student	155	86.1	82	94.3	51	92.7
Working	13	7.2	2	2.3	3	5.5
Not working and not looking for a job	10	5.6	3	3.4	1	1.8
Not working and looking for a job	2	1.1	0	0.0	0	0.0
Reason for not being in school:						
Bad financial situation	8	34.8	0	0.0	1	25.0
Needs to work to help the family	3	13.0	0	0.0	0	0.0
Keeps failing in school/ was expelled from school	2	8.7	0	0.0	2	50.0
War in Syria	3	13.0	3	100.0	1	25.0
Had surgery/ crippled	3	13.0	0	0.0	0	0.0
Not fit for school for different reasons	1	4.3	0	0.0	0	0.0
Doesn't like school	1	4.3	0	0.0	0	0.0
To help family and he keeps failing in school	2	8.7	0	0.0	0	0.0

Table 20: Distribution of school children below 18 years of age by the frequency of school days missed in the previous week and by area of residence

School attendance	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Missed school days in the last week						
Yes	56	38.4	12	15.8	11	23.4
No	90	61.6	64	84.2	36	76.6
Average number of school days missed (S.D)						
	2.0 (1.5)		2.8 (2.0)		1.9 (2.7)	

Table 21: Distribution of respondents according to their perception of public safety and security by area of residence

	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Rating of public safety and security during the day						
Very safe	14	10.0	12	13.0	6	11.5
Safe	57	40.7	31	33.7	27	51.9
Moderately safe	43	30.7	30	32.6	12	23.1
Not safe	26	18.6	19	20.6	7	13.4
Rating of public safety and security during the night						
Very safe	10	7.1	7	7.6	3	5.8
Safe	39	27.9	20	21.7	26	50.0
Moderately safe	25	17.9	15	16.3	8	15.4
Not safe	76	47.2	50	54.3	15	28.9

	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	N	%	N
Occurrence of House burglary						
All of the time	27	19.6	4	4.3	7	13.5
Most of the time	22	15.9	5	5.4	5	9.6
Some of the time	49	35.5	25	27.2	9	17.3
Never	40	29.0	58	63.0	31	59.6
Occurrence of Car theft						
All of the time	38	27.7	3	3.3	4	7.7
Most of the time	20	14.6	6	6.5	12	23.1
Some of the time	26	19.0	32	34.8	11	21.2
Never	53	38.7	51	55.4	25	48.1
Occurrence of Mugging Incidents						
All of the time	34	24.8	18	19.6	7	13.5
Most of the time	8	5.8	17	18.5	6	11.5
Some of the time	26	19.0	22	23.9	10	19.2
Never	69	50.4	35	38.0	29	55.8
Occurrence of violence due to drug use						
All of the time	46	35.4	21	22.8	8	16.0
Most of the time	22	16.9	12	13.0	4	8.0
Some of the time	24	18.5	18	19.6	4	8.0
Never	38	29.2	41	44.6	34	68.0
Occurrence of violence due to drinking alcohol						
All of the time	45	34.4	19	20.7	10	20.0
Most of the time	19	14.5	9	9.8	5	10.0
Some of the time	22	16.8	20	21.7	2	4.0
Never	45	34.4	44	47.8	33	66.0
Occurrence of sexual harassment						
All of the time	19	14.3	6	6.6	12	23.1
Most of the time	24	18.0	6	6.6	6	11.5
Some of the time	15	11.3	14	15.4	1	1.9
Never	75	56.4	65	71.4	33	63.5
Occurrence of oral intercalations						
All of the time	83	59.7	60	65.9	24	46.2
Most of the time	13	9.4	12	13.2	12	23.1
Some of the time	19	13.7	6	6.6	3	5.8
Never	24	17.3	13	14.3	13	25.0
Conflicts leading to physical fights						
All of the time	63	45.0	50	54.3	18	34.6
Most of the time	27	19.3	20	21.7	10	19.2
Some of the time	30	21.4	10	10.9	11	21.2
Never	20	14.3	12	13.0	13	25.0
Conflicts leading to the use of arms						
All of the time	41	30.1	29	31.5	11	21.2
Most of the time	21	15.4	14	15.2	2	3.8
Some of the time	22	16.2	16	17.4	7	13.5
Never	52	38.2	33	35.9	32	61.5

Occurrence of domestic violence						
All of the time	24	17.8	13	14.1	7	13.5
Most of the time	20	14.8	6	6.5	4	7.7
Some of the time	32	23.7	21	22.8	11	21.2
Never	59	43.7	52	56.5	30	57.7

Table 22: Distribution of respondents perception of the measures that may improve public safety and security in their area of residence

Measures perceived to improve public safety and security	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Secure good lighting	131	93.6	89	98.9	49	94.2
Having road signs for direction	126	90.0	88	97.8	50	96.2
Maintain public spaces	132	94.3	90	100.0	50	96.2
Address the problem of crowded public transportation	115	82.1	89	100.0	52	100.0
Presence of security men in the area	124	89.2	87	97.8	49	94.2
Not having drug users in the streets	127	90.7	84	94.4	44	84.6
Not having drunk people in the streets	128	91.4	83	93.3	45	86.5
Alleviate problems due to political conflicts	114	81.4	86	96.6	48	92.3
Alleviate problems due religious differences	108	77.1	82	92.1	47	90.4
Address issues of different nationalities living in the same area	102	72.9	84	94.4	47	90.4

Table 23: Distribution of respondents according to their experience with verbal abuse in the previous 12 months by area of residence

Verbal abuse	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Victim of verbal abuse						
No	112	80.0	79	85.9	42	80.8
Yes	28	20.0	13	14.1	10	19.2
Perpetrator						
A relative	5	20.0	0	0.0	0	0.0
From the area	19	76.0	6	46.2	5	62.5
Outside the area	1	4.0	4	30.8	3	37.5
I don't know	0	0.0	3	23.1	0	0.0
Frequency						
All the time	4	14.3	1	7.7	1	12.5
Most of the time	7	25.0	2	15.4	2	25.0
Some of the time	8	28.6	4	30.8	4	50.0
Only once	9	32.1	6	46.2	1	12.5
Reason						
Discrimination	1	4.0	0	0.0	2	25.0
Conflict with neighbors	4	16.0	0	0.0	0	0.0
Conflict over assets	7	28.0	0	0.0	0	0.0
Car parking/traffic	1	4.0	5	38.5	3	37.5
Conflict related to kids	3	12.0	2	15.4	1	12.5
Conflict related to youths	1	4.0	3	23.1	0	0.0
Abused her son and shot him	0	0.0	0	0.0	1	12.5
Others	8	32.0	3	23.1	1	12.5
Type of verbal abuse						
Swearing	10	40.0	12	92.3	6	75.0
Insulting	2	8.0	0	0.0	1	12.5
Threatening	7	28.0	1	7.7	1	12.5
Swearing and insulting	6	24.0	0	0.0	0	0.0
Time of verbal abuse						
Daytime	17	68.0	10	76.9	6	75.0
Early evening	7	28.0	1	7.7	2	25.0
Night time	1	4.0	2	15.4	0	0.0
Place of verbal abuse						
Sidewalk	4	16.7	1	7.7	1	12.5
Internal alleys	13	54.2	9	69.2	6	75.0
Market	0	0.0	1	7.7	0	0.0
Home	4	16.7	0	0.0	0	0.0

Verbal abuse	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Within the building	3	13.5	2	15.4	1	12.5
Action taken						
Did nothing	7	28.0	5	38.5	4	50.0
Faced the perpetrator	13	52.0	7	53.8	2	25.0
Told the police/ Asked for help	5	20.0	1	7.7	2	25.0

Table 24: Distribution of respondents according to their experience with physical abuse during the previous 12 months by area of residence

Physical abuse	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Victim of physical abuse						
No	131	93.6	89	96.7	51	100.0
Yes	9	6.4	3	3.3	0	0.0
Perpetrator						
A relative	2	28.6	1	100.0	0	0.0
From the area	3	42.9	0	0.0	0	0.0
Outside the area	2	28.6	0	0.0	0	0.0
Frequency						
All the time	0	0.0	1	33.3	0	0.0
Most of the time	1	11.1	1	33.3	0	0.0
Some of the time	3	33.3	0	0.0	0	0.0
Only once	5	55.6	1	33.3	0	0.0
Reason						
Car problems	2	28.6	0	0.0	0	0.0
Rent problems	1	14.3	0	0.0	0	0.0
Family problems	2	28.6	1	50.0	0	0.0
Person was on drugs and abused her	1	14.3	0	0.0	0	0.0
Neighbor hit her and stabbed her son	1	14.3	0	0.0	0	0.0
Same accident	0	0.0	1	50.0	0	0.0
Type						

Physical abuse	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Hitting (kicking, pushing...)	6	87.5	2	100.0	0	0.0
Hitting and shooting	1	14.3	0	0.0	0	0.0
Time						
Day	3	42.9	2	100.0	0	0.0
Early evening hours	4	57.1	0	0.0	0	0.0
Place						
Sidewalk	2	28.6	0	0.0	0	0.0
Internal alleys	1	14.3	0	0.0	0	0.0
Market	1	14.3	0	0.0	0	0.0
Home	1	14.3	1	50.0	0	0.0
In-laws house	1	14.3	0	0.0	0	0.0
Within the building	1	14.3	1	50.0	0	0.0
Action taken						
Did nothing	2	33.3	0	0.0	0	0.0
Faced the perpetrator	2	33.3	2	100.0	0	0.0
Asked for help	2	33.3	0	0.0	0	0.0

Table 25: Distribution of respondents according to their experience with sexual harassment in the previous 12 months by area of residence

Sexual harassment	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Victim of sexual harassment						
No	120	85.7	84	91.3	44	84.6
Yes	20	14.3	8	8.7	8	15.4
Perpetrator						
A relative	2	10.5	0	0.0	0	0.0
From the area	7	36.8	1	14.3	0	0.0
Outside the area	8	42.1	4	57.1	6	85.7
I don't know	2	10.5	2	28.6	1	14.3
Frequency						
All the time	10	50.0	1	12.5	2	25.0
Most of the time	3	15.0	2	25.0	2	25.0
Some of the time	5	25.0	5	62.5	3	37.5
Only once	2	10.0	0	0.0	1	12.5
Type						
Sexual comments	5	25.0	1	12.5	2	25.0

Sexual harassment	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Attempt at obtain sex by force	1	5.0	1	12.5	0	0.0
Flirting	12	60.0	5	62.5	5	62.5
Touching	2	5.0	1	12,5	1	12.5
Time						
Day	17	85.0	3	37.5	7	87.5
Early evening	2	10.0	5	62.5	1	12.5
Night	1	5.0	0	0.0	0	0.0
Place						
Sidewalk	6	30.0	2	25.0	2	25.0
Public transportation	3	15.0	1	12.5	1	12.5
Internal alleys	8	40.0	4	50.0	4	50.0
Market	2	10.0	1	12.5	1	12.5
Home	1	5.0	0	0.0	0	0.0
Action taken						
Did nothing	15	75.0	6	85.7	7	87.5
Faced the perpetrator	5	25.0	1	14.3	1	12.5

Table 26: Distribution of respondents by the cumulative frequency of being victims of the three different types of violence (verbal, physical, or sexual harassment) by area of residence

Cumulative frequency of violence	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
None	103	73.6	75	81.5	38	74.5
One	21	15.0	11	12.0	8	15.7
Two	12	8.6	5	5.4	5	9.8
Three	4	2.9	1	1.1	0	0.0

Table 27: distribution of respondents by type of abuse and average age in years by area of residence

Victim of		Ghawach and Daouk camps		Sabra market		Tamlees	
		Age: Mean (SD)	P value	Age: Mean (SD)	P value	Age: Mean (SD)	P value
Physical abuse	Yes	37.22 (13.75)	0.340	41.00 (3.60)	0.471	-	NA
	No	41.40 (12.60)		47.25 (14.85)		45.19 (15.79)	
Verbal abuse	Yes	39.75 (11.88)	0.520	40.92 (7.15)	0.011*	37.30 (9.73)	0.029*
	No	41.48 (12.88)		48.11 (15.38)		46.59 (16.62)	
Sexual harassment	Yes	38.50 (12.18)	0.317	34.75 (7.38)	0.012*	38.62 (11.67)	0.235
	No	41.57 (12.74)		48.28 (14.65)		45.93 (16.39)	

* Significant p-value

Table 28: Distribution of respondents who experienced violence (verbal abuse, physical abuse, sexual harassment) by nationality and by area of residence

	Ghawach and Daouk camps		Sabra market		Tamlees	
Victim of Verbal Abuse						
	N	%	N	%	N	%
Nationality						
Lebanese	13	21.7	10	13.5	10	20.4
Syrian	1	4.2	2	25.0	0	0.0
Palestinian	13	26.0	1	14.3	0	0.0

	Ghawach and Daouk camps		Sabra market		Tamlees	
Victim of Physical Abuse						
	N	%	N	%	N	%
Nationality						
Lebanese	5	8.3	2	2.7	0	0.0
Syrian	1	4.2	1	12.5	0	0.0
Palestinian	2	4.0	0	0.0	0	0.0

	Ghawach and Daouk camps		Sabra market		Tamlees	
Victim of Sexual Harassment						
	N	%	N	%	N	%
Nationality						
Lebanese	11	18.3	7	9.5	8	16.3
Syrian	0	0.0	0	0.0	0	0.0
Palestinian	8	16.0	1	14.3	0	0.0

Table 29: Distribution of respondents by whether they witnessed a physical abuse incident in the previous 12 months

Witness of physical abuse	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Prevalence	93	66.9	51	55.4	42	82.4
Frequency						
All the time	31	33.0	8	17.5	15	36.6
Most of the time	28	29.8	22	43.1	12	29.3
Some of the time	31	33.0	18	35.3	12	29.3
Only once	4	4.3	3	5.9	2	4.9
Type						
Hitting	42	44.7	31	60.8	37	88.1
Stabbing	9	9.6	4	7.8	3	7.1
Shooting	6	6.4	5	9.8	1	2.4
Hitting, stabbing, shooting	18	19.1	5	9.8	1	2.4
Other	7	7.4	0	0.0	0	0.0
Time of incident						
Day time	40	44.4	24	48.0	31	73.8
Early evening hours	24	26.7	13	26.0	9	21.4
Night time	26	28.9	13	26.0	2	4.8
Reason of abuse						
Family problems	14	31.1	3	14.3	1	3.4
Car parking problem	3	6.7	4	19.0	11	37.9
Political arguments	2	4.4	3	14.3	11	37.9
Others	26	57.8	11	52.4	6	20.7
Perpetrator						
Relative	2	2.2	0	0.0	3	7.1
From the area	69	74.2	37	74.0	33	78.6
Outside the area	14	15.1	4	8.0	5	11.9
I don't know	8	8.6	9	18.0	1	2.4
Place						
Sidewalk	15	16.3	8	16.0	4	9.5
Internal alleys	62	67.4	42	84.0	36	85.7
Market	11	12.0	0	0.0	0	0.0
Other	4	4.3	0	0.0	2	4.8

People involved in the incident						
Lebanese / from the area/ Family	18	19.6	14	27.5	17	40.5
Non Lebanese / outside the area	40	43.5	6	11.8	14	33.3
Lebanese and non- Lebanese	17	18.5	18	35.3	5	11.9
From different religious and political affiliations	0	0.0	1	2.0	3	7.1
Don't know	17	18.5	12	23.5	3	7.1
Did anyone interfere to resolve the incident?						
Yes	69	75.0	30	58.8	31	77.5
No	8	8.7	15	29.4	6	15.0
Don't know	15	16.3	6	11.8	3	7.5
Who interfered?						
Political figures/ Influential people in the area	21	31.3	10	34.5	9	31.3
Security authorities	13	19.4	10	34.5	7	21.9
Youth or people who were present in the area	33	49.3	9	31.0	15	46.9

Table 30: Distribution of respondents safety rating of their neighborhood by whether they have witnessed physical violence in the previous 12 months and by area residence

	Ghawach and Daouk camps				Sabra market				Tamlees			
Witnessed physical violence												
	No		Yes		No		Yes		No		Yes	
	N	%	N	%	N	%	N	%	N	%	N	%
Rating of neighborhood safety compared to other neighborhoods												
Better	27	58.7	58	63.0	24	58.5	29	56.9	3	33.3	27	64.3
Worse	5	10.9	15	16.3	6	14.6	7	13.7	2	22.2	6	14.3
Same	14	30.4	19	20.7	11	26.8	15	29.4	4	44.4	9	21.4

Table 31: Distribution of respondents' responses regards the measures taken in order to prevent being victims of violence

Measures taken to prevent being victims of violence	Ghawach and Daouk camps		Sabra market		Tamlees	
	N	%	N	%	N	%
Avoid public places	45	32.1	28	30.4	9	17.3
Avoid going out alone at all times	44	31.4	21	22.8	18	34.6
Avoid using public transportation	46	32.9	42	45.7	20	38.5
Avoid going out alone at night	108	77.1	75	81.5	46	88.5
Avoid being in crowded places	58	41.4	25	27.2	19	36.5
Avoid wearing specific clothes	72	51.4	32	34.8	24	46.2
Avoid going to isolated places	119	85.0	79	85.9	47	90.4
Carry tools for self-protection	3	2.1	4	4.3	2	3.8

Table 32: Distribution of street lighting, by the respondent rating of the general security at night in the area where they live and by avoiding going out at night as a measure of prevention from being victim of violence

Ghawach and Daouk camps		Street lit		Street sometimes lit		Street not lit/ no lighting poles	
		N	%	N	%	N	%
	Rating of security at night						
	Safe/very safe	15	62.5	12	29.3	23	30.7
	Moderately safe	3	12.5	10	24.4	11	14.7
	Unsafe/ very unsafe	6	25.0	19	46.3	41	54.7
Avoid going out at night to prevent being victim of violence							
	Yes	14	58.3	35	85.4	58	77.3
	No	10	41.7	6	14.6	17	22.7

Sabra market		Street lit		Street sometimes lit		Street not lit/ no lighting poles	
		N	%	N	%	N	%
	Rating of security at night						
	Safe/very safe	12	46.2	11	22.4	4	23.5
	Moderately safe	4	15.4	8	16.3	3	17.6
	Unsafe/ very unsafe	10	38.5	30	61.2	10	58.8
Avoid going out at night to prevent being victim of violence							
	Yes	20	76.9	41	83.7	14	82.4
	No	6	23.1	8	16.3	3	17.6

Tamlees		Street lit		Street sometimes lit		Street not lit/ no lighting poles	
		N	%	N	N	%	N
	Rating of security at night						
	Safe/very safe	22	71.0	6	40.0	1	16.7
	Moderately safe	3	9.7	4	26.7	1	16.7
	Unsafe/ very unsafe	6	19.4	5	33.3	4	66.7
Avoid going out at night to prevent being victim of violence							
	Yes	28	90.3	13	86.7	5	83.3
	No	3	9.7	2	13.3	1	16.7

Table 33: Distribution of respondents by whether they request help from the police when they have a problem and the reasons why they do not go to the Police

	Ghawach and Daouk camps		Sabra market		Tamlees		
	N	%	N	%	N	%	
Seek help from the Police							
	Yes	102	72.9	60	65.9	45	86.5
	No	38	27.1	31	34.1	7	13.5
Are there reasons preventing you from going to police station?							
	Yes	26	70.3	30	100.0	7	100.0
	No	11	29.7	0	0.0	0	0.0
What are the reasons preventing you from going to police station?							
	I don't like to go to police station	3	11.5	4	14.3	4	57.1
	Fear of scandal	12	46.2	11	39.3	2	28.6
	Other reasons	11	42.3	13	46.4	1	14.3

Table 34: Distribution of respondent's proposed recommendation measures that may improve public safety by area of residence

Respondents Recommendations related to Public Safety	Ghawach and Daouk camps	Sabra market	Tamlees
	Frequency	Frequency	Frequency
Electricity Related			
The electricity problem has to be fixed and it should be provided all the time	36	12	6
Improve the street lighting in the area Street lights /should be always lit at night	22	5	6
Water Related			
Improve the water network in order for the water to reach the houses	36	10	5
Improve the quality of the water (salty water)	7	4	4
Waste water			
Check and improve the sewage system	26	3	8
Solid Waste			
The municipality should work on improving garbage collection	24	9	6
Streets and Public Spaces			
Need more road signs/traffic lights in the area	0	0	3
Streets need to be maintained continuously	39	8	22
Public spaces should be cleaned on a regular basis (from dog waste and leftover garbage)	0	0	2
Need to check the physical conditions of the buildings (humidity, leakage, etc) and fix the problems	31	4	6
Find a solution for the illegal haphazard construction	17	4	1
Demolish the illegally built households	2	0	0
Secure parking spaces in the area	2	7	2
Provide public spaces for kids and adolescents	4	1	0

Table 35: Distribution of respondent's proposed recommendation measures that may improve security by area of residence

Respondents Recommendations related to Security	Ghawach and Daouk camps	Sabra market	Tamlees
	Frequency	Frequency	Frequency
Municipality			
The municipality should be proactive and serve the needs of the people	5	5	0
The municipality should ensure presence of municipality guards in the area at all times	44	17	0
Police			
Have regular police rounds during the day and specifically at night	0	14	4
Provide regular security during the night to control the youth activities	2	0	0
Youth			
Reduce gathering of youth in the streets	5	15	0
Develop a strategy to find work for the youth in the area	5	6	0
Need to develop a strategy to alleviate the youth drug and alcohol addiction problems	11	4	1
Political			
Work on reducing the political and sectarian conflicts in the area	11	5	3
Foreigners			
Find a solution for the overpopulation of foreigners in the area	2	1	0
Create a local committee to manage issues of public safety and security in the area	2	0	0

Appendix 9: All the generated diagrams and tables in Karm el Zeitoun and Nour Hagein

Diagrams

Diagram 1: Distribution of households according to places where children played by the mother's rating of the safety of the play places and by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

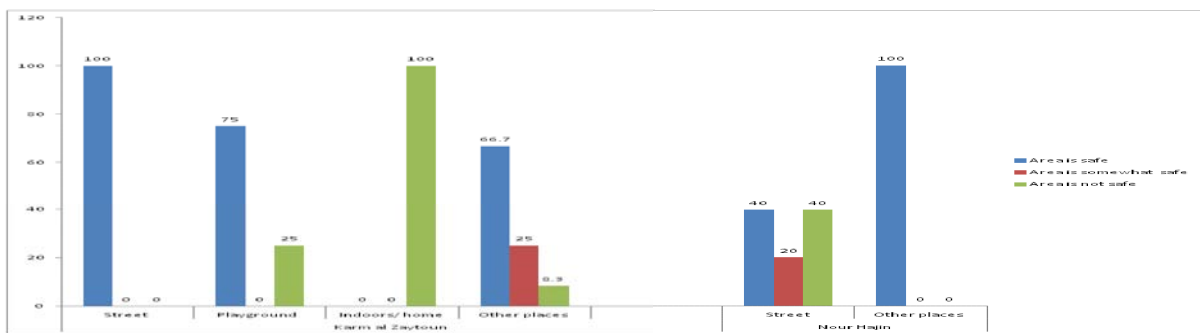
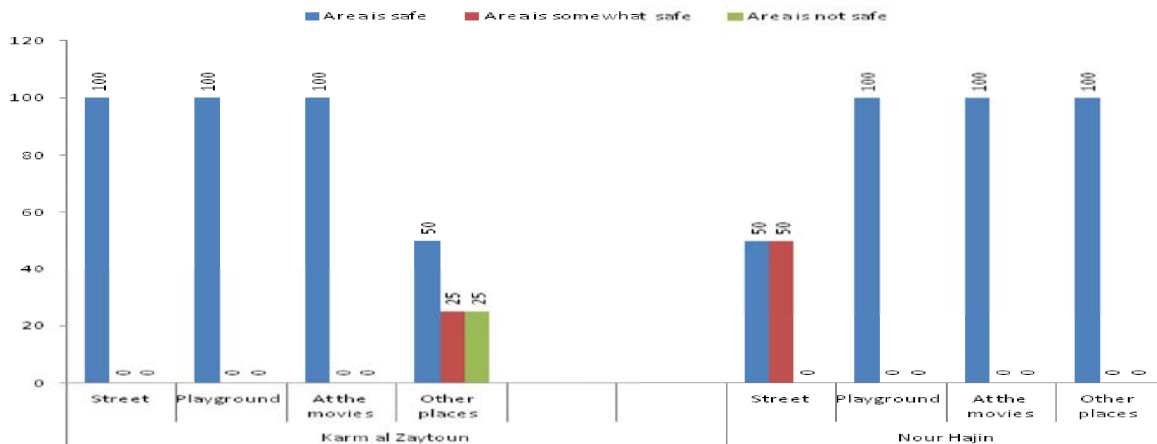


Diagram 2: Distribution of the mother's rating of the safety of the places where young people spend their leisure time by the by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.



Graph 3: Distribution of study respondents according to types of violence incidents experienced by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

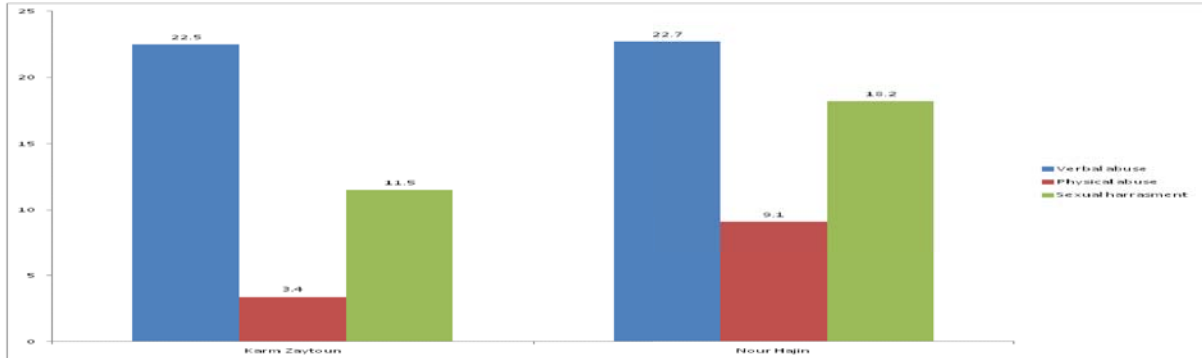
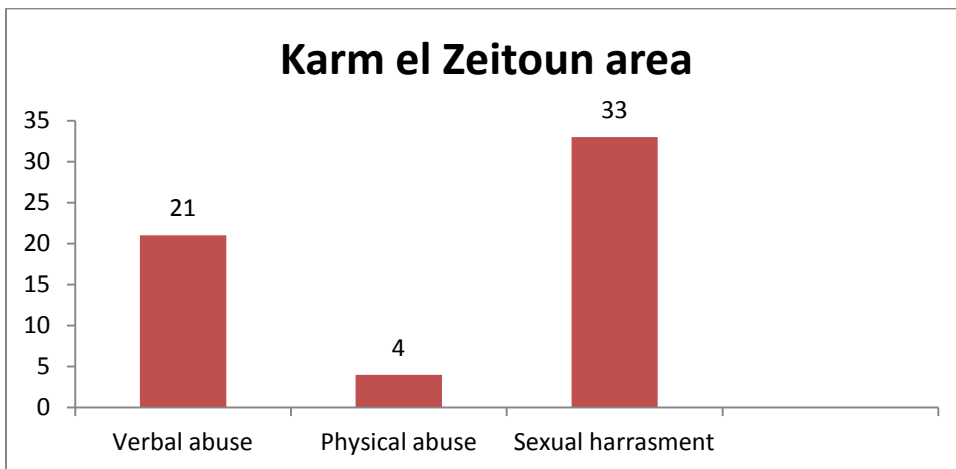


Diagram 3: Distribution of respondents by type of violence and survey area, Karm el Zeitoun, Street Survey, 2013



TABLES

Table 1: Distribution of respondents by duration of residence in the survey area and by their rating of the area safety compared to other neighborhoods, Karm el Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Duration of residence in the survey area (years)				
Greater than 5	78	86.7	37	86.0
1-5	7	7.8	4	9.3
Less than one	5	5.6	2	4.7
Rating of area safety compared to other neighborhoods				
Better	73	82.0	21	48.8
Worse	6	6.7	3	7.0
Same	10	11.2	19	44.2

Table 2: Distribution of respondents by demographic characteristics and area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Characteristics	Karm el Zeitoun n=90		Nour Hagein n=44	
	N	%	N	%
Age (years) Mean (S.D)	48.6 (17.6)		44.8 (15.3)	
Nationality				
Lebanese	69	82.1	29	78.4
Syrian	8	9.5	6	16.2
Palestinian	0	0.0	0	0.0

Other	7	8.3	2	5.4
Marital status				
Single	16	20.3	4	11.1
Married	52	65.8	29	80.6
Divorced	2	2.5	0	0.0
Widowed	9	11.4	3	8.3
Educational level	79		36	
Illiterate	12	16.2	2	5.3
Read and write	4	5.4	1	2.6
Primary	11	14.9	8	21.1
Intermediate	23	31.1	12	31.6
Secondary	10	13.5	8	21.1
University/vocational	14	18.9	7	18.4
Occupational status	74		38	
Working	17	21.8	9	24.3
Previously employed	21	26.9	12	32.4
Housewife	38	48.7	16	43.2
Housewife part time job	2	2.6	0	0.0

Table 3: Distribution of households according to the availability of light in the street and the building by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Street light	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
All of the time	49	55.0	23	53.5
Some of the time	29	32.6	12	27.9
None	11	12.4	9	18.6
Total	89	100.0	44	100.0
Building light				
All of the time	58	65.9	27	62.8
Some of the time	11	12.5	7	16.3
None	19	21.6	9	20.9

Table 4: Distribution of respondents according to their reports regard problems due to rain fall during the winter season, by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Experienced problems due to electricity	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Yes	38	42.2	20	46.5
No	52	57.8	23	53.5
Problems due to rain fall				
Street flood but water did not penetrate the house				
Yes	18	51.4	7	43.8
No	17	48.6	9	56.3
Street flood and water penetrated the house too				
Yes	10	29.4	6	31.6

No	24	70.6	13	68.4
Was the structure of the building the cause of the house flood?				
Yes	24	64.9	11	68.8
No	13	35.1	5	31.3
Holes in the street filled up				
Yes	18	50.0	12	75.0
No	18	50.0	4	25.0
Electricity problems due to rain fall				
Yes	12	34.3	5	31.3
No	23	65.7	11	68.8

Table 5: Distribution of respondents who experienced problems due to rain fall by seeking help and area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Action Taken	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
When street floods but water does not penetrate the house				
Do not ask for help	9	90.0	5	83.3
Ask for help	1	10.0	1	16.7
When street floods and water penetrates the house				
Do not ask for help	8	100.0	3	50.0

Ask for help	0	0.0	3	50.0
When water penetrates the house due to the defective building structure				
Do not ask for help	17	85.0	9	81.8
Ask for help	3	15.0	2	18.2
When water fills up the street holes				
Do not ask for help	9	64.3	11	91.7
Ask for help	5	35.7	1	8.3
When water causes electricity problems				
Do not ask for help	4	57.1	3	75.0
Ask for help	3	42.9	1	25.0

Table 6: Distribution of respondents according to their reports regard problems experienced due to the electricity power in the previous 12 months by area of residence, Karm el Zeitoun and Nour Hagein, Friendly Cities Household survey 2013.

Experienced problems due to electricity	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Yes	29	33.0	11	26.8
No	59	67.0	30	73.2
Problems due to electricity				
TV or other appliances were damaged				
Yes	19	73.1	3	27.3
No	7	26.9	8	72.7
The problem was due to the electricity power wiring / illegal connection (تاليف)				
Yes	3	12.0	3	27.3
No	22	88.0	8	72.7

The problem was caused by an in- house electrical current short (هل كانت كذا؟)				
Yes	7	26.9	4	36.4
No	19	73.1	7	63.6
A family member was hurt				
Yes	1	4.0	1	9.1
No	24	96.0	10	90.9
The problem was due to unprotected, haphazard electrical wiring				
Yes	8	30.8	5	45.5
No	18	69.2	6	54.5

Table 7: Distribution of respondents who experienced problems due to the electricity by seeking help and by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Action Taken	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
When TV or other appliances are damaged:				
None	12	80.0	3	100.0
Refer to a private company	2	13.3	0	0.0
Other	1	6.7	0	0.0
In case of problems with electricity wiring/ illegal connection to the main power				
None	1	50.0	3	100.0
Other	1	50.0	0	0.0
In case of electrical damage in the house (هل كانت كذا):				
Did not ask for help	2	50.0	3	75.0
Private company	2	50.0	0	0.0
Other	0	0.0	1	25.0

When a family member was hurt as a consequence of the electrical problem:				
None	1	100.0	1	50.0
Other	0	0.0	1	50.0
When the problem was due to unprotected , haphazard electrical wiring:				
None	6	75.0	2	50.0
Electricity company	2	25.0	1	25.0
Other	0	0.0	1	25.0

Table 8: Distribution of respondents according to their reports regard problems experienced due to waste water in the previous 12 months by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Waste Water	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Experienced problems due to the sewage system				
Yes	26	29.2	22	52.4
No	63	70.8	20	47.6
Problems due the sewage system :				
Running water in the house has a foul smell				
Yes	2	9.1	19	86.4
No	20	90.9	3	13.6
Flood of sewage pipes in the street				

Yes	19	76.0	5	33.3
No	6	24.0	10	66.7

Table 9: Distribution of who the respondent ask for help when she has a specific problem due to waste water by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Action Taken	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
When water reaching the house has a foul smell:				
None	1	100.0	10	52.6
Other	0	0.0	9	47.4
In case of sewage pipes flooding:				
None	5	33.3	1	20.0
I refer to the municipality	4	26.7	4	80.0
I refer to the neighbors	4	26.7	0	0.0
I refer to a private company	2	13.3	0	0.0

Table 10: Distribution of respondents cumulative frequency of problems due to rain fall or/electricity/ or sewage by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Problems due to rain/ electricity/ sewage	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Cumulative frequency				

None	34	37.8	13	29.5
One	29	32.2	13	29.5
Two	17	18.9	14	31.8
Three	10	11.1	4	9.1

Table 11: Distribution of respondents according to their rating of the municipality response in dealing with problems due to rain fall and sewage by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities, Household Survey 2013.

Rating of municipality response in dealing with problems	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
due to rain fall				
Very good / Good	24	30.4	22	50.0
Fair	16	20.3	9	20.5
Poor/ Very poor	21	26.6	6	13.6
Don't know/ No municipality	18	22.8	7	15.9
related to waste water management				
Very good / Good	27	36.0	16	36.4
Fair	10	13.3	11	25.0
Poor/ Very poor	15	20.0	7	15.9
Don't know/ No municipality	23	30.7	10	22.7

Table 12: Distribution of households reporting problems due to rain fall and sewage system by the respondent rating of the municipality response in dealing with such problems, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

	Karm el Zeitoun		Nour Hagein	
	Experienced problems due to rain fall			
	N	%	N	%
Rating of municipality response to problems due to rain fall				
Good	5	15.6	10	50.0
Fair	9	28.1	4	20.0
Poor	18	56.3	6	30.0
	Experienced problems due to sewage system			
	N	%	N	%
Rating of municipality response to problems due to sewage system				
Good	5	22.7	7	33.3
Fair	4	18.2	9	42.9
Poor	13	59.1	5	23.8

Table 13: Distribution of households by sources of electricity, payment for electricity purchased from private sources, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Sources of electricity	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Government	40	44.9	37	86.0

Government and generator	48	53.9	7	14.0
Average hours per day supply of government generated electricity				
Mean (S.D)	21 (0.1)		21 (0.0)	
Household payment per month for electricity from private sources (not government) in Lebanese Pounds				
Mean (S.D)	46,000 (17,358)		36,000 (8,944)	

Table 14: Distribution of households by drinking and cooking water sources and by area of residence Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Sources of drinking water	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Municipality	72	80.0	37	84.1
Other *	18	20.0	7	15.9
Reasons for not using municipal water for drinking				
Bad quality of water **	24	92.3	13	100.0
Do not get municipal water	2	7.7	0	0.0
Sources of cooking water				
Municipality	81	91.0	32	72.7
Other *	8	9.0	12	27.3
How often do you get running municipal water to the house per week?				
Daily	50	56.8	10	23.3
Every 2 days	23	26.1	30	69.8
Rarely/ Never	15	17.0	3	7.0

*Includes bottled water, from springs or wells.

** Includes bad taste, salty and turbid water

*Includes cistern water or water from springs or wells.

Table 15: Distribution of households by place of garbage disposal, frequency and satisfaction with municipality solid waste collection services, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Place of garbage disposal				
Street	75	83.3	23	52.3
Garbage dump	15	16.7	21	47.7
Frequency of garbage collection by municipality				
Never/rarely	36	40.0	1	2.3
Daily	44	48.9	37	84.1
I don't know	10	11.1	6	13.6
Satisfaction with municipality garbage collection method				
Yes	62	69.7	38	86.4
No/ I don't know	27	30.3	6	13.6
Complaint from ambient odor of garbage				
Yes	33	37.5	26	60.5
No	55	62.5	17	39.5

Table 16: Distribution of families who complained from ambient odor of garbage by satisfaction with the municipal garbage collection, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Satisfaction with municipal garbage collection	Karm el Zeitoun		Nour Hagein	
	Family complained from ambient odor of garbage			
	N	%	N	%
Yes	18	54.5	21	80.0
No/ Don't know	15	45.5	5	19.2

Table 17: Distribution of households according to housing physical condition and by type of needed maintenance, Karm el Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

Housing Physical condition	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Good	61	67.8	32	72.7
Needs rehabilitation	28	31.1	12	27.3
Unfit as a place of residence	1	1.1	0	0.0
Type of maintenance needed				
Non specified maintenance	0	0.0	1	8.3
Paint and plastering of walls	1	3.7	0	0.0
Waterproofing	9	33.3	2	16.7
Housing structural and physical problems *	17	63.0	9	75.0

*Includes repair of either windows, ceilings, roof or electricity problems.

Table 18: Distribution of women according to where they spend their leisure time by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Leisure time	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Indoors *	80	92.0	38	92.7
Outdoors activities **	7	8.0	3	7.3

* Includes housework, at home and praying.

** Includes exercising, visiting relatives and friends.

Table 19: Distribution of children below 18 years of age by occupational status and by area of residence, Karm el Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

Occupational status	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Student	30	90.9	21	87.5
Working	3	9.1	1	4.2
Not working and not looking for a job	0	0.0	2	8.3
Reason for not being enrolled in school				
He needs to work to help the family	1	100.0	0	0.0
Crippled/Had surgery	0	0.0	1	100.0

Table 20: Distribution of school children below 18 years of age by the frequency of school days missed in the previous week and by area of residence, Karam El Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

School attendance	Kara el Zeitoun		Nour Hagein	
	N	%	N	%
Missed school days in the last week				
Yes	7	26.9	8	42.1
No	19	73.1	11	57.9
Average of number of school days missed (S.D)	1.8 (1.2)		2.5 (1.9)	

Table 21: Distribution of respondents according to their perception of public safety and security by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly City Household survey 2013.

	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Rating of public safety and security during the day				
Very safe	27	30.0	15	34.1
Safe	43	47.8	22	50.0
Moderately safe	15	16.7	4	9.1
Not safe	5	5.5	3	6.8
Rating of public safety and security during the night				
Very safe	6	6.7	9	20.5

Safe	38	42.7	22	50.0
Moderately safe	25	28.1	6	13.6
Not safe	20	22.5	7	15.9
Occurrence of House burglary				
All of the time	10	11.5	0	0.0
Most of the time	14	16.1	14	16.1
Some of the time	38	43.7	23	53.5
Never	25	28.7	19	44.2
Occurrence of Car theft				
All of the time	6	6.9	1	2.3
Most of the time	7	8.0	1	2.3
Some of the time	24	27.6	14	32.6
Never	50	57.5	27	62.8
Occurrence of mugging incidents				
All of the time	10	11.9	1	2.4
Most of the time	19	22.6	2	4.8
Some of the time	23	27.4	18	42.9
Never	32	38.1	21	50.0
Occurrence of violence due to drug use				
All of the time	15	19.0	0	0.0
Most of the time	14	17.7	0	0.0
Some of the time	21	26.6	5	11.9

Never	29	36.7	37	88.1
Occurrence of violence due to alcohol drinking				
All of the time	13	15.7	0	0.0
Most of the time	16	19.3	0	0.0
Some of the time	25	30.1	14	32.6
Never	29	34.9	29	67.4
Occurrence of sexual harassment				
All of the time	2	2.5	1	2.3
Most of the time	5	6.3	1	2.3
Some of the time	12	15.0	3	6.8
Never	61	76.3	39	88.6
Occurrence of oral intercalations				
All of the time	33	38.4	14	31.8
Most of the time	18	20.9	6	13.6
Some of the time	12	14.0	13	29.5
Never	23	26.7	11	25.0
Conflicts leading to physical fights				
All of the time	10	11.4	3	7.0
Most of the time	22	25.0	7	16.3
Some of the time	24	27.3	15	34.9
Never	32	36.4	18	41.9
Conflicts leading to the use of arms				

All of the time	2	2.4	0	0.0
Most of the time	4	4.7	0	0.0
Some of the time	15	17.6	4	9.1
Never	64	75.3	40	90.9
Occurrence of Domestic Violence				
All of the time	3	3.5	2	4.7
Most of the time	10	11.6	2	4.7
Some of the time	27	31.4	14	32.6
Never	46	53.5	25	58.1

Table 22: Distribution of respondents' perception (%) of the measures that may improve public safety and security in their area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household survey 2013.

Measures perceived to improve public safety and security	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Secure good lighting	73	82.0	40	90.9
Having road signs for direction	66	74.2	36	81.8
Maintain public spaces	85	95.5	37	86.0
Address the problem of crowded public transportation	64	72.7	28	65.1
Presence of security men in the area	82	92.1	44	100.0
Not having drug users in the streets	78	88.6	35	79.5

Not having drunk people in the streets	78	88.6	37	84.1
Alleviate problems due to political conflicts	59	66.3	26	59.1
Alleviate problems due religious differences	37	42.0	17	38.6
Address issues of different nationalities living in the same area	65	73.0	33	75.0

Table 23: Distribution of respondents according to their experience with verbal abuse in the previous 12 months by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

	Karm El Zeitoun		Nour Hagein	
	N	%	N	%
Victim of verbal abuse				
No	69	77.5	34	77.3
Yes	20	22.5	10	22.7
Perpetrator				
A relative	2	10.0	1	10.0
From the area	17	85.0	7	70.0
Outside the area	1	5.0	1	10.0
I don't know	0	0.0	1	10.0
Frequency				
All the time	7	36.8	1	10.0

Most of the time	4	21.1	1	10.0
Some of the time	4	21.1	4	40.0
Only once	4	21.1	4	40.0
Reason of verbal abuse				
Discrimination	1	20.0	0	0.0
Conflict with neighbors	1	20.0	0	0.0
Car problems	1	20.0	0	0.0
Conflict related to the kids	1	20.0	0	0.0
Other	1	20.0	1	100.0
Type				
Swearing	8	40.0	4	40.0
Insulting	7	25.0	4	40.0
Threatening	3	15.0	1	10.0
Swearing, insulting and threatening	2	10.0	1	10.0
Time of the day				
Daytime	16	84.2	7	70.0
Early evening	1	5.3	2	20.0
Night time	4	10.5	1	10.0

Place				
Sidewalk	2	10.0	1	11.1
Public transportation	1	5.0	0	0.0
Internal alleys	8	40.0	4	44.4
Market	1	5.0	2	22.2
Home	2	10.0	1	11.1
In front of the house	6	30.0	1	11.1
Action Taken				
Did nothing	8	40.0	2	20.0
Faced the perpetrator	8	40.0	8	80.0
Told the police/ Asked for help	4	20.0	0	0.0

Table 24: Distribution of respondents according to their experience with physical abuse in the previous 12 months by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Victim of physical abuse				
No	84	96.6	40	90.9
Yes	3	3.4	4	9.1

Perpetrator				
A relative	0	0.0	1	25.0
From the area	1	33.3	2	50.0
Outside the area	1	33.3	1	25.0
I don't know	1	33.3	0	0.0
Reason for physical abuse				
Trying to obtain sex	1	33.3	0	0.0
Theft	0	0.0	1	50.0
Hit by her husband	0	0.0	1	50.0
Insulting and making bad comments	2	66.6	0	0.0
Frequency				
All of the time	2	66.7	0	0.0
Only once	1	33.3	4	100.0
Type				
Hitting	3	100.0	3	75.0
Shooting	0	0.0	1	25.0
Time during physical abuse				
Day	2	66.7	1	25.0
Early evening	0	0.0	1	25.0

Night	1	33.3	2	50.0
Place				
Sidewalk	1	33.3	0	0.0
Internal alleys	1	33.3	2	50.0
Market	1	33.3	1	25.0
Home	0	0.0	1	25.0
Action Taken				
Did nothing	1	33.3	2	50.0
Faced the perpetrator	2	66.7	2	50.0

Table 25: Distribution of respondents according to their experience with sexual harassment in the previous 12 months by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Victim of Sexual Harassment	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
No	77	88.5	36	81.8
Yes	10	11.5	8	18.2
Perpetrator				
From the area	6	60.0	0	0.0
Outside the area	4	40.0	4	100.0
Frequency				

All of the time	2	20.0	0	0.0
Most of the time	5	50.0	0	0.0
Some of the time	3	30.0	4	50.0
Only once	0	0.0	4	50.0
Type				
Sexual comments	1	10.0	5	62.5
Obtain sex by force	2	20.0	0	0.0
Flirting	6	60.0	3	37.5
Touching	1	10.0	0	0.0
Time				
Day	8	88.9	1	20.0
Night	1	11.1	4	80.0
Place				
Sidewalk	4	57.1	4	50.0
Public transport	1	14.3	1	12.5
Internal alleys	1	14.3	3	37.5
Market	1	14.3	0	0.0
Action Taken				

Did nothing	4	40.0	7	87.5
Faced the perpetrator	6	60.0	1	12.5

Table 26: Distribution of respondents by the cumulative frequency of being victims of the three different type of violence incidents (verbal, physical, or sexual harassment) by the area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Cumulative frequency of violence	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
None	61	71.8	29	65.9
One	18	21.2	8	18.2
Two	4	4.7	7	15.9
Three	2	2.4	0	0.0

Table 27: Distribution of respondents by type of abuse and average in years by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

		Karm el Zeitoun		Nour Hagein	
Victim of		Age (years) Mean (SD)	P value	Age(years) Mean (SD)	P value
Physical abuse	Yes	22.33 (19.55)	0.007*	29.50 (16.58)	0.127
	No	49.77 (16.91)		46.67 (14.33)	
Verbal abuse	Yes	50.08 (17.28)	0.146	40.0 (15.62)	0.285

	No	43.37 (18.35)		46.36 (15.18)	
Sexual harassment	Yes	39.00 (17.87)	0.074	36.75 (15.36)	0.093
	No	49.59 (17.31)		47.03 (14.80)	

Table 28: Distribution of respondents who experienced violence (verbal abuse, physical abuse, sexual harassment) by nationality and by area of residence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

	Karm el Zeitoun		Nour Hagein	
	Victim of Verbal Abuse			
Nationality	N	%	N	%
Lebanese	15	22.1	8	27.8
Syrian	1	12.5	1	16.7
Other	3	42.9	0	0.0
Victim of Physical Abuse				
Nationality	N	%	N	%
Lebanese	1	1.5	4	13.8
Syrian	1	12.5	0	0.0
Other	1	16.7	0	0.0
Victim of Sexual Harassment				
Nationality	N	%	N	%
Lebanese	6	9.1	7	24.1
Syrian	0	0.0	1	16.7
Other	2	28.6	2	100.0

Table 29: Distribution of respondents by whether they witnessed a physical abuse incident in the area during the previous 12 months, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Witness of Physical Abuse	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Prevalence	35	39.3	16	36.4
Frequency				
All of the time	4	11.4	0	0.0
Most of the time	9	25.7	0	0.0
Some of the time	12	34.3	12	80.0
Only once	10	28.6	3	20.0
Type				
Hitting	22	88.0	16	100.0
Stabbing	3	12.0	0	0.0
Time				
Day time	7	31.8	4	30.8
Early evening	4	18.2	6	46.2
Night time	11	50.0	3	23.1
Reason of physical abuse				
Family problems	0	0.0	4	66.7
Car parking problems	8	38.1	0	0.0
Political arguments	1	4.8	2	33.3
Other	12	57.1	0	0.0

Perpetrator				
Relative	0	0.0	2	13.3
From the area	25	86.2	11	73.3
From outside the area	4	13.8	2	13.3
Place				
Sidewalk	19	70.4	5	45.5
Internal alleys	8	29.6	3	27.3
Market	0	0.0	2	18.2
Other	0	0.0	1	9.1
People involved				
Lebanese	11	47.8	8	50.0
Foreigners	8	34.8	5	31.3
Others	4	17.4	3	18.8
Did anyone interfere to resolve the incident?				
Yes	20	60.6	12	80.0
No	8	24.2	2	13.3
Don't know	5	15.2	1	6.7
Who interfered in the incident?				
Political figures	1	9.1	0	0.0
Security agents	3	27.3	2	50.0
Influential people/families	3	27.3	1	25.0
Youth	4	36.4	1	25.0

Table 30: Distribution of respondents safety rating of their neighborhood by whether they have witnessed physical violence in the previous 12 months and by area of residence, Karm el Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

Rating of neighborhood safety compared to other neighborhoods	Karm el Zeitoun				Nour Hagein			
	Witnessed physical abuse							
	No		Yes		No		Yes	
	N	%	N	%	N	%	N	%
Better	45	83.3	28	80.0	17	63.0	4	25.0
Worse	5	9.3	1	2.9	1	3.7	2	12.5
Same	4	7.4	6	17.1	9	33.3	10	62.5

Table 31: Distribution of respondents' responses according to the measures taken in order to prevent being victims of violence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

Measures taken to prevent being victim of violence	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Avoid public places	24	28.6	8	18.2
Avoid going out alone at all times	18	21.4	15	34.1
Avoid using public transportation	31	36.9	17	38.6
Avoid going out alone at night	61	72.6	37	84.1
Avoid being in crowded places	24	28.6	9	20.5
Avoid wearing specific clothes	33	39.8	12	27.3

Avoid going to isolated places	61	74.4	38	86.4
Carry tools for self protection	6	7.3	3	6.8

Table 32: Distribution of street light, by the respondent rating of the general security at night in the area where they live and by avoiding going out at night as a measure of prevention from being victim of violence, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

	Street light	All of the time		Some of the times		Most of the times	
		N	%	N	%	N	%
Karm el Zeitoun	Rating of security at night						
	Safe/very safe	26	54.2	11	37.9	6	54.5
	Moderately safe	16	33.3	7	24.1	2	18.2
	Unsafe/ very unsafe	6	12.5	11	37.9	3	27.3
	Avoid going out at night, to prevent being victim of violence						
	Yes	32	71.1	21	77.8	8	72.7
	No	13	28.9	6	22.2	3	27.3
	Nour Hagein	Rating of security at night					
Safe/very safe		19	82.6	6	50.0	6	75.0
Moderately safe		3	13.0	3	25.0	0	0.0
Unsafe/ very unsafe		1	4.3	3	25.0	2	25.0
Avoid going out at night to prevent being victim of violence							
Yes		20	87.0	9	75.0	7	87.5

	No	3	13.0	3	25.0	1	12.5
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Table 33: Distribution of respondents by whether they request help from the police when they have a problem and the reasons why they do not go to the Police, Karm el Zeitoun and Nour Hagein, Safe and Friendly Cities Household Survey 2013.

	Karm el Zeitoun		Nour Hagein	
	N	%	N	%
Seek help from the Police				
Yes	58	68.2	32	74.4
No	27	31.8	11	25.6
Are there reasons preventing you from going to police station?				
Yes	17	73.9	8	100.0
No	6	26.1	0	0.0
What are the reasons preventing you from going to police station?				
I don't like to go to the police station	1	7.7	0	0.0
Fear of scandal	10	76.9	5	71.4
Other	2	15.4	2	28.6

Table 34: Distribution of respondent's proposed recommendation measures that may improve public safety by the area of residence, Karam El Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

Respondents Recommendations related to	Karm el Zeitoun	Nour Hagein
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Public Safety	Frequency	Frequency
Electricity Related		
The electricity problem has to be fixed and it should be provided all the time	3	2
Improve the street lighting in the area /Street lights should be always lit	6	10
Water Related		
Improve the water network in order for the water to reach the houses	2	3
Wastewater		
Check and improve the sewage system	6	1
Solid Waste		
The municipality should work on improving garbage collection	9	1
Resolve the issue of the bad odors from the Quarantina area	0	14
Streets and Public Spaces		
Need more road signs/traffic lights in the area	7	5
Streets need to be maintained continuously	27	18
Public spaces should be cleaned on a regular basis (from dog waste and leftover garbage)	7	2
Need to check the physical conditions of the buildings and fix the problems	19	9
Find a solution for the illegal haphazard construction	2	2
Demolish the illegally built households	1	1
Secure parking spaces in the area	17	5

Provide public spaces for kids and adolescents	1	1
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Table 35: Distribution of respondent's proposed recommendation measures that may improve security by the area residence, Karm el Zeitoun and Nour Hagein, Friendly and Safe Cities Household Survey 2013.

Respondent's Recommendations related to	Karm el Zeitoun	Nour Hagein
Security	Frequency	Frequency
Municipality		
The municipality should be proactive and serve the needs of the people	12	0
The municipality should ensure presence of municipal guards in the area at all times	34	11
Provide security guards that are not affiliated with political groups	2	0
Police		
Have regular police rounds during the day and specifically at night	9	0
Provide regular security during the night to control the youth activities	19	0
Youth		
Reduce gathering of youth in the streets	4	2
Develop a strategy to find work for the youth in the area	3	0
Need to develop a strategy to alleviate the youth drug and alcohol addiction problems	6	0
Political		

Work on reducing the political and sectarian conflicts in the area	0	5
Foreigners		
Check that foreigners have legal documents	1	1
Find a solution for the overpopulation of foreigners in the area	20	3
Take legal action when violence incidents take place (being accountable)	2	0

Table 36 – Distribution of socio demographic characteristics of respondents by survey area, Karm el Zeitoun, Street Survey, 2013

	Karm el Zeitoun	
	N	%
Age Distribution		
19 or under	14	14.0
	21	21.0

20-24	16	16.0
25-29	9	9.0
30-34	10	10.0
35-39	7	7.0
40-44	9	9.0
45-49	8	8.0
50-54	4	4.0
55-59	2	2.0
60 and above		
Total	100	100.0
Nationality		
Lebanese	60	60.0
Syrian	13	13.0
Palestinian	1	1.0
Other	26	26.0
Total	100	100.0
Marital Status		
Single	51	51.0
Married	48	48.0
Separated/divorced	0	0.0

Widowed	1	1.0
Total	100	100.0
Education		
Illiterate/ Read and write	11	11.1
Primary	6	6.1
Intermediate	21	21.2
Secondary	26	26.3
University/vocational	35	35.4
Total	99	100.0

Table 37 –Distribution of purpose and frequency of respondents visit to the area during the last year by survey area, Karm el Zeitoun Street Survey, 2013

	Karm el Zeitoun	
Visit to the area during last year	N	%
Purpose		
Work	29	29.0
Study	11	11.0
	41	41.0

Visit	19	19.0
Shopping		
	100	100.0
Total		
	2	2.0
Frequency	46	46.5
Once	32	32.3
Daily	8	8.1
Weekly	11	11.1
Monthly		
As needed		
Total	99	100.0

Table 38: Distribution of respondents by frequency of visit to the area and education, Karm el Zeitoun Street Survey, 2013

	Illiterate/ read and write		Primary education		Intermediate education		Secondary education		University/ vocational	
	N	%	N	%	N	%	N	%	N	%
Once	0	0.0	0	0.0	0	0.0	0	0.0	2	5.9

Daily	4	36.4	3	50.0	8	38.1	12	46.2	18	52.9
Weekly	5	45.5	1	16.7	9	42.9	8	30.8	9	26.5
Monthly	1	9.1	1	16.7	1	4.8	3	11.5	2	5.9
As needed	1	9.1	1	16.7	3	14.3	3	11.5	3	8.8

Table 39: Distribution of respondents by purpose of their visit to the area and marital status, Karm El Zeitoun Street Survey, 2013

	Single		Married	
	N	%	N	%
Purpose of visit to the area				
Work	15	28.8	14	29.2
Study	11	21.2	0	0.0
Visit	19	36.5	22	45.8
Shop	7	13.5	12	25.0

Table 40: Prevalence of Physical abuse, Verbal abuse and Sexual harassment by survey area, Karm el Zeitoun Street Survey, 2013

	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
Yes	21	21.0	4	4.0	33	33.0
No	79	79.0	96	96.0	67	67.0
Total	100	100.0	100	100.0	100	100.0
Who was the perpetrator?						
A relative	2	9.5	0	0.0	0	0.0
Someone from the area	13	61.9	0	0.0	24	72.7
Someone from outside the area	3	14.3	4	100.0	4	12.1
I don't know	1	4.8	0	0.0	4	12.1
Unspecified	2	9.5	0	0.0	1	3.1
Total	21	100.0	4	100.0	33	100.0

Table 41 : Distribution of where and when did the violence incident of physical, verbal, and sexual harassment occur, Karm el Zeitoun Street Survey, 2013

	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
Where did the incident take place?						
Sidewalk	15	71.4	3	75.0	27	81.9
Internal streets	2	9.5	0	0.0	1	3.1
Market	0	0.0	1	25.0	2	6.2
Public transportation	0	0.0	0	0.0	1	3.1
Unspecified	4	19.0	0	0.0	2	6.2
Total	21	100.0	4	100.0	33	100.0

When did the incident take place?						
Day	18	90.0	3	75.0	26	89.7
Early evening	2	10.0	0	0.0	3	10.3
Night	0	0.0	1	25.0	0	0.0
Total	20	100.0	4	100.0	29	100.0

Table 42: Distribution of the frequency of violence incidents among respondents who reported being victims of violence in the last year by survey area, Karm el Zeitoun Street Survey, 2013.

	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
All the time	4	19.0	0	0.0	11	33.3
Most of the time	6	28.6	2	50.0	8	24.2
Sometimes	9	42.9	0	0.0	9	27.3
Once	2	9.5	2	50.0	5	15.2
Total	21	100.0	4	100.0	33	100.0

Table 43: Distribution (%) of action taken in response to violence incidents as reported by those who were victims of violence by survey area, Karm el Zeitoun Street Survey, 2013.

	Verbal Abuse		Physical Abuse		Sexual Harassment	
	N	%	N	%	N	%
None	13	61.9	4	100.0	22	66.7
Confronted the perpetrator	4	19.0	0	0.0	9	27.3
Informed the police	0	0.0	0	0.0	0	0.0
Informed municipality guard	1	4.8	0	0.0	0	0.0
Asked help from passersby/family	1	4.8	0	0.0	1	3.0
Ran away	0	0.0	0	0.0	0	0.0
Unspecified	2	9.5	0	0.0	1	3.0
Total	21	100.0	4	100.0	33	100.0

Table 44: Distribution of reported type of verbal abuse by survey area, Karm el Zeitoun Street Survey, 2013.

Verbal Abuse	Karm el Zeitoun	
	N	%
Insults (تسليم)	14	66.7
Belittling (تقدير)	1	4.8
Threatening	6	28.5
Foul talk	0	0.0
Insults and belittling	0	0.0

Table 45: Distribution of reported type of physical abuse by area, Karm el Zeitoun Street Survey, 2013.

Physical Abuse	Karm el Zeitoun	
	N	%
Hitting (kicking, pushing...)	4	100.0
Hit with motorcycle	0	0.0

Table 46 : Distribution of reported type of sexual harassment by survey area, Karm el Zeitoun Street Survey, 2013.

Sexual Harassment	Karm el Zeitoun	
	N	%
Unsolicited sexual comments	16	34.3
Trying to obtain sex by force	2	6.3

Using sexually explicit language (نتالطيش)	19	59.4
Touching	0	0.0
Looking at me as if I was naked	0	0.0

Table 47: Distribution of respondents victims of violence by nationality, Karm el Zeitoun, Street Survey, 2013

	Lebanese		Syrian		Palestinian		Other	
	n	%	n	%	n	%	n	%
Verbal Abuse	9	15.0	2	15.4	1	100.0	9	34.6
Physical abuse	1	1.7	1	7.7	0	0.0	2	7.7
Sexual Harassment	16	26.7	6	46.2	0	0.0	11	42.3

Table 48: Perpetrator and type of sexual harassment by nationality and survey area, Karm el Zeitoun, Street Survey, 2013

	Lebanese		Syrian		Other nationalities	
	N	%	N	%	N	%
Perpetrator of sexual harassment						
Someone from the area	10	62.5	6	100.0	8	72.7

Someone from outside the area	4	25.0	0	0.0	0	0.0
I don't know/ Unspecified	2	12.5	0	0.0	3	27.3
Type of sexual harassment						
Unsolicited sexual comments/ Sexually explicit language	14	93.3	6	100.0	10	90.9
Trying to obtain sex by force / Touching	1	6.7	0	0.0	1	9.1

Table 49: The distribution of the respondent's age mean difference by whether they were victims of verbal, physical abuse and sexual harassment by survey area, Karm el Zeitoun, Street Survey, 2013.

Karm el Zeitoun			
	Mean	S.D	P value
Victim of verbal abuse			
Yes	26.90	8.67	0.003*
No	34.27	12.72	
Victim of physical abuse			
Yes	29.50	14.55	0.679
No	32.85	12.29	
Victim of sexual harassment			
Yes	28.03	10.76	0.007*
No	35.03	12.46	

Table 50: Distribution of respondent's perception regard factors that may affect their safety by survey area, Karm el Zeitoun, Street Survey, 2013.

	Karm el Zeitoun
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	N	%
Absence of good lighting	70	70.7
Absence of road signs	56	56.6
Absence of security men affects my safety	82	83.7
Crowded transportation means	57	57.6
Presence of drug users in the streets	81	81.8
Presence of drunk persons in the streets	83	83.8
Sex (being a man or a woman)	34	34.3
Belonging to a specific religion	12	12.2
Belonging to a specific nationality or race	34	34.3
Belonging to a specific age group	12	12.1
Belonging to a different region	17	17.2

Table 51: Association of respondents perception of whether belonging to a specific ethnic may affect their personal safety in the survey area by their nationality, Karm el Zeitoun, Street Survey, 2013.

	Lebanese		Syrian		Palestinian		Other	
	N	%	N	%	N	%	N	%
Belonging to a specific ethnicity affects my safety								
Yes	19	33.3	3	23.1	1	100.0	11	44.0
No	38	66.7	10	76.9	0	0.0	14	56.0

Table 52: Association of respondents perception of whether belonging to a specific age group may affect their personal safety in the survey area by their mean age in years, Karm el Zeitoun, Street Survey, 2013

Belonging to a specific age group affects my safety
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	Age: Mean, SD	P value
Yes	29.71 (11.08)	0.276
No	33.31 (12.36)	

Table 53: Association of respondents perception of whether being a women may affect her personal safety in the survey area by her mean age in years
Karm el Zeitoun, Street Survey, 2013

Belonging to a specific sex affects my safety		
	Age: Mean, SD	P value
Yes	28.65 (10.49)	0.017*
No	34.97 (12.92)	