



*Lebanon Support's
2017 Activity Report*

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Lebanon Support is a research centre for and about civil society.

Lebanon Support is a multidisciplinary space creating synergies and bridging between researchers, experts, civil society and NGO practitioners, and activists. Lebanon Support aims to foster social change through innovative uses of social science, digital technologies, and publication and exchange of knowledge.

Throughout its first decade of existence, Lebanon Support has succeeded in becoming the reference on civil society issues and thematic, whether through Daleel Madani which acts as the main platform and networking tool for actors in the sector, through the Civil Society Knowledge Centre which provides research and analysis in open access to be used by stakeholders in interventions and policy, or through the Civil Society Incubator which allows us to share and disseminate our knowledge and expertise through coaching and mentoring. Lebanon Support has innovated and succeeded in creating and consolidating systematic synergies between different ecosystems of stakeholders and actors: the civil society activists and practitioners, the experts, the academic researchers, and the policy makers.

Through its programmes and its peer-reviewed journal, Lebanon Support aims to produce transformative knowledge at the service of social change.

1 | Transformative knowledge for social change

1| Produce action-oriented knowledge on issues relevant to civil society and public action, and create a space for reflection and collaboration between academics, experts, practitioners, activists, and policy makers.

Programme: Civil Society Knowledge Centre [civilsociety-centre.org]

Publication: Civil Society Review [lebanon-support.org/csr]



Through the Civil Society Knowledge Centre (CSKC), Lebanon Support provides openly accessible original research and analysis on various thematic, and in different formats to reach a diverse audience. The CSKC currently holds 5 main cross-cutting thematic research projects.

In addition, Lebanon Support publishes the “Civil Society Review”, a peer-reviewed journal. Through this journal, Lebanon Support aims to publish transdisciplinary analysis related to social sciences. It offers a novel space where academics and practitioners converge to discuss theories and reflect on practices.

2| Facilitate a space for collaboration, cooperation and information sharing within civil society, and between civil society actors and the broader public.

Programme: Daleel Madani [daleel-madani.org]



Through Daleel Madani, civil society actors benefit from a platform to publicise and promote their profile, events, calls, resources, and opportunities among others. Daleel Madani currently has a directory of more than 1,300 civil society actors, including collectives, national civil society organisations, international NGOs, UN agencies, donor organisations, and private sector firms with a public good objective.

Daleel Madani is the most regularly updated and used site by civil society actors in Lebanon. It gathers over 1 million and a half page views per month, and is among the 100 most visited websites in Lebanon.

3| Support civil society and enhance its capacities.

Programme: Civil Society Incubator [csincubator.lebanon-support.org]



Through the Civil Society Incubator, Lebanon Support provides tailored mentorship and on-the-job coaching to organisations and individuals alike. Incubation is done through an array of services such as provision of office space, coaching, and mentoring on technical issues, management, administrative matters, research, advocacy, networking, and web development among others.

2 | 2017 in a nutshell

Knowledge to Action: *Lebanon Support's events and outreach*

2017 was an important year for Lebanon Support, as it anchored a new milestone in our action-oriented research path, building on the one hand on Daleel Madani, Lebanon's civil society network, and on the Civil Society Knowledge Centre, our research and analysis hub. As the Civil Society Incubator programme had officially been set up for a year (2016), two projects within it were launched, and a standalone website for the programme was created in order to feature news about the programme and relevant resources. Indeed, the Civil Society Incubator crystallises the translation and adaptation of knowledge into social change.

During the first quarter of 2017, Lebanon Support launched a crowdfunding campaign for renewing and improving Daleel Madani, Lebanon's civil society network. Contributions went towards the update, redesign, and restructuring of the online platform so that it better responds to the needs of civil society actors operating in Lebanon. The new and improved Daleel Madani was launched in November 2017.

The Civil Society Knowledge Centre continued expanding in 2017 and publishing multi-disciplinary, cutting-edge knowledge and analysis. Indeed, the Civil Society Knowledge Centre continues to cater to Lebanon Support's varied audience by combining quantitative and qualitative methodologies, published in various formats: short investigative articles, scientific papers, policy reports, as well as interactive mappings, databases, and infographic visuals, to cite only a few.

The Lebanon Support Technology and Innovation team continuously researches user-friendly and new UX & UI approaches to better visualise knowledge and data produced.



15

Knowledge sharing
events organised

- Civil Society Review Issue 2 launch, on Lebanese, refugee, and migrant women in Lebanon.
- New Daleel Madani launch, to enhance transparency, as well as promote networking and collaboration among civil society.
- Four round tables / talks, with a special focus on elections and the electoral law, a roundtable to discuss the second issue of Lebanon Support's Civil Society Review, in addition to a round table exploring the impact of the Arab uprisings of 2011 on Lebanese politics and society.
- Four workshops on research, finance, and persuasive communication, within the Civil Society Incubator programme, and a two-day launching workshop of the conflictivity index maps within the Conflict Analysis Project.
- One international workshop, on the circulations and reactivations of activist networks in times of war (2011-2017) in Lebanon and Syria, took place in partnership with ERC WAFAW and Iremam, in France.
- One networking event, connecting over 70 people with civil society experts around the themes of civil society and public action, in the aim to facilitate synergies and collaboration among civil society actors.
- One office warming, to celebrate Lebanon Support's relocation to a bigger, new office.
- One afterworks discussion, which is the third in a series held under the Gender Equity Network, around personal status laws in Lebanon.

In total, our knowledge sharing events have reached more than 800 researchers, experts, practitioners, activists, and the broader public.

22 civil society and academic events Lebanon Support participated in:



3 | Daleel Madani, Lebanon's Civil Society Network

A new Daleel Madani for a more connected civil society

Daleel Madani, Lebanon's civil society network, launched by Lebanon Support in 2006, and updated in 2011, has undergone a complete rehaul in 2017 in order to better respond to the needs of civil society actors in Lebanon. This new version allows Lebanon Support to progressively release new features that can cater to growing and evolving civil society needs.

The Daleel Madani website had been experiencing technical difficulties which caused the platform to be inaccessible at times, leading Lebanon Support to upgrade and restructure the platform. Based on a consultative process with practitioners, researchers, organisations, and activists working within the civil society field, Lebanon Support devised a strategic plan towards the redesign and updating of Daleel Madani. While the new and improved platform has been launched in November 2017, additional features, will be released progressively, always based on a consultative and participatory process involving civil society actors and users.

Daleel Madani is the first programme launched by Lebanon Support in 2006, and in more than a decade of existence, has remained autonomous and independent from external funding by launching in 2011 an income-generating scheme on the portal that allows it to be self-sustainable.

In the same spirit, Lebanon Support launched in March 2017 a crowdfunding campaign to raise funds to renew and improve Daleel Madani, with the help of its users. The campaign was hosted on Zoomaal until the 28th of April 2017. Lebanon Support was able to reach 103% of its 1st milestone, with the help of 57 backers.

Daleel Madani's income-generating model

Financial sustainability is crucial for non-profit organisations, as it allows them to continue to fulfil their mission over time and, in doing so, meet the needs of its key stakeholders.

Lebanon Support has always ensured that Daleel Madani remains a self-sustainable platform for and about civil society, completely independent from external donors.

This autonomy and independence allows us to, among others:

- Keep registrations on Daleel Madani open to all actors
- Ensure that it is driven and responds solely to the actors and users needs
- Guarantee that the website is sustainable, not bound to a project's timeframe, and always accessible to organisations and individual users.

In coordination with a technical team, our ICT and innovation team started developing the new Daleel Madani website, and upgraded the hosting server to a more advanced one which guarantees the availability of and accessibility to the platform. The new Daleel Madani boasted a lot of improvements, including a more user-friendly and modern website design, easier access to the site's features and organisations' profiles, and a smoother search function. Furthermore, the new Daleel Madani incorporates automated registrations and renewals processes, thus guaranteeing a faster provision of service to our registered users.

To introduce the new and improved Daleel Madani to its audience, Lebanon Support organised on the 9th of November, a public event with Berytech, its community partner. The event took place at Berytech's premises, in Mathaf.

Attendees got the chance to discover and test the new Daleel Madani, ahead of its online launch. Two days later, on the 11th of November 2017, the new Daleel Madani was officially pushed online.



The updated website includes changes to navigation featuring a **new menu**, and features a **modern design**.



The new Daleel Madani is **more user-friendly with an enhanced user experience**, making it easier for organisations to manage their various posts, and easier for users to navigate.



It also makes it **easier for individual users to find opportunities** in the civil society sector, and keep up to date with projects and events in the field.



The new website is **responsive and mobile friendly** which makes Daleel Madani accessible and user friendly on the go.



The new design aims at placing organisations at the centre of attention by making their **Daleel Madani profile similar to their own mini site**. This, in turn, **encourages organisations to take active ownership of their profile on DM**.



New search filters have been introduced and the website now uses an **enhanced search engine** to allow the public and civil society actors to find what they're looking for easily, to connect with similar organisations and find similar projects in order to enhance collaboration in the sector.

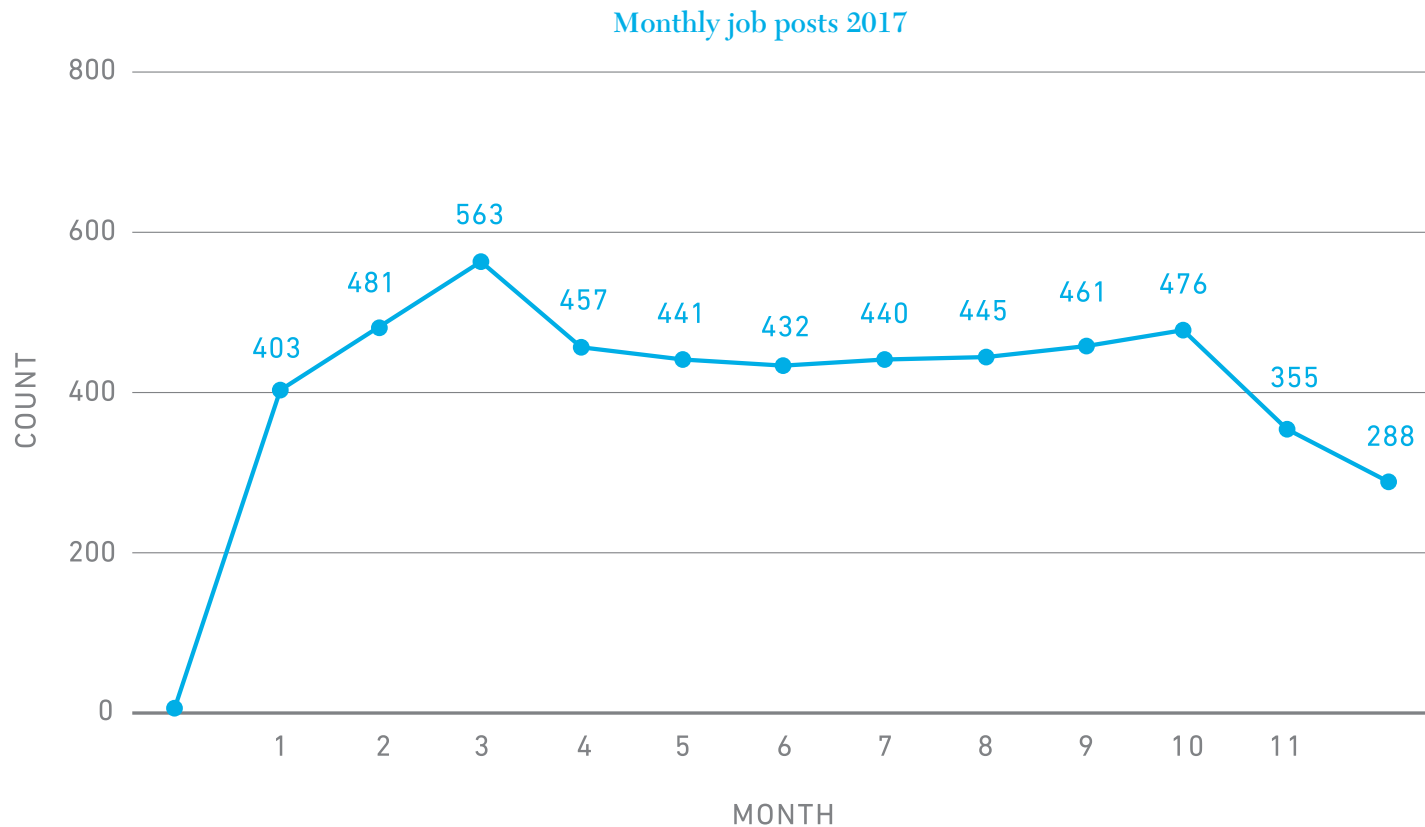
In line with its mission to enhance networking, knowledge sharing, and collaboration among civil society broadly, Lebanon Support organised its very first Speed Networking Event in Salon Beyrouth, on the 11th of April 2017. This event, which was part of Daleel Madani's crowdfunding campaign, brought to the fore 14 experts from civil society in Lebanon who were able to share their own individual experiences and insights amassed during their careers. It gathered 70 attendees ranging from activists, academics, to practitioners and representatives from local and international civil society organisations who exchanged ideas, and thoughts about the sector, in addition to discussing potential collaborations.

Lebanon is characterised by a vibrant and diverse civil society. It, however, faces challenges of coordination, duplication of initiatives, in an increasingly constraining context that hinders social and policy change. As such, a network like Daleel Madani is more than needed, and it has proven throughout the years that it is an effective and efficient tool that enhances collaboration among different actors, while ensuring the development of the sector.

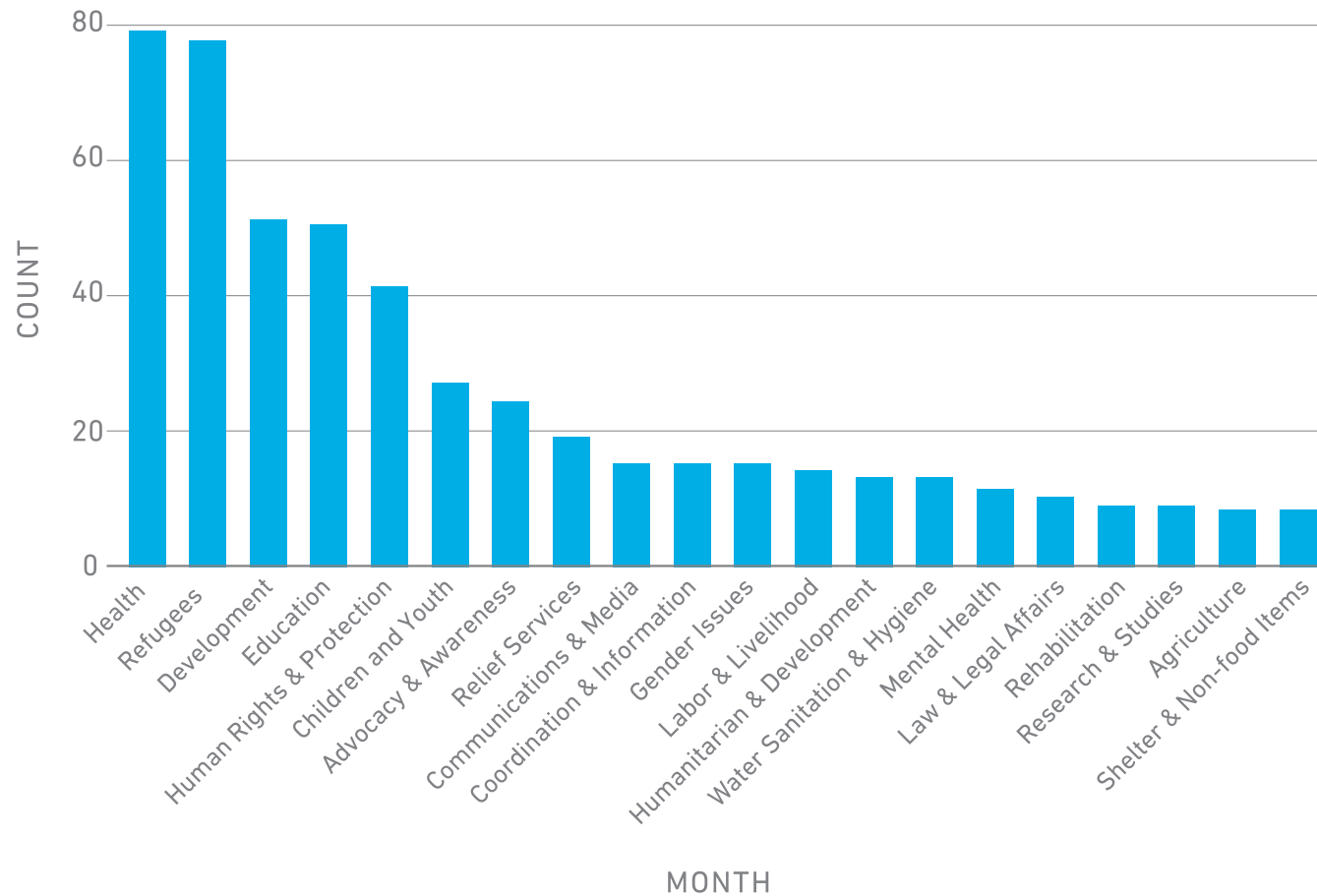
A Diverse Sector, data trends from Daleel Madani

In 2017, **5249** job postings in a variety of intervention sectors were published on Daleel Madani, scoring its highest rate in March with **563** job postings. These figures illustrate a rather dynamic civil society sector when it comes to job creation.

Number of professional opportunities in the civil society sector in 2017



Top 20 Intervention Sectors of Professional Opportunities in Civil Society Published on Daleel Madani

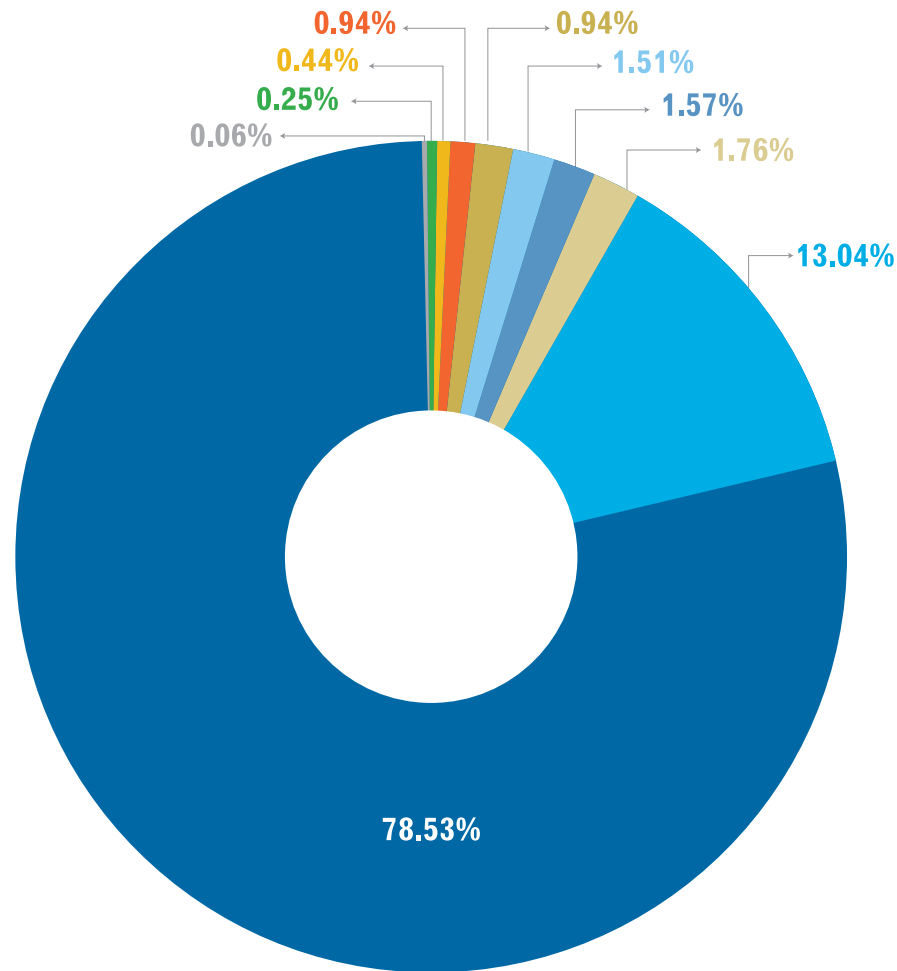


Based on data collected on Daleel Madani, “Health”, and “refugees” appear to be the most important recruiting sectors of intervention, with over 70 jobs posted last year. While these sectors of interventions are the two most mentioned in published opportunities, together they still only amount to 3% of the total number, indicating how varied the civil society sector in Lebanon is, and the wide range of thematic areas and sectors of interventions targeted in Lebanon. The slight increase in numbers of jobs created under “refugees” illustrates the humanitarian market that has emerged in Syria’s neighbouring countries, including Lebanon, in the aftermath of 2011. This trend however highlights a potential risk for job seekers in the civil society sector in Lebanon, as many professional opportunities created remain contextual, and linked to temporary, hence, precarious jobs.

Overall, more than **20 intervention sectors**, ranging from humanitarian and relief services, to research, communications, and education, were linked to opportunities in the civil society sector on Daleel Madani.

Daleel Madani is a platform for all civil society actors in Lebanon, based on a wide definition of the term. As such, the [Civil Society Directory](#) features the following organisation types: Local Civil Society Organisations, Local Municipalities/Government Bodies, Local Campaigns/Collectives, Local Trade Union/Syndicates, Educational/Academic Institutions, International Civil Society Organisations, International Government Agencies, Private Sector, Research Centres, Donor Agencies, UN Agencies.

Distribution of Organisation Types on Daleel Madani in 2017



- International Government Agency
- Local Campaign/Collective
- Local Trade Union/Syndicate
- Donor Agency
- Educational/Academic Institution
- Local Municipality/Government Body
- Private Sector
- UN Agency
- International Civil Society Organisation
- Local Civil Society Organisation

78.53% of the registered members on Daleel Madani are local civil society organisations. **13%** of Daleel Madani's members are international civil society organisations, while the rest of the portal members encompass UN agencies, private sector organisations, donor agencies, international government agencies, local collectives, municipalities and trade unions/syndicates. These figures are in line with Lebanon Support's strategy for Daleel Madani, as a tool supporting local actors.



5| Civil Society Incubator

Tailored support and mentorship

Building on the informal support and coaching the centre had been providing in past years through its first two programmes, [Daleel Madani](#) and the [Civil Society Knowledge Centre](#), Lebanon Support's Civil Society Incubator formalised these efforts within a new programme, the "Civil Society Incubator". Officially launched in 2016, the Civil Society Incubator is designed to foster the creation, development, and growth of local civil society and public action initiatives, organisations, or projects, in addition to facilitating knowledge exchange with initiatives or individuals.

Lebanon Support's Incubator programme does not follow a ready-made format, but is rather designed and tailored based on identified needs. Incubation at Lebanon Support covers a wide array of civil society topics (including, but not restricted to, organisational management, finance, research, advocacy, networking, communication, web development) and is done through an array of services such as provision of office space, coaching and mentoring, among others. Additionally, open workshops are organised within the Incubator, and resources and helpful tips are published on its blog.

Civil Society Incubator Projects:

I- Civil Society Incubator: Enabling Youth Led Initiatives; *in partnership with the Embassy of Switzerland (EoS)*

Period: November 2017- August 2018

The objective of this project is to enable and empower youth-led civil society organisations to better target their interventions, increase their advocacy outreach, and help them influence policy change. The project targets 10 youth-led initiatives in Lebanon, selected through an open call. These 10 initiatives will take part in workshops, and will benefit from on-the-job mentoring and networking activities within this project. In 2017, activities within this project focused mainly on an in-depth assessment of the needs of the selected initiatives:

Abnaa Saida Association, aims at creating a network of youth in Saida and providing them with the necessary skills for development.

Anti-Racism Movement, aims to decrease racist and discriminatory attitudes and behavior among the Lebanese population.

Diyarouna, aims at building an active, committed and conscious society based on humanitarian.

EFADA, aims to promote cooperation and coordination with the social, cultural and scientific institutions and associations in Lebanon.

Khota Ashabab, aims at promoting peace by developing youth policies and engaging stakeholders in this process.

Lamsat Ward, aims at providing psychosocial support to those affected by wars and conflicts.

LeMSIC, aims to empower medical students and engage them to benefit the society through different activities tackling public health, human rights and peace, and other themes.

MASIR, lobbies the Lebanese state for the implementation of the international treaties and conventions it has signed, so that all persons can live in decent conditions.

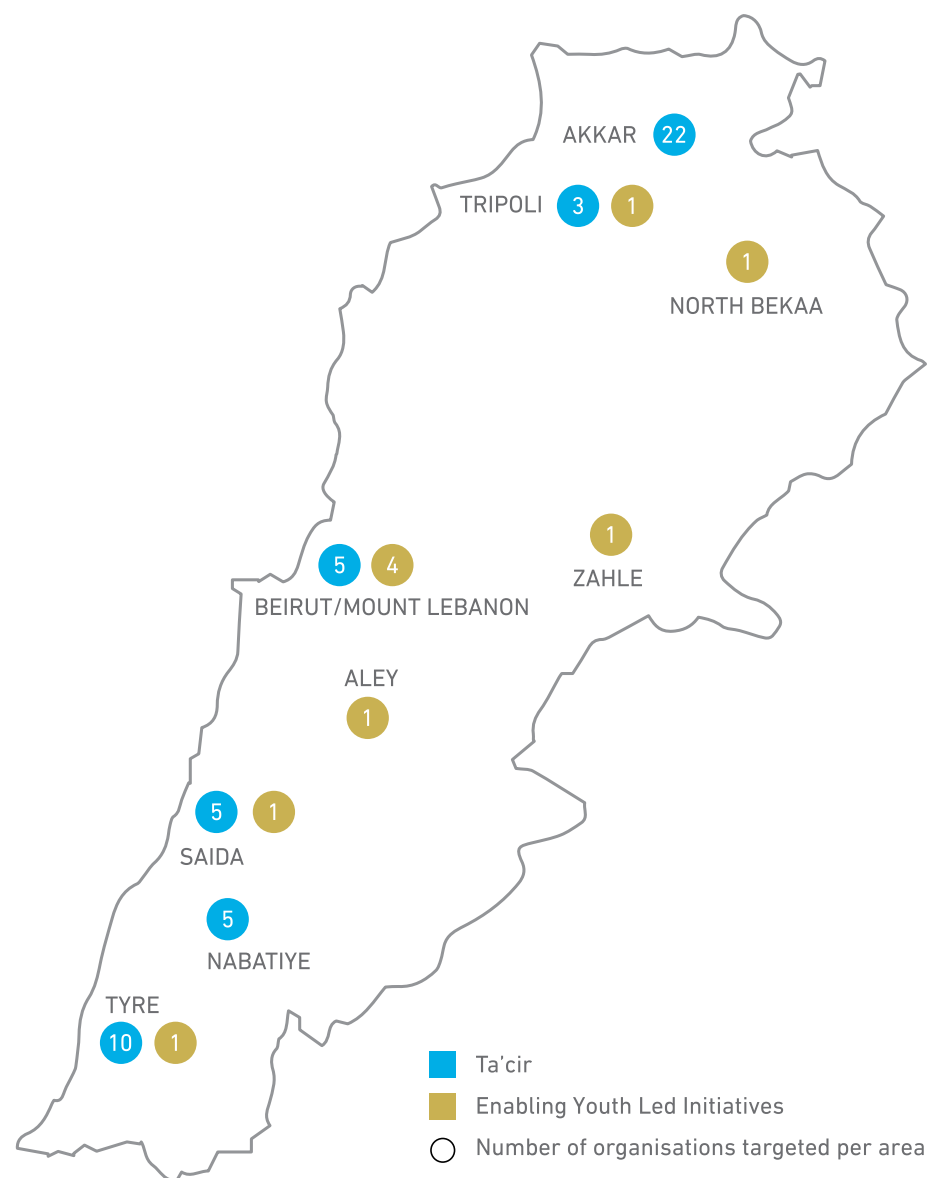
Peace of Art, aims to empower and make Lebanese and Syrian youth, children, and women come together through art and education.

II- TA'CIR: Towards an Active Participation of Civil Society in the Reform Process; *in partnership with ACTED, Akkarouna, and SHEILD and funded by the European Union.*

Period: February 2017-January 2020

The overall objective of this project is to contribute to a more enabling environment for civil society in Lebanon, fostering the engagement of civil society organisations, both at a policy and local development level. Moreover, the project will strengthen the role and contributions of CSOs to the local development process in addressing basic needs of marginalised groups in rural areas. The project targets 50 CSOs in Akkar, Tripoli, Sour, Saida, Nabatiyeh, Matn, Baadba, and Beirut. In 2017, the 50 grassroots CSOs were selected (see map for details).

To prepare for trainings, Lebanon Support set up its Incubator space and started developing guidebooks on the topics of Financial Management and Organisational Management. This project plans to produce 3 more guidebooks on: Research Methodologies, Communication, and Information and Communication Technologies.



Civil Society Incubator Services:

Similarly to Daleel Madani, Lebanon Support always seeks to expand its income generating services that can ensure the sustainability of its programmes. In this vein, The Civil Society Incubator offers the possibility for CSOs to benefit directly for its services and expertise. In 2017, Lebanon Support contributed to the development of Rawabet, a project by Hamzet Wasel, that is inspired by Daleel Madani and aims to support civil society organisations working on Syria. The Rawabet website was launched on the 19th of March 2017.

In addition, Lebanon Support launched in 2017 openly accessible workshops for civil society organisations, activists, academics, and researchers etc.



Thomas Hart (Dutch expert in speechwriting and communication), delivered on the 26th of April 2017, a workshop on Clear and Persuasive communication focusing on speechwriting and presentation writing.



Pateel Papazian (financial trainer and consultant with over 19 years of experience in public accounting and financial management), delivered on the 26th of October 2017, a financial management workshop focusing on the key aspects of operating and cash budgets.



6 | Civil Society Knowledge Centre

Openly accessible research and analysis on civil society and public action issues

Lebanon Support launched the Civil Society Knowledge Centre (CSKC) in 2013. This programme is the first and most developed online platform for knowledge production and management in Lebanon. It constitutes a seminal and innovative knowledge base and publishing platform for original research, analysis, and data directed for civil society organisations, professionals, academics, and activists. This programme aims to enhance participatory and localised research on civil society work and issues, and serves for civil society cooperation and collaboration. Such issues pertain to gender, conflict, humanitarian, development and human rights, combining qualitative (articles, studies, papers, reports, etc.) and quantitative approaches (interactive mappings, info-graphic visuals, etc.).

In 2017, Lebanon Support introduced a new thematic project within this programme called, Migration, Mobility, Circulation. While the topic of migration was crosscutting and addressed in all our research, we found it very essential to dedicate a distinct page that can act as a repository of knowledge on this theme. This project seeks to engage a wide variety of actors in active knowledge sharing processes, at a national, regional, and international level, ultimately aiming to enhance responses, and inform human rights based interventions and policies.

7 | Top 5 most read publications in 2017



1/ *Civil Society Review, Issue 2*

Social science for change

The Civil Society Review is the 1st peer-reviewed journal in Lebanon focusing on civil society and public action issues. Published yearly, it features papers in English, Arabic, and French. This issue was published in collaboration with Diakonia and Najdeh Association, and is part of our Gender Equity Network project on the Civil Society Knowledge Centre.

Available on this link: <https://bit.ly/2xQY5rl>



2/ *Gender Dictionary*

The Gender Dictionary is a practical bilingual tool, based on multidisciplinary research and consultations with local gender actors (academics, experts, activists, practitioners). This dictionary examines the definitions, history, and localised usages of 25 gender terms and concepts in, both, English and Arabic. Each entry or definition proposes a general presentation of the term, a synthetic overview of its inherent debates with a focus on its local usages and understandings.

Available as interactive tool on this link:

Available as pdf on this link: <https://bit.ly/2jbAZjS>

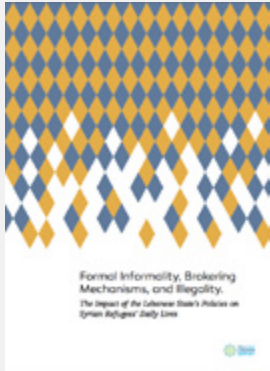


3/ *“A Shoulder to Lean On.” Towards Rights-Based Interventions and Policies for Syrian Refugees in Lebanon.*

This policy brief analyses the socio-political implications of the so-called October policies, and suggests legislative, political, and practical measures to improve the situation of Syrian refugees in Lebanon. It also aims to inform policy formulation regarding Syrian refugees from a human rights-based perspective, while discussing modalities for enhanced programming at the civil society level.

This policy brief is the fourth publication of a research project investigating the social effects of political and legal measures on Syrian refugees' daily lives.

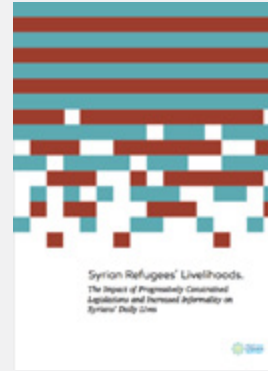
Available on this link: <https://bit.ly/2g5lhtK>



4/ Formal Informality, Brokering Mechanisms, and Illegality. The Impact of the Lebanese State's Policies on Syrian Refugees' Daily Lives.

This report – part of the aforementioned series on the effects of government policies on Syrian refugees' daily lives – seeks to provide an overview of Lebanon's current policy towards Syrian refugees, and to explore the new rules and regulations issued by General Security regarding the entry, residency, and departure of Syrian nationals. It also analyses the challenges pertaining to these policies and their impact Syrian refugees, with a special focus on refugees' emerging illegality, their struggle for decent livelihood and working conditions, and increased informality and insecurity.

Available on this link: <https://bit.ly/2k6zuHL>



5/ Syrian Refugees' Livelihoods. The Impact of Progressively Constrained Legislations and Increased Informality on Syrians' Daily Lives.

This report – part of the same aforementioned series on the effects of government policies on Syrian refugees' daily lives – examines both the historical development and current situation of Syrians working in Lebanon through the analysis of policies established and implemented by the Lebanese government. While the report is not an assessment of these policies, it nevertheless reflects on their impact on Syrians' working conditions and livelihoods. In this vein, this report notably focuses on emerging dynamics of increased informality, exploitation, and dependence.

Available on this link: <https://bit.ly/2jOAKpo>

Highlights from the Gender Equity Network:



A Practical Guide for Civil Society Organisations in Lebanon towards Gender Mainstreaming

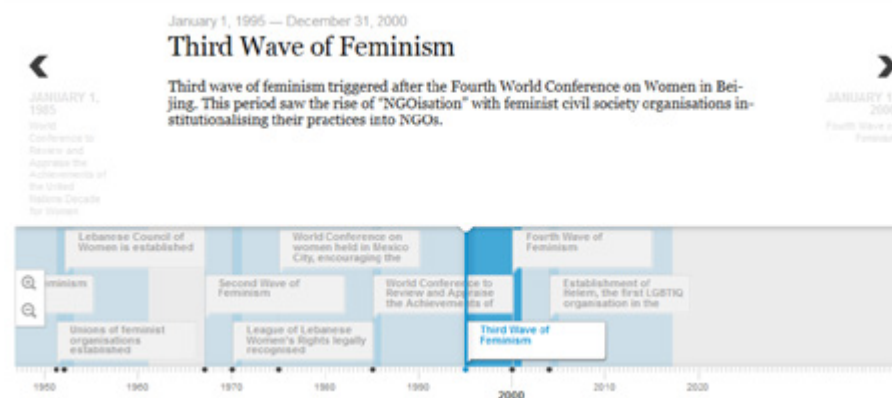
Gender Manual (En-Ar):

The Gender Manual is a practical guide for civil society organisations in Lebanon that wish to enhance gender equity in their practices and policies. Far from being exhaustive, this manual contains practical guidelines that can help to both gain a better understanding of gender-sensitive topics, as well as to integrate and implement them in internal processes, action plans, and organisational structures and policies. It is informed by the findings of a series of meetings and consultations with various stakeholders engaged in gender issues. It is worth noting, however, that the guidelines provided in these pages are general, and should thus be tailored and incorporated depending on the organisation's type, specialisation, and focus.

This Gender Manual is published by Lebanon Support, in collaboration with Diakonia, as part of our Gender Equity Network and Civil Society Incubator.

Available on this link: <https://bit.ly/2LWa0uT>

Women's Movements in Lebanon



Women's Achievements in Lebanon



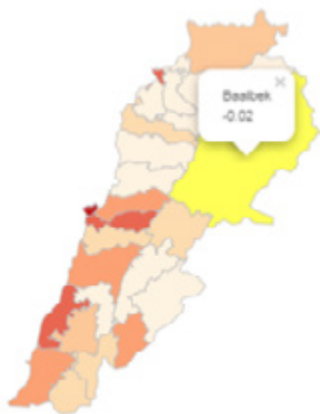
The interactive timeline of women's movements in Lebanon retraces mobilisations relevant to gender since the 1920s, when the Women's Union was first established in Lebanon and Syria, focusing on cultural and social issues. Four waves of feminism can be identified, each with different demands, actors, and political discourses. Available on this link: <https://bit.ly/2ONtfoo>



Highlights from the Conflict Analysis Project:

Conflictivity Index maps for 2016 and 2017

The Conflictivity Index is a tool developed by Lebanon Support, in partnership with the United Nations Development Programme, based on the “Geo-located Mapping of Conflicts in Lebanon,” and using its data. Through the use of heat maps, the Conflictivity Index aims to give a broad overview of conflict intensity in Lebanon, focusing on 4 dimensions: Armed Conflict, Security, State Response, and Collective Action. Each dimension is comprised of a number of categories from the “Geo-located Mapping of Conflicts in Lebanon” and highlights the intensity of conflictuality associated with mapped incidents in each caza. The Conflictivity Index is published twice per year. Available on this link: <https://bit.ly/2MvscYy>



Conflict Analysis bulletins

ISSUE V

January

Overview of conflicts in Lebanon between September and December 2016 with a focus on collective actions.

Available on this [link](#).

ISSUE VI

March

Overview of conflicts in Lebanon during 2016, with a focus on the conflict trends in Lebanon during 2016.

Available on this [link](#).

ISSUE VII

August

Overview of conflicts in Lebanon between January and April 2017 with a focus on conflict incidents in Ain el-Helweh.

Available on this [link](#).

ISSUE VIII

September

Overview of conflicts in Lebanon between May and August 2017 with a focus on the Lebanese Army operation against Islamic State of. Available on this [link](#).

Highlights from the Migration, Mobility, Circulation project:

Mapping of Migrant Domestic Workers' Deaths

The map of Migrant Domestic Workers' (MDW) cases of death documents alleged "suicides" of MDW, a recurring issue in recent years. This map visualises the high frequency and distribution of these cases, and collects information about the reported stories. It aims to highlight the linkages between the kafala (sponsorship) system and the high rates of abuse and deaths of MDW. This map has been developed as part of an active collaboration between Lebanon Support and KAFA (enough) Violence & Exploitation, and is also within the data centre of the Gender Equity Network.

Available on this link: <https://bit.ly/2MqvigL>



Migrant Domestic Workers Testimonies



My name is Camilla and I'm from Togo.

I finished my three-year contract and I want to go back home. My employers kept postponing my travel saying that there are no planes to Togo. I have no phone and I can only go out for few minutes when I have to throw the garbage. I haven't been paid for 20 months and am barely given any food. My body is very thin now. My employers hit me when they found out that I've been meeting with another migrant worker next to the garbage bin to receive some food. I don't know what to do now, my contract is over but I'm locked inside my employers' house. I can't leave because they owe me so much money and I can't stay with no hope of being paid or sent home soon. I'm stuck.

*From testimonies published on the Gender Equity Network, read more here: civicsociety-centre.org/gen/mbr/testimonies

حركة مناهضة العنصرية | Anti-Racism Movement | دعم لبنان LEBANON SUPPORT



Sara, an Ethiopian woman, was admitted by her agency owner to the mental health section of Dal al-Ajaza's hospital.

While she was arguing with the owner of the agency who brought her to Lebanon, he pushed her to a wall and her head started bleeding heavily. He then took her to the Dar al-Ajaza hospital and told them that she was "crazy" and that they should admit her. Apparently, there are deals made between some recruitment agencies and places like Dar al-Ajaza in order to "get rid" of abused migrant workers and keep them out of sight. When she was admitted there, she realised there were at least 2 other migrant workers who are there without a clue on why or till when. The MCC, along with Sara's friends, were unable to follow up on what happened to her since, due to the hospital's restrictions, lack of support from others, and after several failed attempts at locating and meeting the agency owner who had admitted her.

*From testimonies published on the Gender Equity Network, read more here: civicsociety-centre.org/gen/mbr/testimonies

حركة مناهضة العنصرية | Anti-Racism Movement | دعم لبنان LEBANON SUPPORT

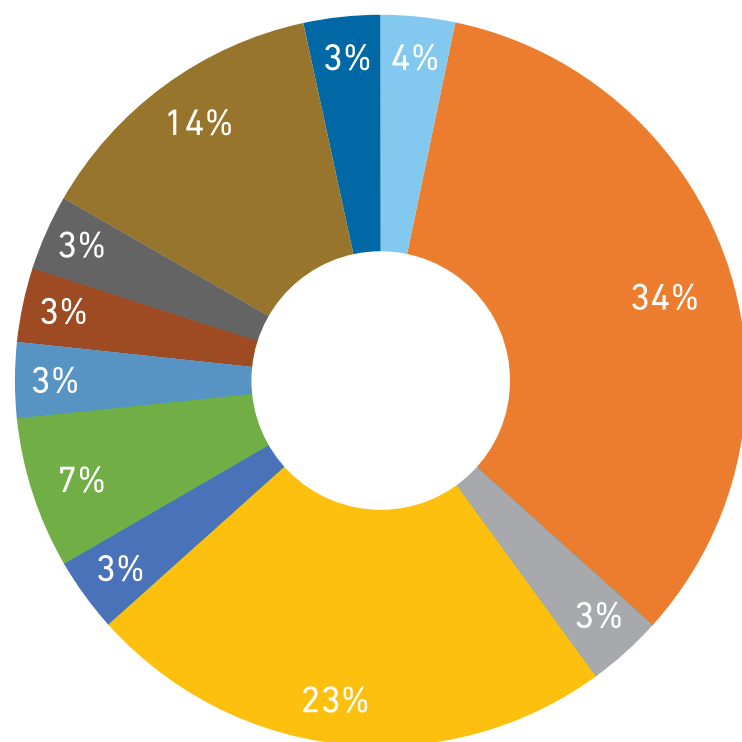
These testimonies highlight the personal experiences and day-to-day violence and discrimination faced by migrant domestic workers in Lebanon. These personal testimonies aim, thus, to showcase how the kafala (sponsorship) system affects and, sometimes dictates, the lives of migrant domestic workers, leaving them with very limited options.

This qualitative content has been developed as part of an active collaboration between Lebanon Support and Anti-Racism Movement, and is also within the data centre of the Gender Equity Network.

Available on this link: <https://bit.ly/2ONGzJh>

8| The Civil Society Knowledge Centre according to its users

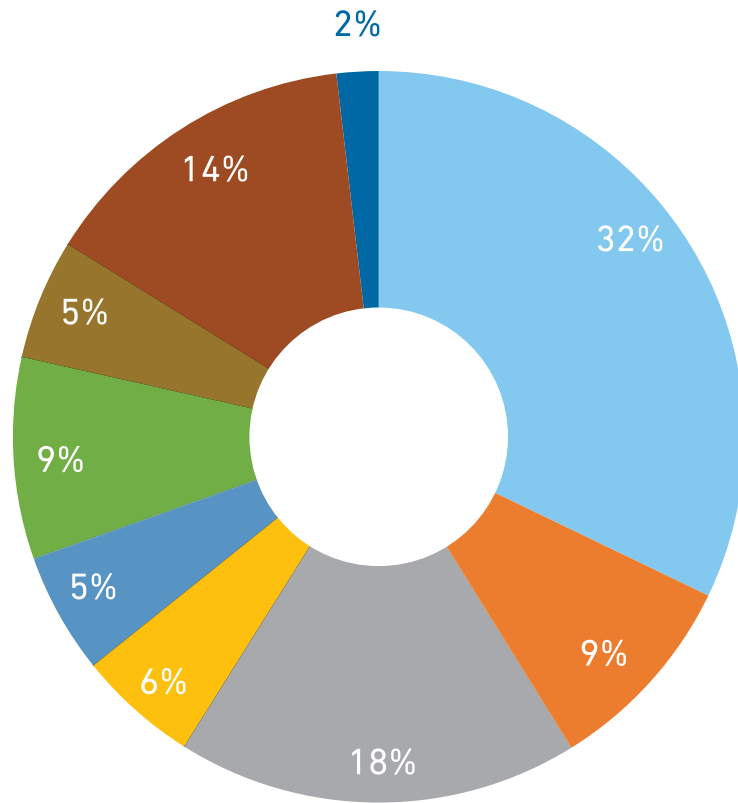
Who uses the Civil Society Knowledge Centre?



The resources on the Civil Society Knowledge Centre are widely used by researchers, academics, activists, practitioners, and civil society actors. Lebanon Support has launched in 2017 an online survey to understand the reach and impact of its knowledge products within the CSKC, as well as the makeup of our readership. Survey results show that the CSKC's main readers are from educational institutions and NGOs. Media and UN agencies are also part of our readers/users.

- Educational institution (e.g. university, school)
- Consultant
- UN agency
- Student
- Research centre
- Regional NGO
- Private sector
- Media
- Local NGO
- International NGO
- Independent researcher

What is the Civil Society Knowledge Centre used for?



- Research
- Lectures/Trainings
- Project/Programme design/Proposal writing
- Project/Programme evaluation
- Policy/Strategy design
- Communication/Campaigns
- Advocacy and Lobbying
- Personal work
- Other

Based on survey results, the Civil Society Knowledge Centre appears to be mostly used for research, and that reflects the aim behind its quantitative and qualitative products such as the maps, reports, infographics, timelines etc. Additionally, the CSKC contributes to the development of the user organisations’ projects and programmes, as well as inform their policy and strategy design. Users also use our publications for devising campaigns, as well as advocacy and lobbying efforts.

Equally, the CSKC contributes to the development of lectures/ trainings and communication/campaigns, with the help of easy-to-follow practical manuals and guides, such as our recently published Gender Mainstreaming Manual, and our Basic Guidebook for Emerging Collectives which aims to provide the tools and know-hows on establishing an organisation or collective in Lebanon.

Do users find the Civil Society Knowledge Centre useful?



Finally, the most telling survey result is that 100% found the content useful, recalling the need for producing contextualised knowledge that covers gaps in info and literature.

9 | The Civil Society Review

Social science for change

Published by Lebanon Support, the *Civil Society Review* emphasises cutting-edge and critical transdisciplinary analysis in a wide range of topics relevant to social sciences. It offers a novel space where academics and practitioners converge to discuss theories and reflect on practices.

It demonstrates a variety of perspectives through dynamic, historicised, and processual approaches to reflections on civil society action, and strategies in the region. While we acknowledge the polysemy and controversy behind the concept of “civil society”, and the often elusive opposition it displays, we are committed to producing original literature that both offers a reflection on civil society, particularly its contentious role and autonomy, as well as creates knowledge for what we hope can constitute tools for action and social change in the region. In this vein, the Civil Society Review, grounded in empirical research, aims at contributing to a theoretical production adopting a comparative approach among countries in the region and elsewhere. It hence focuses on the creation of a knowledge space for epistemological debates, theoretical usages, as well as empirical methodologies.

The Civil Society Review produces evidence-based research and analysis, and disseminates findings and recommendations to promote civic engagement, shape policies, and stimulate debate within civil society spheres. Moreover, the Civil Society Review draws expertise from external editors, consisting of practitioners, experts, researchers, and policy makers. First published in print, the Civil

Society Review is made available online at a later stage.

Having launched the first issue in 2015 as a pilot, the CSR has consistently gathered the most reads on the CSKC platform, even before the full pdf is available in open access. For example, in 2017, the preview of issue 2 of the CSR was the 3rd most visited page after the homepage of the CSKC.

In order to cater to this growing demand, Lebanon Support launched in 2017 a restructuring process for the CSR. In this vein, an editorial board has been appointed, consisting of young scholars from the Arab region committed to the production of local knowledge that engages in global theoretical and scientific debates on the one hand, and to putting social science at the service of social change in the region. The editorial board is entrusted with the overall development of the publication and overseeing the quality of research. While the Lebanon Support team focused mainly on further institutionalising the review in 2017, it also prepared a special issue of the Civil Society Review focusing on civil society “*Unraveling “Civil Society”: Policy, Dependency Networks, and Tamed Discontent. Reflections from Lebanon and Palestine.*” This third issue of the CSR is scheduled for publication in the course of 2018.

10| Lebanon Support Innovation Achievements

With an open access policy at its core, Lebanon Support innovatively approaches knowledge production, information management, and data visualisation.

2017 witnessed the launch of a [reinvented, modern, and scalable Daleel Madani](#). With its new UI and carefully designed UX, the new Daleel Madani offers an extremely easy usability, as well as very clear visual experience. Its different tools have been upgraded to reflect current day technologies and interoperability. It also boasts an extensive API (Application Programming Interface) that ensures compatibility with third party services.

Lebanon Support has also become a member of Crossref, a DOI issuing authority and is in the process of revising its content's metadata and indexing it with DOI identifiers. DOIs (Digital Object Identifiers) are unique, long-lasting references or persistent identifiers for online content. This will enable easy referencing, linking, citing and tracking citations of Lebanon Support's original content, notably featured on the Civil Society Knowledge Centre.

The CSKC also witnessed significant under-the-hood changes and enhancements, ranging from the validation of its different information schemes and structures with schema.org's standards, re-locating the mapping centres' hosts and services, and auditing the SEO framework. This resulted in better visualisations, dramatically enhanced performance, and an overall future-ready platform.

Finally, Lebanon Support has also moved its bulletins to be hosted on Campaign Monitor, a separate, dedicated platform that allows

it to have a more appealing design and usability, with a responsive layout. Additionally, it allows us to better track and measure the reach of our newsletters.

Lebanon Support continues to place innovative technologies at the core of its programming, and is committed to further enhancing its platforms. We aim to accomplish this through the adoption of new technical frameworks and functionalities for all our online platforms.

11| Lebanon Support's Impact in 2017

Visits

Daleel Madani:

- Users: 650,000 with a rate of 72.8% of new visitors
- Pageviews: 14,000,000

Civil Society Knowledge Centre:

- Users: 19,000 with a rate of 85.2% of new visitors
- Pageviews: 85,000

Civil Society Incubator:

- Users: 500 with a rate of 86.8% of new visitors
- Pageviews: 2000

**Bulletin
Dissemination:**
9,647
subscribers

- 4 Conflict Analysis bulletins
- 2 Gender Equity bulletins
- 1 Civil Society bulletin

Engagement

- More than 600 persons engaged in Lebanon Support's events: round tables, workshops and trainings, launching events, lectures, and others.
- Participants come from various fields and backgrounds, including local and international civil society organisations, academic institutions such as universities and research centres, as well as those who work independently or as freelancers, in addition to activists, journalists, scholars and students, researchers and academics.

Media Outreach:

- 10 press mentions on local and international newspapers such as al-Akhbar, al-Modon, IM Lebanon
- 4 TV features on local media channels such as MTV, FutureTV, and LBCi
- 3 radio broadcasts

Social Media Engagement and Outreach:

- More than 1000 shares and retweets on Lebanon Support's Facebook page and Twitter account
- Citations by academics, writers or researchers: *Google Scholar* (<https://scholar.google.com>)

Lebanon Support's website and programmes has been cited over 219 times in total.

Publications and events by Lebanon Support's team:

Dr Marie-Noelle AbiYaghi

Papers:

- Marie-Noëlle AbiYaghi, Myriam Catusse, Miriam Younes, “From *isqat an-nizam at-ta’ifi* to the Garbage Crisis Movement: Political Identities and Anti-sectarian Movements”, in Rosita di Peri, Daniel Meier (eds.), *Lebanon facing the Arab Uprisings. Constraints and Adaptation*, Palgrave 2017.

Events:

- June 2017, Lebanon Support, Université Aix Marseille IREMAM/MMSH «Liban, Syrie : circulations et réactivations de réseaux militants en temps de guerre».
- June 2017, IFPO/Lebanon Support talk “Lebanon facing the Arab uprisings. Between internal challenges and external constraints”: «From *isqat an-nizam at-ta’ifi* to the garbage crisis movement: political identities and anti-sectarian movements in practice».

Sarah ElMasry

Events:

- June - July 2017, Africa panel at the 7th meeting for ECAS held in Basel, Switzerland, «The 7th Meeting for the European Conference for African Studies 2017», presented a paper «Resistance, adaptation or co-option: The case of Egypt’s women’s rights organisations» at the Changing Spaces for Rural

and Urban Civil Society Movements.

- August 2017, APSA conference held in San Francisco, California, USA, “The 2017 American Political Science Association Conference and Exhibition”, presented a paper entitled «Gender, Repression and Mobilization: Muslim Sisters and the Anti-Coup Movement» at the Legitimacy, Repression and Mobilization panel.
- November 2017, Beirut “Women’s involvement in peace, security and transition in the Arab world”, presented a paper on the «Adaptation Strategies of Women’s Rights Organizations in Egypt» at the “Conflict as an opportunity to change existing power structure” panel.

Associates:

Dr. Estella Carpi

Publications:

- Carpi, E. on Marron, R., “Humanitarian Rackets and their Moral Hazards: The Case of the Palestinian Refugee Camps in Lebanon”, Abingdon and New York: Routledge, 2016, in *Global Policy*.
- Carpi, E. et al., “Refugee Self Reliance. Moving Beyond the Marketplace”, Research Brief no. 7, RSC, University of Oxford publications.
- Carpi, E., “Learning and Earning in Constrained Labour Markets. The Politics of Livelihoods in Lebanon’s Halba”, published in *Making Lives. Refugee Self-Reliance and Humanitarian Action in Cities*, Fiori, J. and Rigon, A. (eds.).

London: University College London and Save the Children UK.

- Carpi, E., “Muslim Women’ and Gender Inequality in Australia’s Assimilationist-Multicultural Policies. Participation in Sport as a Case Study”, in *About Gender*.

Events:

- January 2017, Lunch talk at Save the Children UK (London headquarter), “Beyond Hope. A Focus on the Local Capacities to Reconstruct”.
- March 2017, University College London and London School of Economics, London, UK, paper presentation: “The Humanitarian *Topoi* of Protracted Crises, Host Communities, and Resilient Livelihoods. An Attempt to Liberate Our Understandings from Technocracy”.
- March, 2017, Lebanese University (Beirut), Department of Urban Planning, “Urban Livelihoods in Northern Lebanon: an Inquiry into Refugee Self-Reliance and Humanitarian Care”.
- May 2017, 29 Mayıs Üniversitesi (Istanbul), Guest lecture: “The Side Effects of Humanitarian Assistance in Lebanon. Stories of Internal Displacement and Forced Migration”.
- June 2017, University of Manchester (UK), June 20, 2017, and Refugee Studies Centre, University of Oxford (UK), paper presentation: “Urban Livelihoods in Northern Lebanon: Understanding Refugee Self-Reliance”.
- June 2017, Anthropology Department (University College London), paper presentation: “Rethinking Social Memberships in the Middle East”, Re-mapping the Middle East Seminar.
- June 2017, with the support of Save the Children UK, the Humanitarian and Conflict Response Institute, and University College London, workshop on “Refugee Self-Reliance and

Humanitarian Action in Urban Markets”, University of Manchester (UK).

- September 2017, the 11th Pan-European Conference of International Relations, Universitat Pompeu Fabra, Barcelona (Spain), paper presentation: “Keep it Unknown. Disentangling Political and Humanitarian Epistemologies in Lebanon”.
- October 2017, Colombo (Sri Lanka), organised by the Partnership in Faith and Development, paper presentation: “Different Shades of Neutrality. The case of Sunni FBOs in Northern Lebanon and Shiite FBOs in Beirut’s Southern Suburbs”, Localising Response to Humanitarian Need Forum.
- October 2017, Global Challenges Research Fund-Research Councils UK, British Academy, London (UK), paper presentation: “Adaptation in crisis-stricken settings: whose responsibility?”
- November 2017, Lebanese American University-Byblos and the German Institute for Global and Area Studies, paper presentation: “Securing Lifeworlds in the Non-Protection Era. The Case of Ebrine (Northern Lebanon)”, The Politics of Reception: Syria’s Neighbourhood as a Social Field, Byblos (Lebanon).
- December 2017, Book Launch “Making Lives. Refugee Self-Reliance in Cities”, with the support of Save the Children UK and University College London.

Dr. Maissam Nimr

Publications

- Maissam Nimr, C. Celik, «Access to elite higher education in Lebanon: a critical analysis of the mechanism of action of a development program» –accepted for a special Issue of International Studies in Sociology of Education.

- Maissam Nimr, Biographies and identity responses to «**habitus mismatch**» among scholarship students in a private elite university (in progress at British Journal of Sociology of Education) – Resubmit with major revisions.
- Maissam Nimr, «**Gendered family practices and emergence of dispositions to resist**» in an elite university in Lebanon (in progress at Gender and Education).
- Maissam Nimr, «**Developing human capital or encouraging emigration? Case study of an international development program in Lebanon**»

Events

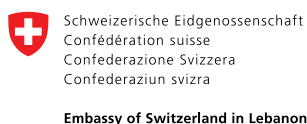
- December 2017, Panel İstanbul Research Institute and Migration Research Center at Koç University, Turkey «**Turks of African ancestry in İzmir: Cultural Identity Recovery and the Deconstruction of Color**» (coauthored with Armand Aupiais-L'homme).
- October 2017, Current Issues on Migration series organised by the “Migration and Mobility” Axis of the French Institute for Anatolian Studies in collaboration with the Migration Studies Association, Turkey, «**Refugee integration into the education system**».
- October 2017, Second conference on international migrations in the 21st century, KEKAM, Yeditepe University, Turkey, «**Turks of African ancestry in İzmir: Cultural Identity Recovery and the Deconstruction of Color**» (coauthored with Armand Aupiais-L'homme).
- July 2017, Association Française de Sociologie 7th congress, Amiens France, «**Construction et transformation des inégalités sociales au prisme d'un dispositif méritocratique de bourses universitaires dans le contexte libanais**»

Miriam Younes

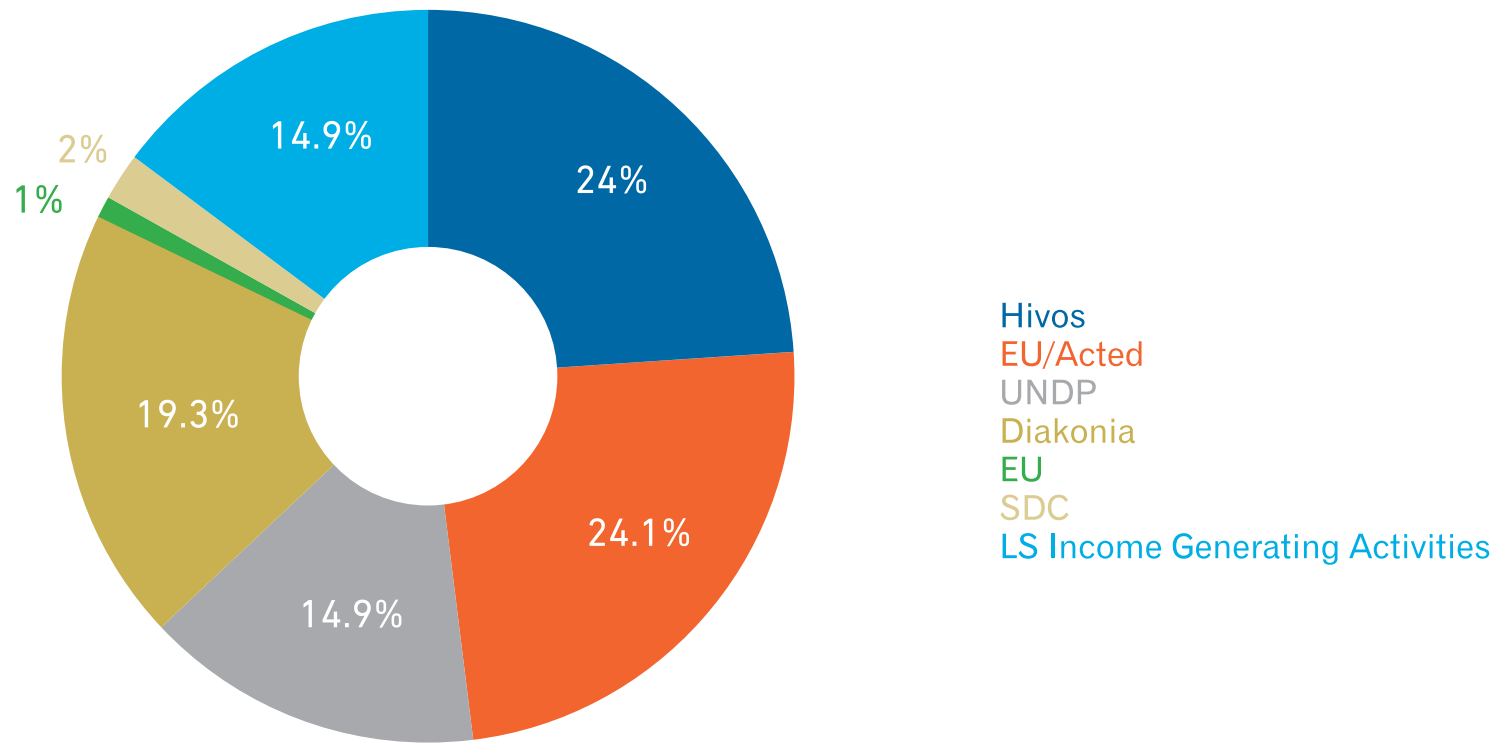
Publications:

- Miriam Younes, Trumps Rezept fuer die Katastrophe in Syrian «**Trump's recipe for the catastrophe in Syria**», in Luxemburg Gesellschaftsanalyse und linke Analyse, Online Sonderausgabe 2017.
- Marie-Noëlle AbiYaghi, Myriam Catusse, Miriam Younes, “**From isqat an-nizam at-ta’ifi to the Garbage Crisis Movement: Political Identities and Anti-sectarian Movements**”, in *Rosita di Peri, Daniel Meier (eds.), Lebanon facing the Arab Uprisings. Constraints and Adaptation*, Palgrave 2017.

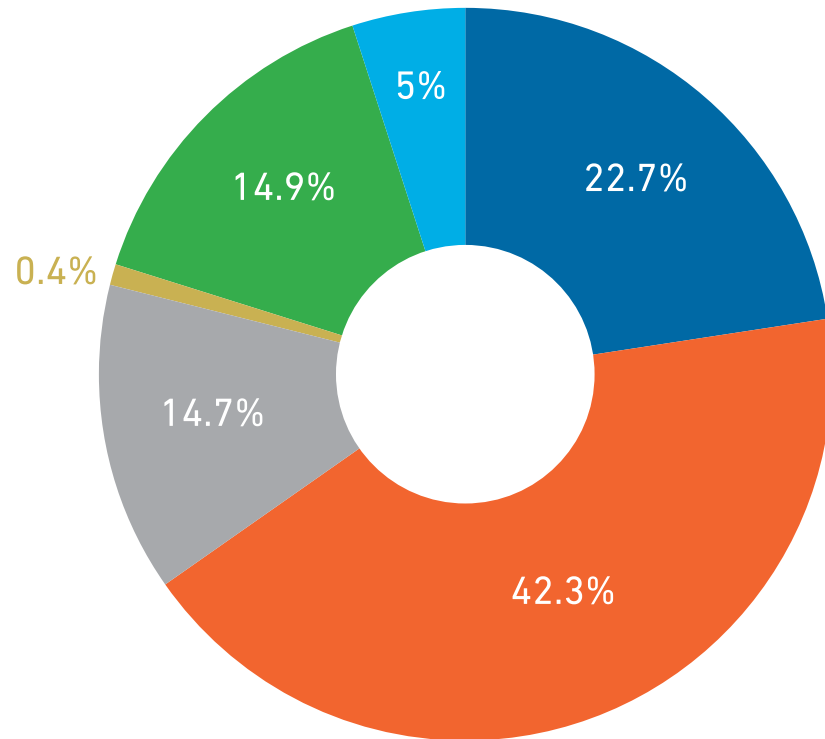
12| Our Partners



13| Budget and Sources of Funding



14| Lebanon Support's Expenses by Department



Civil Society Incubator

[CSKC] Gender Equity Network

[CSKC] Conflict Analysis

[CSKC] Migration, Mobility & Circulation

LS Administration and set-up of the Civil Society Incubator

Daleel Madani

15| Meet our Team

Dr. Marie-Noëlle AbiYaghi

Director

Léa Yammine

Director of Publications

Rola Saleh

Project Manager

Sarah ElMasry

Gender Researcher

Risha Jagarnathsingh

Research & Project Officer

Mia BouKhaled

Research & Project Officer

Sana Tarabay

Content & Communication Officer

Tala Fadlallah

Administrative Assistant

Walid Abou Saifan

Innovation & Technology Advisor

Ali Najjar

ICT Officer

16| Meet our Research Associates

Dr. Bashir Saade

Bashir is a lecturer in Religion & Politics at the University of Stirling in Scotland, United Kingdom. He previously held teaching positions at the University of Edinburgh and the American University of Beirut. His research has both a contemporary and a premodern focus, using a multidisciplinary approach, varying from Social Sciences to Philosophy. His book on the Lebanese political party Hizbullah (Cambridge University Press, 2016) analysed political parties' use of media and cultural production at large, from an intellectual historical, as well as a political anthropological perspective. Bashir's interest in premodern epistemologies and scholarship can be attributed to a fascination for non-Western political thought in understanding changing notions of religion, authority and tradition.

Bashir Saade is part of the review committee of the Civil Society Review, Lebanon Support's peer-reviewed journal.

Dalya Mitri

Dalya is a consultant and researcher who joined Lebanon Support in 2013 and has since published several papers and reports pertaining to civil society issues in Lebanon, specifically within the Gender Equity Network. She has previous experience in research, having participated in various projects related to civil society in the Arab world, and has a strong experience in managing development and humanitarian projects in both international and local organisations.

She holds an MA in *History* from the University of Geneva, Switzerland, and an MA in *Political Science* from Science-Po Paris, France.

Dr. Estella Carpi

Estella is a Research Associate at Lebanon Support working on (in)formal security provision and the rule of law in Syrian refugee communities in Lebanon. She recently worked as a Social Research Fellow at Trends Research & Advisory - Abu Dhabi (2015). She received her PhD in *Social Anthropology* from the University of Sydney (Australia), with a dissertation on humanitarianism in Lebanon. After studying *Humanities and Arabic* at the University of Milan and the University of Damascus (2002-2007), she worked in Cairo (Egypt) for the United Nations Development Program (UNDP) (2008) and the International Development Research Center (IDRC) (2009-2010).

Dr. Lea Bou Khater

Lea Bou Khater is a post-doctoral fellow affiliated to the Sociology, Anthropology, and Media Studies at the American University of Beirut and part-time faculty at the Lebanese American University. She earned her PhD in Development Studies from the School of Oriental and African Studies of University of London in 2016. As a development practitioner for more than ten years, she undertook several studies and projects commissioned by the government of

Lebanon and international organisations. She also authored various reports on needs assessments, national surveys, and program evaluations mainly pertaining to labour, education, and poverty. Bou Khater had previously acquired a Master's degree in Political Science from Saint Joseph University in Beirut and another in Development Studies from SOAS in the United Kingdom. Her research interests are economic development, public policy, social movements, and labour relations.

Lea Bou Khater is part of the review committee of the Civil Society Review, Lebanon Support's peer-reviewed journal.

Dr. Maissam Nimer

Maissam Nimer is a postdoctoral researcher at the Migration Research Center at Koç University, working on a needs assessment research project among youth Syrian refugees in Turkey and a member of the 'Axe Migrations et Mobilités' at the French Institute for Anatolian Studies, Istanbul (AMiMo, IFEA). She obtained her PhD in *Sociology* from Paris Saclay University, France, in July 2016 focusing on understanding the mechanisms of social inequalities behind higher education selection in Lebanon.

Maissam Nimer is part of the editorial board of the Civil Society Review, Lebanon Support's peer-reviewed journal.

Mariam Younes

Mariam joined Lebanon Support's research department in 2015 and has since worked on several of its publications and reports. She has previously worked as research assistant at the German-Orient Institute Beirut, conducting a project on "The Reorientation of Communist Groups and Marxist Intellectuals after 1989 in Lebanon and Syria". She has studied *Middle Eastern Studies*, *Political Sciences* and *Sociology* at the University of Freiburg in Germany.

Currently, she is finishing her PhD thesis entitled "Living leftism in Lebanon. A historical anthropology of leftist intellectuals in Lebanon, 1930-1990" at the University of Roskilde, Denmark under the supervision of Sune Haugbolle/Samer Frangie. Mariam focuses in her thesis on the question of political activism and ideology production in general, and the historical conditions of communism/socialism and leftism, in Lebanon from the 1930s on.

Nay el-Rahi

Nay is a feminist writer, activist, and ILO certified gender auditor. She has been working, since 2008, at the intersection between advocacy for gender justice, and producing critical knowledge around these themes. She has published on platforms like Assafir, Al Modon, Sawt Al Niswa and The Guardian, and have worked with Nahwa Al Muwatiniya, Oxfam in Lebanon and Tunisia, Raising Voices, and Kafa among others. Nay currently teaches *Gender and Communication* at the Lebanese American University (LAU), and works on gender auditing of political parties under the Women Empowered for Leadership (WE4L) with Hivos International in Beirut. The co-founder of the initiative HarassTracker to fight societal acceptance and normalisation of sexual harassment in Lebanon, she has worked on a study on the attitudes and practices

towards sexual harassment in Beirut, published under the KIP project.

Nay holds a BA in Journalism from the Lebanese University, and an MA in *Global Media and Gender* from the School of Oriental and African Studies (SOAS), London.

Dr. Sbeih Sbeih

Sbeih Sbeih est un chercheur post-doctorant à l'Institut de Recherches et d'Études sur les Mondes Arabes et Musulmans (IREMAM), LabexMed, Aix Marseille Université et chercheur associé à l'Institut français du Proche-Orient (Ifpo). En 2014, il a soutenu sa thèse de doctorat en Sociologie sur la « professionnalisation » des ONG palestiniennes au laboratoire Printemps à l'université de Versailles Saint-Quentin-en-Yvelines (UVSQ) avant d'enseigner en Palestine, notamment à l'université de Birzeit à Ramallah. Il a également mené des recherches sur l'aide internationale au développement et le champ culturel en Palestine. Ses travaux en cours portent sur les « nouveaux » romanciers palestiniens.

Sbeih Sbeih is part of the editorial board of the Civil Society Review, Lebanon Support's peer-reviewed journal.