



# annual operational report 2016

for the reporting period, 01 January 31 December 2016



© UNRWA 2017

The Annual Operational Report is facilitated by the Department of Planning, UNRWA

#### About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of over 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

UNRWA communications division

po box 19149,

91191 east jerusalem

t: jerusalem (+972 2) 589 0224

f: jerusalem (+972 2) 589 0274

t: gaza (+972 8) 677 7533/7527

f: gaza (+972 8) 677 7697

communications@unrwa.org

[www.unrwa.org](http://www.unrwa.org)

Cover photo: Food distribution at Sahnaya Distribution Centre, Damascus, Syria© 2016 UNRWA  
photo by Taghrid Mohammad

# Contents

|  |    |
|--|----|
| Acronyms and abbreviations   | 3  |
| Executive summary  | 4  |
| Report Overview  | 4  |
| Chapter One: Context   | 5  |
| 1.1. Political, economic and security developments / field priorities                | 6  |
| 1.1.1. Overview  | 6  |
| 1.1.2. Syrian Arab Republic  | 6  |
| 1.1.3. Lebanon   | 8  |
| 1.1.4. Jordan  | 9  |
| 1.1.5. Gaza  | 9  |
| 1.1.6. West Bank   | 10 |
| 1.2. Operational and organisational developments                                     | 11 |
| 1.2.1. Overview  | 11 |
| 1.2.2. Syrian Arab Republic  | 11 |
| 1.2.3. Lebanon   | 12 |
| 1.2.4. Jordan  | 12 |
| 1.2.5. Gaza  | 13 |
| 1.2.6. West Bank   | 13 |
| 1.3. Legal matters   | 15 |
| 1.3.1. Agency staff  | 15 |
| 1.3.2. Agency services and premises  | 17 |
| 1.3.3. Other matters   | 18 |
| 1.3.4. Legal status of Palestine refugees in the Agency area of operations           | 19 |
| 1.4. Financial overview  | 20 |
| Chapter Two: Annual Reporting under MTS Strategic Outcomes                           | 23 |
| 2.1. Strategic Outcome One: Protection   | 24 |
| 2.2. Strategic Outcome Two: Health   | 29 |
| 2.3. Strategic Outcome Three: Education  | 34 |
| 2.4. Strategic Outcome Four: Livelihoods   | 41 |
| 2.5. Strategic Outcome Five: Food, Shelter and Environmental Health                  | 48 |
| 2.6. Management and Operational Effectiveness  | 51 |
| 2.7. Accountability to Affected Populations  | 55 |
| Chapter Three: Annual Reporting under the 2016 oPt Emergency Appeal                  | 56 |
| 3.1. Funding Summary   | 57 |
| 3.2. Gaza: Sector-Specific Interventions   | 58 |
| 3.2.1. Strategic Objective 1   | 58 |
| 3.2.2. Strategic Objective 2   | 61 |
| 3.2.3. Strategic Objective 3:  | 64 |
| 3.2.4. Strategic Objective 4:  | 67 |
| 3.3. West Bank: Sector-Specific Interventions  | 68 |
| 3.3.1. Strategic Objective 1   | 68 |
| 3.3.2. Strategic Objective 2   | 70 |
| 3.3.3. Strategic Objective 3   | 71 |
| 3.3.4. Strategic Objective 4   | 74 |
| Chapter Four: Annual Reporting under the 2016 Syria Regional Crisis Emergency Appeal | 75 |
| 4.1. Funding Summary: 2016 Syria regional crisis emergency appeal                    | 76 |
| 4.2. Syria: sector-specific interventions  | 77 |
| 4.2.1. Strategic priority 1  | 77 |
| 4.2.2. Strategic priority 2  | 79 |
| 4.2.3. Strategic priority 3  | 83 |
| 4.3. Lebanon: sector-specific interventions  | 84 |
| 4.3.1. Strategic priority 1  | 84 |
| 4.3.2. Strategic priority 2  | 85 |
| 4.3.3. Strategic priority 3  | 89 |

|   |   |     |
|---|---|-----|
| 4.4.  | Jordan: sector-specific interventions                               | 90  |
| 4.4.1.  | Strategic priority 1  | 90  |
| 4.4.2.  | Strategic priority 2  | 91  |
| 4.4.3.  | Strategic priority 3  | 94  |
| Chapter Five: Annual Reporting under the 2016-2018 Resource Mobilisation Strategy |   | 95  |
| 5.1.  | Results analysis: RMS strategy goals 1-5                            | 96  |
| 5.2.  | Goal 1: Effective and efficient resource mobilization               | 97  |
| 5.3.  | Goal 2: Traditional donor partnerships are strengthened             | 98  |
| 5.4.  | Goal 3: Diversified donor base                                      | 99  |
| 5.5.  | Goal 4: Enabling environment  | 102 |
| 5.6.  | Goal 5: Working capital and staff safety and security are resourced | 102 |
| Annexes   |   |     |

## Acronyms and abbreviations

|       |   |        |   |
|-------|---|--------|---|
| AAID  | Arab Authority for Agriculture and Investment Development | LAF    | Lebanese Armed Forces                               |
| AAP   | Accountability for affected populations                   | MCH    | Maternal and Child Health                           |
| AFESD | Arab Fund for Economic and Social Development             | MD     | Microfinance Department                             |
| AOR   | Annual Operational Report                                 | MHF    | Medical Hardship Fund                               |
| CBO   | Community Based Organizations                             | MHPSS  | Mental health and psychosocial support              |
| CwC   | Communication with Communities                            | MLA    | Monitoring of Learning Achievement                  |
| CfW   | Cash for Work   | MTS    | Medium Term Strategy                                |
| CMHP  | Community Mental Health Programme                         | NBC    | Nahr el-Bared refugee camp                          |
| CMM   | Common Monitoring Matrix                                  | NFI    | Non-food items                                      |
| CSO   | Civil Society Organizations                               | OCHA   | Office for the Coordination of Humanitarian Affairs |
| DIOS  | Department of Internal Oversight Services                 | ODA    | Official Development Assistance                     |
| DM    | Diabetes mellitus   | oPt    | occupied Palestinian territory                      |
| EA    | Emergency Appeal  | OSO    | Operational Support Office/Officers                 |
| EiE   | Education in Emergencies                                  | PA     | Palestinian Authority                               |
| EPI   | Expanded programme of immunisation                        | PAS    | Poverty assessment system                           |
| EPS   | Employer Perceptual Survey                                | PCM    | Project Cycle Management                            |
| ERCD  | UNRWA External Relations and Communications Department    | PCBS   | Palestinian Central Bureau of Statistics            |
| ERfKE | Education Reform for Knowledge Economy                    | PHC    | Primary health care                                 |
| ESF   | Education Science Faculty                                 | PMTF   | Proxy-means testing formula                         |
| FESA  | Faculty of Educational Sciences and Arts                  | PPE    | Personal protection equipment kits                  |
| FHT   | Family health team  | PRJ    | Palestine refugees registered in Jordan             |
| FSRM  | Field Security Risk Management                            | PRL    | Palestine refugees registered in Lebanon            |
| FTE   | Full-time equivalent                                      | PRS    | Palestine refugees from Syria                       |
| GBV   | Gender-based violence                                     | PS     | Perceptual Survey                                   |
| GDP   | Gross Domestic Product                                    | PSS    | Psychosocial Support                                |
| GFO   | Gaza Field Office   | QMR    | Quarterly Management Reviews                        |
| GoL   | Government of Lebanon                                     | RBM    | Results-Based Monitoring                            |
| GRM   | Gaza Reconstruction Mechanism                             | RMS    | Resource Mobilization Strategy                      |
| HC    | Health Centre   | SCSN   | Special Children Special Needs                      |
| HCT   | UN Humanitarian Country Team                              | SFW    | Summer Fun Weeks                                    |
| HOTS  | Higher Order Thinking Skills                              | SIMS   | Security Information Management System              |
| HP    | Health Points   | SOP    | Standard Operating Procedures                       |
| HRCRT | Human rights conflict resolution and tolerance            | SSAFE  | Safe and Secure Approaches in Field Environments    |
| ICID  | Infrastructure and Camp Improvement Department            | SSD    | Safety and Security Department                      |
| ICIP  | Infrastructure and Camp Improvement Programme             | SSNP   | Social Safety Net Programme                         |
| IDP   | Internally displaced persons                              | SSU    | Strategic Support Units                             |
| IHL   | International Humanitarian Law                            | SYP    | Syrian Pound  |
| IHRL  | International Human Rights Law                            | TSCA   | Transitional Shelter Cash Assistance                |
| IHRS  | International Human Rights System                         | TVET   | Technical and vocational education and training     |
| INEE  | Inter-Agency Network of Education in Emergencies          | UN     | United Nations                                      |
| INGO  | International Non-Governmental Organisations              | UNICEF | United Nations Children                             |
| IPSAS | International Public Sector Accounting Standards          | VAT    | Value added tax                                     |
| ISF   | Israeli Security Forces                                   | VTC    | Vocational training centres                         |
| ISIL  | Islamic State of Iraq and the Levant                      | WASH   | Water, sanitation and hygiene                       |
| JCP   | Job Creation Programme                                    | WBFO   | West Bank Field Office                              |
| JFO   | Jordan field office                                       | WFP    | World Food Programme                                |
| JHAS  | Jordan Health Aid Society                                 | WHO    | World Health Organization                           |
| JRP   | Jordan Response Plan                                      |        |   |

## Executive summary

To be inserted.

## Report overview

The 2016 Annual Operational Report (AOR) describes progress made by UNRWA towards the attainment of the strategic outcomes set out in the Agency S. Building on efforts to harmonize results reporting and consistent with principles enshrined within the 2005 Paris Declaration on Aid Effectiveness, the AOR provides a holistic view of UNRWA operations by consolidating the 2016 Commissioner-General

Emergency Appeal (EA) and the 2016 Syria Regional Crisis EA. It also contains an analysis on progress achieved against programmatic and resource mobilisation targets set out in the MTS common monitoring matrix (CMM) and the UNRWA Resource Mobilization Strategy 2016-18 (RMS). The AOR also details both achievements and areas where targets have not been met. Annexed to the report are a series of detailed annexures including, among others, risk registers and key statistics.

Results reporting is derived from the UNRWA Results-Based Monitoring (RBM) system which enables data collection and analysis against strategic outcomes set out in the MTS. The system also hosts monitoring structures for EAs, projects and other frameworks employed by the Agency, and where possible, establishes linkages between them. Data is collected and analyzed on a quarterly basis at the field-office level and on a semi-annual basis through Agency-wide results reviews.

UNRWA continues to strengthen its monitoring and analytical capacity, including in relation to the development of a better understanding of vulnerability to poverty and social marginalization and how Agency programmes and partners can provide a more effective response.

The AOR is the final report on operations carried out pursuant to the MTS for 2016. It was developed through inputs received from UNRWA field offices, headquarters departments and the harmonized reporting working group comprising representatives of the Agency

- AOR reporting takes place once per calendar year during the second quarter of the year.<sup>1</sup>
- Indicators, baselines and targets are based on Agency-wide internal monitoring arrangements (i.e. the CMM) and EAs.
- The presentation of results data is complemented by narrative sections that analyse progress made towards the achievement of targets and the impact of achievement/underachievement/non-achievement on the overall realization of MTS strategic outcomes and EA strategic objectives and priorities.
- Results are disaggregated by field office and where relevant, by gender, poor/non-poor according to the Agency-wide definition, disability according to the UNRWA guidelines to defining disability, spatial distribution (camp, non-camp, urban, rural), and by key age groups (e.g. youth).

---

<sup>1</sup> In addition to the AOR, UNRWA will issue separate annual and mid-year oPt EA and Syria regional crisis EA reports.

# Chapter One: Context

## 1.1. Political, economic and security developments and field priorities

### 1.1.1. Overview

Within a volatile regional environment in 2016, violence and marginalization continued to affect Palestine refugees registered across all five fields of UNRWA operation: Jordan, Lebanon, Syria, the West Bank, including East Jerusalem, and the Gaza Strip. Within this context and in line with its mandate derived from the General Assembly to assist and protect Palestine refugees, the Agency continued to deliver human development and humanitarian assistance in the areas of education, health, relief, social services, infrastructure and camp improvement, microfinance and protection.

### 1.1.2. Syrian Arab Republic

In 2016, the armed conflict in Syria remained particularly intense, volatile and unpredictable. While several efforts were supported by the international community to end the violence, notably through the cessation of hostilities in February and September 2016, success has proven elusive. As in previous years, the conflict has been characterized by the use of indiscriminate violence, including in civilian areas, restrictions on the free movement of people and goods and violations of international humanitarian law (IHL) and international human rights law (IHRL). The dynamics and unpredictability of the crisis continued to severely constrain the regular delivery of life-saving humanitarian assistance by UNRWA and other aid agencies. Intense conflict and violence took place in Palestinian gatherings, unofficial and official camps, especially in Aleppo and Rural Damascus. There were many incidents in which Palestine refugees were killed or injured. In 2016 alone, four UNRWA staff were killed in explosions or as a result of intense shelling in Qabr Essit, Khan Eshieh and Aleppo. As of December 2016, 17 UNRWA staff had been killed as a result of hostilities or in circumstances that are otherwise related to the conflict and, subject to verification, 26 are missing, detained, kidnapped or presumed to have been detained since the beginning of the crisis.

Six years into the conflict, Palestine refugee coping mechanisms have been all but exhausted by prolonged displacement, unchecked inflation, rising unemployment rates and the loss of property. As a result, Palestine refugees continue to heavily rely on UNRWA to meet their basic needs and enjoy a measure of protection: 95 per cent of Palestine refugees are dependent on Agency assistance to survive.

Based on the results of a verification exercise conducted in 2015,<sup>2</sup> UNRWA estimates that 450,000 Palestine refugees are currently residing in Syria. Of these, almost 60 per cent (280,000 persons) are internally displaced – with some having been displaced multiple times – and just under 10 per cent (approximately 43,000 people) are located in hard-to-reach and besieged areas. This includes locations such as Yarmouk and Khan Eshieh in Damascus, as well as in the villages of Muzeirib and Jillin in Deraestine refugees. In general, humanitarian access remained a major issue in Syria throughout 2016 and access to besieged and hard-to-reach areas served as the greatest challenge. The location of Palestine refugee camps in urban areas, particularly in Damascus, has exposed inhabitants to disproportionately high levels of armed conflict. As to Agency installations including schools and health centres (HCs), in September 2016, one UNRWA school was destroyed while in November 2016, two further facilities were damaged. In addition, since 2012, eight of 23 Agency HCs have been rendered unusable or inaccessible as a result of the crisis.

In accordance with international law, UNRWA continued to call on all parties to respect the privileges and immunities of United Nations (UN), its officials and premises; to advocate for full and unhindered access to civilians trapped in areas of active conflict; and participated in inter-agency convoys when possible.

<sup>2</sup> A verification exercise was conducted at the end of 2016 with results slated to be available Q2 2017.



### 1.1.3. Lebanon

At the end of 2016, the Government of Lebanon (GoL) estimated that the country was host to 1.5 million Syrians who have fled the conflict (including 1,017 million registered as refugees with UNHCR), along with 32,042 Palestinian Refugees from Syria (PRS). In addition to the new PRS community, there are an estimated 450,000 Palestine refugees registered in Lebanon (PRL) out of which, an estimated 270,000 rely on UNRWA services.

The ongoing Syrian crisis has had a negative impact on Lebanon delivery, finances and the environment. It is expected that the conflict will also contribute to higher poverty and unemployment rates and place further pressure on the economy this regard, an additional 220,000 to 320,000 Lebanese citizens are estimated to have become unemployed since the Syrian crisis began, and some 200,000 have been pushed into poverty in addition to the 1 million already living below the poverty line (World Bank, 2016). The PRL unemployment rate has risen from 8 per cent in 2010 to an estimated 23 per cent in 2016; by comparison, an estimated 52.5 per cent of PRS were unemployed in 2015. In addition, PRL face difficulties in securing their livelihoods as a result of administrative restrictions that limit access to the national labour market. Poverty and food insecurity amongst PRL and PRS also remains high. Twenty-four and 63 per cent of PRL and PRS respectively are severely food insecure.<sup>3</sup>

Despite these challenges, 2016 ended on a positive note with notable developments in the political arena following the election of Michel Aoun as President on 31 October 2016. President Aoun -month political vacuum and enabled the formation of a new cabinet with Saad Hariri being nominated as Prime Minister on 18 December.

Overall, the security situation in 2016 was relatively calm due to the ongoing presence of the Lebanese Armed Forces (LAF) along the Syrian border and counter-terrorism operations being implemented throughout the country; however, the situation in border areas remained fragile as reflected in ongoing LAF operations against the Islamic State of Iraq and the Levant (ISIL), and the Jabhat al-Nusra Front militants. The situation in Palestinian refugee camps also remained generally calm, except in Ein El Hilweh camp, where tensions flared following the surrender to the LAF of dozens of Palestinian individuals suspected of involvement in militant activities from July 2016 onwards. Recurrent violence in Ein El Hilweh and its impact on the civilian population and UNRWA staff remains a cause for serious concern. Armed violence also impacts safe access to Agency services, including schools and vital health services.

PRL and PRS continue to face serious challenges with respect to access to and affordability of health services. UNRWA revised its hospitalization policy in order to ensure greater efficiency in health care service delivery, however, changes were met with resistance from beneficiaries and resulted in a large number of demonstrations which ultimately forced the closure of a number of Agency installations for four months. Installations inside camps bore the brunt of the demonstrations, however, area offices and the UNRWA field office in Beirut were also affected. The policy was further reviewed through a consultative process which included PRL community representatives in order to ensure that cost-benefit oriented amendments would be better accepted. The terms of these revisions were agreed with the community t which consequently served to avoid further demonstrations.

As of December 2016, there were 32,042 PRS residing in Lebanon, representing a decrease from the previous year due to onward migration and returns to Syria. The number of PRS in Lebanon is likely to continue to fluctuate due to natural population growth and migration. PRS face difficulties in renewing and maintaining valid residency in Lebanon, which increases vulnerability to abuse.

The reconstruction of Nahr el-Bared refugee camp (NBC) in northern Lebanon, which was destroyed in 2006, continued. Despite funding shortfalls and complex legal, logistical and engineering challenges, UNRWA reached the half-way mark for the completion of reconstruction works in 2016. Moreover, as a result of intensive resource mobilization efforts over the past year, around 71 per cent of the total estimated cost of reconstruction has been successfully raised. Donations will enable further pre-reconstruction works in various sections of the camp and the reconstruction of numerous housing units. The completion of these works will enable the return of another 692

<sup>3</sup> Please see the Survey on the Socio-economic Status of Palestine Refugees in Lebanon // 2015, available at <http://www.unrwa.org/resources/reports/survey-economic-status-palestine-refugees-lebanon>.

families (2,854 residents) and the reconstruction of 149 retail units. To date, 8,858 residents (2,193 families) have returned to newly reconstructed apartments in NBC and 569 shops have been provided to traders, helping to rejuvenate the camp  
US\$ 100 million and will continue the required resource mobilization efforts to further rebuild.

### 1.1.4. Jordan

The Hashemite Kingdom of Jordan hosts approximately 2.2 million Palestine refugees registered with UNRWA, the vast majority of whom possess Jordanian nationality and enjoy similar social, economic and political rights to Jordanians. A sub-set of approximately 158,000 Palestine refugees who fled Gaza in 1967, however, are largely excluded from access to public services. Whilst the country has remained stable in an increasingly insecure region, successive waves of refugees, most recently from Syria and earlier from Iraq, have placed considerable pressure on the nation and infrastructure. In response, the government and the international community have jointly launched the rolling Jordan Response Plan (JRP) for the development of a comprehensive refugee, resilience-strengthening and development response to the impact of the Syria crisis inside the country. UNRWA, for its part, has been excluded from the JRP.

Jordan is also host to almost 17,000 PRS. While the number of new arrivals slowed in 2016, owing in part to a government policy of non-admission of PRS introduced in 2013; those who are able to enter Jordan typically have Jordanian travel documents. Meanwhile, PRS continue to face similar socio-economic conditions to the Syrian refugee population in Jordan in addition to the looming possibilities of refoulement and detention. By the end of the year, approximately 87 per cent of PRS had been categorized as vulnerable or extremely vulnerable with those without Jordanian documentation typically facing difficulties in accessing courts and civil status and registration processes, including the issuance of birth certificates, due to their lack of legal status. PRS are referred to UNRWA, their main provider of health, education and emergency assistance services in Jordan. The Agency continued to appeal to the Government of Jordan to uphold the principle of non-refoulement and equal treatment for all refugees, in accordance with international law, and to consider temporary access for Palestine refugees fleeing the conflict, for humanitarian reasons. A total of eight identified cases were refouled during the course of 2016.

The crisis in the region continues to have a negative impact on Jordan as a result of the influx of refugees, disruptions in trade, a reduction in investments and a drop in tourism. High unemployment has become a major challenge, with the level of joblessness rising from 13.8 per cent in January 2016 to 15.8 per cent by the end of the year; youth have been particularly affected. The economy has also slowed down: Gross Domestic Product (GDP) growth in 2016 was estimated at 1.8 per cent<sup>4</sup> compared to 2.6 per cent in the previous year.<sup>5</sup> Jordan remained highly reliant on grants and remittances from Gulf economies and faced continued pressure on natural resources. The government is planning to introduce measures such as sales tax increases on non-essential items, the imposition of a 9 per cent sales tax on commodities in Aqaba as well as the introduction of additional taxes in the telecommunications sector to increase revenue. Such measures directly and indirectly affect refugees, including PRS, through consequential increases in the cost of living. Despite these challenges, the country outlook remains better than some of its neighbours.

The Jordanian Government embarked on major educational reforms in 2016 with the launch of Education for Prosperity: Delivering Results - A National Strategy for Human Resource Development 2016-2025. The strategy aims to enhance effectiveness in the delivery of elementary, higher and technical education and vocational training to equip the workforce with the skills, qualifications, capabilities and behaviours necessary to achieve national goals as well as to create healthy, empowered and active citizens. The Ministry of Education also made changes to the curriculum to promote greater understanding of the values of tolerance, diversity and inclusion but this met with opposition from the Jordan Teachers media.

The World Bank continues to emphasize the need for Jordan to diversify its energy supply to reduce macroeconomic vulnerabilities; adopt sound economic policies and growth-enhancing reforms; improve conditions to encourage

<sup>4</sup> <http://www.tradingeconomics.com/jordan/gdp/forecast>

<sup>5</sup> <http://www.tradingeconomics.com/jordan/gdp-growth-annual>

increased private investment and improve competitiveness in order to stimulate job-creating growth. While overall security remained stable, there were a number of isolated attacks by ISIL, its affiliates and sympathizers. ISIL of large regions in Syria and Iraq has increased the risk of security incidents in Jordan.

### 1.1.5. Gaza

Within a highly unstable political, security and socioeconomic field of operation, UNRWA continued to meet the needs of 1,348,536 registered Palestine refugees in Gaza.<sup>6</sup> The political context continued to be characterized by internal divisions and the inability of the National Consensus Government, formed in 2014, to fully exercise leadership. Civil servants employed by the de facto authorities continued to receive partial salaries, undermining service delivery and creating tensions with Palestinian Authority employees. Municipal elections, scheduled to take place in October 2016, were postponed.

Security in the Gaza Strip remained volatile in 2016 with recurring incidents, the firing of rockets and frequent unrest, including demonstrations connected to tensions in the West Bank including East Jerusalem that led to at least nine fatalities and 210 injuries among Palestinians.<sup>7</sup>

According to the Palestinian Central Bureau of Statistics (PCBS) real GDP in Gaza remained relatively stable in 2016 (US\$ 489.2 million in Q3 2016) while quarterly real GDP per capita stood at US\$ 259 (approximately US\$ 2.8 per person per day), equal to less than half of the GDP per capita in the West Bank.<sup>8</sup> The unemployment rate climbed to 43.2 per cent in the third quarter of 2016, increasing for three consecutive quarters and remaining one of the highest rates in the world.<sup>9</sup> The unemployment rate of vulnerable groups such as Palestine refugees (44 per cent), youth (63.8 per cent), women (68.6 per cent) and young refugee women (88.4 per cent) remained especially high.<sup>10</sup>

The population of Gaza continues to suffer under the effects of blockade that persists in imposing wide-ranging import (including medical, humanitarian items), export and movement restrictions. The impact of the Israeli-imposed blockade on the civilian population in Gaza, including Palestine refugees, is exacerbated by restricted access to Egypt and the consequences associated with the hostilities in July and August 2014, the third escalation in the conflict in seven years. The limited easing of movement restrictions that followed the 2014 hostilities was reversed in 2016 as travel permits to obtain medical treatment and conduct business were increasingly rejected or revoked. Access to Gaza for humanitarian staff also deteriorated.<sup>11</sup> In addition, following significant delays in the approval of <sup>12</sup> the import of raw materials and equipment continued to be severely restricted and subject to cumbersome procedures under the Gaza Reconstruction Mechanism (GRM), negatively affecting industrial production and public infrastructure. To a limited extent, commercial transfers from Gaza to the West Bank resumed in November 2014 and export restrictions to Israel were slightly eased in March 2015, both for the first time since 2007. These moves, however, had little tangible impact on the local economy. In total, 2,137 truckloads exited Gaza in 2016. This corresponds to a monthly average of 178 truckloads, equal to only 16.2 per cent of the monthly average in the first quarter of 2007 (1,099 truckloads), prior to the blockade. Only one commercial crossing point remained open in 2016, not all industries were allowed to export and commodities exported added little value to the economy (mainly vegetables).<sup>13</sup> These conditions have contributed to further deterioration in the political, social and economic environment in the oPt and renewed cycles of violence.<sup>14</sup>

<sup>6</sup> UNRWA serves an additional 87,080

in the Gaza Strip, a term which refers to those who, at the time of original registration, did not satisfy all of the Palestine refugee criteria but were determined to have suffered significant loss or endured significant hardship for reasons related to the conflict of 1948 in Palestine, and those who belong to the families of other registered persons.

<sup>7</sup> Office for the Coordination of Humanitarian Affairs (OCHA), Conflict-related casualties and violence, online database, <https://www.ochaopt.org/content/monthly-figures>

<sup>8</sup> PCBS, National Accounts, Q3 2016.

<sup>9</sup> In the third quarter of 2015, the unemployment rate stood at 42.7 per cent.

<sup>10</sup> PCBS Labour Force Survey, Q3 2016.

<sup>11</sup> OCHA, Humanitarian Bulletin, occupied Palestinian territory, 10 February 2017 <http://www.ochaopt.org/content/overview-access-palestinians-gaza-2016>

<sup>12</sup> These materials are only permitted to enter Gaza for approved projects implemented by international organizations and, since mid-October 2014, under the Gaza Reconstruction Mechanism, established on the basis of a trilateral agreement between Israel, the Palestinian Authority and the UN to facilitate the entry into Gaza of certain restricted building materials and machinery. OCHA, Humanitarian Bulletin, occupied Palestinian territory, 13 December 2016 <http://www.ochaopt.org/content/intensified-restrictions-entry-building-materials-delay-completion-housing-projects-gaza>

<sup>13</sup> Palestine Trade Centre (PalTrade). OCHA oPt, Gaza Crossing e-database.

<sup>14</sup> OCHA, *The humanitarian impact of the blockade*, November 2016. [http://www.ochaopt.org/sites/default/files/ocha\\_opt\\_gaza\\_blockade\\_factsheet\\_14nov2016\\_mak.pdf](http://www.ochaopt.org/sites/default/files/ocha_opt_gaza_blockade_factsheet_14nov2016_mak.pdf) and UNCT, *Gaza Two Years After*, 26 August 2016 [http://www.ochaopt.org/sites/default/files/gaza\\_war\\_2\\_years\\_after\\_english.pdf](http://www.ochaopt.org/sites/default/files/gaza_war_2_years_after_english.pdf). See also, GISHA, Security blocks restricting travel through Erez Crossing, December 2016, [http://gisha.org/UserFiles/File/publications/Security\\_blocks/Security\\_blocks\\_factsheet\\_designed.pdf](http://gisha.org/UserFiles/File/publications/Security_blocks/Security_blocks_factsheet_designed.pdf).

## 1.1.6. West Bank

In 2016, many of the 809,738 registered Palestine refugees<sup>15</sup> in the West Bank continued to endure difficult socioeconomic conditions. Economic stagnation and restricted access to land, services and markets, particularly for those living or owning land in Area C and the seam zone, stifled Palestinian livelihoods, eroding purchasing power and prolonging reliance on humanitarian assistance.

Mounting frustration at the lack of political progress towards a negotiated two-State solution and continued settlement expansion is contributing to a volatile security environment. In this regard, while the wave of violence that commenced in the last quarter of 2015 receded in 2016, attacks and clashes claimed the lives of 102 Palestinians (including 31 refugees)<sup>16</sup> and 13 Israelis with more than half of Palestinian fatalities recorded during the first quarter of the year. Approximately 76 per cent (78) of the Palestinians killed in 2016 were perpetrators or alleged perpetrators of attacks against Israelis. OCHA recorded 3,209 Palestinians and 205 Israeli injuries in 2016<sup>17</sup>, while UNRWA recorded 415 refugees injured inside camps<sup>18</sup>.

Israel continued to advance plans for the transfer of 46 Bedouin communities, a majority of whom are Palestine refugees, from the central West Bank to three centralized townships. Subsequent to the completion of one of the three townships in 2015, the Israeli authorities intensified their actions in 2016, further contributing to an environment that negatively affected communities at risk of forcible transfer through the following actions: (i) increased home demolitions under the current restrictive planning regime operating in the West Bank, including in the Bedouin communities of Abu Nwar, Jabal al Baba and Khan Al Ahmar, all located within areas indicated for settlement expansion within the Adumim bloc and the controversial E-1 settlement area; and (ii) multiple counts of confiscation of post-demolition humanitarian assistance, including the dismantling and confiscation of (the donor funded) Abu Nwar primary school in February 2016. The communities are facing a coercive environment within which free and informed consent by affected communities to any relocation is effectively rendered impossible.

During the reporting period, 1,060 Palestinian-owned structures in the West Bank were demolished by the Israeli authorities due to the absence of building permits, in the context of the current restrictive and discriminatory planning regime. As a result of these demolitions, 1,442 Palestinians were displaced with refugees accounting for approximately 38 per cent of this number. This is a drastic increase from 2015, when 526 structures were demolished and 629 people (including 237 refugees) were displaced and represents the highest number displaced since 2009 when OCHA and UNRWA started recording demolition cases. In addition, the Government of Israel continued its policy of punitive demolition,<sup>19</sup> a practice that targets the family homes of alleged perpetrators of violent attacks against Israeli civilians and security forces and which is illegal under international law as a form of collective punishment. At least 146 Palestinians, including 35 refugees, were displaced as a result of these demolitions. While a number of movement obstacles from 2015 were removed in the first few months of 2016, checkpoints and roadblocks were subsequently redeployed, especially in the Hebron area, impacting residents in the UNRWA Fawwar camp in particular.

In 2016, unemployment rates in the West Bank were higher for Palestine refugees (19.17 per cent compared to 17.8 per cent for non-refugees) and women (30.67 per cent) in comparison with men (16.15 per cent).<sup>20</sup> Joblessness for those resident in Palestine refugee camps was 21.8 per cent<sup>21</sup>.

<sup>15</sup> UNRWA serves an additional 141,272 other registered persons in the West Bank. Source: Quarterly Statistical Bulletin, UNRWA HQ, Q4, 2016

<sup>16</sup> Data from UNRWA Operations, West Bank

<sup>17</sup> <https://www.ochaopt.org/content/monthly-figures>

<sup>18</sup> Due to the difficulty to ascertain on a systematic basis the refugee status of injuries outside the camps, UNRWA operations camps exclusively

<sup>19</sup> On 14 October 2015, the Israeli Security cabinet officially reinstated the policy of punitive demolitions. This policy had been removed in 2005, subsequent to an internal Israeli Commission recommendation to end punitive demolitions, reportedly assessing that they were not an effective deterrent and caused damage to Israel by generating hatred and hostility. Responding to the increased use of punitive demolitions in 2015, the UN Secretary-General stated that punitive measures, errent, but entailing multiple violations of international law, only serve to alienate the population, particularly owing to their collective nature and the impact on people innocent of any alleged crime. -General to the HRC, rights situation in the Occupied Palestinian Territory, including East Jerusalem, (5 March 2015) A/HRC/28/45, para. 51.

<sup>20</sup> PCBS labour Force Survey, 2016 annual report

<sup>21</sup> PCBS labour Force Survey, 2016 annual report

## 1.2. Operational and organisational developments

### 1.2.1. Overview

In 2016, UNRWA was able to deliver human development and humanitarian assistance rapidly and effectively by drawing on its operational strengths, in particular its 30,000-strong workforce, the majority of whom are Palestine refugees and members of the communities they serve. During the reporting period, the Agency succeeded in educating 513,848 children, providing more than 8.5 million primary health care consultations, social safety net assistance (including cash and food) to over 254,000 persons, learning and skills training to 6,677 youth, and microfinance loans to more than 39,000 people. In addition, 5,859 families benefitted from shelter rehabilitation or construction assistance. Emergency humanitarian assistance was provided to more than 1.4 million refugees, primarily in the occupied Palestinian territory and in Syria.

In 2016, UNRWA transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and West Bank. Regarded as a more effective way to extend basic assistance, this new distribution modality reduces administrative and distribution costs associated with the delivery of in-kind assistance and provides recipients with greater freedom of choice and access to a wider range of healthy food options. With regard to the provision of education, the 2015-16 school year was marked by a decrease in the Agency-wide cumulative drop-out rate and overall student improvements in the Monitoring of Learning Achievement (MLA) Tests. In the area of health services, the Agency-wide adoption of the family health team (FHT) approach in all 117 HCs across four fields of UNRWA operation (excluding Syria) and the implementation of the health management information system – Health<sup>22</sup> Significant progress was also realised with regard to strengthening the Agency protection response and mainstreaming protection standards across UNRWA programming. In 2016, the Agency identified 7,076 individuals experiencing a general protection risk, 6,074 survivors of gender-based violence (GBV), and 2,541 children experiencing a protection risk. In January 2016, a new Protection Division was established at UNRWA headquarters to provide strategic direction of, and coordination to, the implementation of the diverse protection activities across the Agency. In addition, UNRWA continued to embed gender equality in its core programming as reflected in the new UNRWA Gender Equality Strategy (GES) 2016-21 that commits the Agency to a twin track approach of gender mainstreaming in both UNRWA programming and managerial practice.

### 1.2.2. Syrian Arab Republic

In 2016, in Syria, UNRWA maintained the provision of health, education, vocational training, microfinance, youth support and social services and, through the use of its comprehensive network of staff, facilities and resources, continued to adapt this assistance to the constrained circumstances of armed conflict.

Cash and food assistance remained priority humanitarian interventions for the Agency in Syria, targeting 430,000 refugees. Due to funding limitations, only three rounds of cash and five rounds of food were implemented against six originally planned for 2016. Non-food items (NFIs), comprising hygiene kits and other basic items were provided to up to 280,000 internally displaced Palestine refugees including up to 3,700 internally displaced persons (IDPs) living in UNRWA-managed collective shelters who received a full package of humanitarian assistance (cash, NFIs) in addition to shelter and daily hot meals. During the year, UNRWA continued to adapt the provision of education and health services to challenging circumstances. The Agency provided education to more than 45,000 Palestine refugee students through a network of 101 schools and the support of more than 1,800 teachers. Healthcare and emergency healthcare continued to be provided through 26 health installations and a mobile health clinic deployed in cross line missions such as in the Yalda/Yarmouk area. In addition, the Agency<sup>d</sup> and psychosocial support through a network of community development social workers lawyer volunteers for GBV survivors and refugees seeking legal aid related to civil registration and documentation.

UNRWA Technical and Vocational Education and Training (TVET) Programme services continued to be provided to youth in the form of long term courses for 575 students at the Damascus Training Centre and its satellites in Homs and Dera Short term courses were also provided to more than 2,000 trainees at 10 training centres across the country through

<sup>22</sup> The FHT approach is a person-centred primary health-care package focused on the provision of comprehensive and holistic care for the entire family, emphasizing long-term provider-patient/family relationships, and designed to improve the quality, efficiency and effectiveness of health services, especially for non-communicable diseases (NCDs). The approach has contributed to improving the quality of primary health-care provision through a more efficient re-distribution of duties among medical staff, reducing workloads and increasing consultation times.



the Engaging Youth project. Agency microfinance services provided loans to those in need with demand outstripping supply to the point where an urgent injection of new funds was required. UNRWA also continued to provide potable water, maintain sewage works and provide solid waste management in accessible refugee camps, i.e. seven out of 12 camps across the country.

### 1.2.3. Lebanon

Palestine refugees in Lebanon face substantial day-to-day challenges including limitations on the right to work (due to bureaucratic procedures in accessing work permits and restrictions on access to work in 36 syndicated professions), and the right to adequate housing, including as a result of laws preventing Palestinian real-estate ownership. The most significant additional challenge has been the arrival of over 32,000 PRS in Lebanon seeking refuge from conflict in neighbouring Syria. The presence of PRS exacerbates the precarious condition of the resources, infrastructure and services under additional strain. In addition to these hardships, PRS in Lebanon face specific challenges related to the legality of their stay, as well as access to employment with decent work conditions, making them particularly vulnerable to multiple protection threats. These factors render nearly all PRS almost fully reliant on UNRWA life-saving assistance and protection services.

In 2016, UNRWA operations in Lebanon provided critical basic services to Palestine refugees, including the provision of: (i) basic education for 31,645 students; (ii) secondary education to an additional 4,443 students; (iii) primary health care through 27 health centres; and (iv) referrals to child protection, GBV and psychosocial support services. Support for hospitalization was strengthened through the creation of the Medical Hardship Fund (MHF), foreseen to continue in 2017. In addition, social safety net support was provided to 61,705 refugees with US\$ 30 assistance per quarter - a newly instituted cash-based transfer assistance which replaced the earlier direct provision of food assistance. The transition went relatively smoothly and there was no community movement in response to the change. UNRWA also supported refugee employability by providing quality vocational training services for 1,346 students and access to microcredit initiatives. During 2016, 224 business loans were issued for start-ups or existing businesses, and another 26 loans for housing improvement. Areas for the promotion of an entrepreneurial culture and skills among youth and enhancing access to financial services were identified and activities in these areas will be implemented in 2017. A total of 248 shelters were rehabilitated, which encompassed various water supply improvement projects in order to ensure a steady supply of potable water for camp inhabitants. The provision of food assistance for PRS continued at the rate of US\$ 27 per person per month and in March 2016, multipurpose cash assistance of US\$ 100 per family per month was reinstated following an eight-month suspension necessitated by underfunding. In addition, 9,214 PRS and PRL families received four months of winterization assistance. Through its Legal Aid Unit in Lebanon, UNRWA provides legal counselling, representation and awareness on family, property and labour law (for PRL) and on visa renewals and civil registration (for PRS). In 2016, assistance in this regard was provided to almost 8,000 individuals.

### 1.2.4. Jordan

In 2016 the FHT approach was introduced in all 25 UNRWA HCs, whilst the FHT e-Health system was operationalised in 20 HCs. In addition, hospitalization services were provided to 12,490 Palestine refugees registered with UNRWA in Jordan and 507 PRS. Education reform continued to be embedded through the establishment of the following three technical units: (i) the Assessment Unit; (ii) the Professional Development and Curriculum Unit; and (iii) the School Quality Assurance Unit. A fourth unit, the Technical Support Unit, has yet to be established due to funding constraints.<sup>23</sup> A total of 2,495 teachers completed the level 1 School Based Teacher Development Training programme with some 150 enrolled in this course at the end of the year. In addition, 258 teachers completed the level II training with an additional 545 still studying. In total, 119,747 Palestine refugees and 1,352 PRS and Syrian refugee children were enrolled in UNRWA schools at the beginning of the 2017-18 scholastic year. Livelihood opportunities were provided to 3,613 Palestine youths through two vocational training centres (VTCs), the Faculty of Educational Sciences and Arts (FESA), and the provision of 6,888 microfinance loans to Palestine refugees. As of September 2016, a total 94.7 per cent of UNRWA TVET graduates from 2015 were engaged in gainful employment.<sup>24</sup>

A major 2016 policy change saw a shift in Social Safety Net Programme (SSNP) assistance provision modalities from food/cash package distribution to a 100 per cent cash-based transfer that was provided to 58,899 refugees. Cash assistance for food and NFIs - was provided to meet critical PRS needs. The Relief and Social Services Programme in Jordan also rolled out a child and

<sup>23</sup> The Units were established in the Education Development Centre under the Education Programme at different times throughout 2016.

<sup>24</sup> TVET Programme/RBM.

family protection service through a new way of working with families and children who experience a mix of complex family, social and economic circumstances, including issues related to child and family protection.

In 2016, 24 Palestine refugee families benefited from shelter rehabilitation assistance while five administrative schools operating from three rented premises were replaced with a purpose built double-shift school. In addition, an Infrastructure and Camp Improvement Department (ICID) was established in the Jordan Field Office (JFO) by merging functionally similar units of the Field Engineering and Construction Services Unit and the Camp Improvement Programme.

### 1.2.5. Gaza

In 2016, UNRWA continued to provide humanitarian assistance to Palestine refugees in Gaza, many of whom were displaced by the 2014 hostilities. Reconstruction efforts were advanced over the course of the year, despite a temporary block on cement imports which slowed progress between April and May 2016. As of the end of 2016, through support provided by the Agency, more than 1,300 refugee families had completed or were in the process of completing the reconstruction of their totally destroyed homes. Further, over 81,000 families had completed or were in the process of completing repairs to their damaged homes.<sup>25</sup> Through these efforts, the number of families still displaced as a result of the 2014 hostilities continued to decline, from 16,000 families at the end of 2015 to 6,500 families at the end of 2016.

UNRWA continued to support the food and nutritional needs of vulnerable Palestine refugees in Gaza, providing assistance to over 970,000 in 2016 through both programme budget and emergency programming.<sup>26</sup> As informed by refugee inputs, a more diversified and nutritious food basket was introduced for all beneficiaries of food assistance in Gaza, a reform that was based on: (i) health and nutritional values; (ii) public acceptance and local food habits; and (iii) content availability and logistical practicalities. An extensive community outreach campaign both preceded and accompanied the introduction of new food baskets to ensure that all beneficiaries were informed about the changes and were able to have their questions and concerns addressed.

The Agency continued to invest in education by providing access to over 260,000 students through 257 schools in Gaza, of which 192 (74.7 per cent) operated on a double-shift basis. Further, over 4.1 million primary health care consultations were provided. The UNRWA Gaza Field Office (GFO) was the first Agency field of operation to fully enact the health reform, transitioning all HCs to use the FHT approach and e-health. Together, these reforms will modernize health care provision in Gaza, increase the efficiency and quality of services and more adequately address the shifting burden of disease among the Palestine refugee population.

### 1.2.6. West Bank

In the West Bank, UNRWA provided basic education to 48,884 children and vocational and technical training to 1,675 students. The Agency successfully introduced e-cards for over 36,000 Palestine refugee SSNP beneficiaries in place of food aid and cash, giving refugees greater choice and flexibility. In addition, emergency food voucher assistance and Cash for Work (CfW) opportunities were extended to more than 16,000 refugee households (over 91,000 refugee beneficiaries) residing both inside and outside refugee camps. In partnership with the World Food Programme (WFP), UNRWA also furnished in-kind food assistance to more than 35,000 Bedouin and herders vulnerable to various protection threats. In addition, 43 HCs and health points (HPs), along with six emergency mobile health clinics provided 1.28 million medical consultations throughout the West Bank. In 2016, the number of health consultations provided through Agency health services decreased by over 10 per cent as compared to 2015, which reflects the positive impact of the health reforms such as the FHT approach, the appointment system and the e-health system. The Field also made all efforts to implement cost control measures to reduce hospitalisation costs.

The UNRWA West Bank Field Office (WBFO) continues to undertake a range of activities related to the protection and promotion of refugee incidents, presenting these to the authorities, soliciting responses and providing briefings to third parties to advocate for the rights of refugees. With respect to providing assistance to protection cases, a number of individuals affected by protection incidents have

<sup>25</sup> During 2016, 1,190 families completed the reconstruction of their demolished houses, while 3,245 families completed the repairs.

<sup>26</sup> 97,797 individuals received food assistance through the agency

been identified and the WBFO has taken measures to protect and promote the rights of refugees both through public and private advocacy, direct service provision and/or referrals to external service providers.

The WBFO Microfinance programme went through a 2016 internal reform process which included the further development of loan products and loan officer capacity as assisting in the achievement of all microfinance targets in 2016, while increasing revenues and decreasing expenses.



## 1.3. Legal matters

### 1.3.1. Agency staff

Israeli authorities, citing security concerns, continued to restrict the freedom of movement for UNRWA personnel in the oPt, including East Jerusalem. Restrictions included closures of the West Bank and Gaza, the prohibition of local staff not resident in Jerusalem to travel in UN vehicles across the Erez crossing or the Allenby Bridge, or to drive in Israel and East Jerusalem; and time-consuming and cumbersome procedures for obtaining permits for local staff not resident in Jerusalem to enter Israel and East Jerusalem. On many occasions, permits were not granted even though procedures had been followed. On average, permits to enter East Jerusalem from the rest of the West Bank were not issued to 18 per cent (100 individuals) of Agency personnel who needed them.

Israeli procedures at the Allenby Bridge continued to request that UN vehicles be submitted to a search unless an occupant thereof held an identification card issued by the Ministry of Foreign Affairs, even though such searches represent a violation of the immunity of the UN. Those procedures particularly restricted the movement of international staff based at UNRWA headquarters in Amman, to whom the Ministry does not issue such cards. On one occasion, the Agency vehicle normally assigned to the Commissioner-General was searched by Israeli authorities at Allenby Bridge on suspicion of contraband being transported, which proved to be unfounded. The Agency protested the search as being contrary to the immunity from search of UN vehicles as provided for under the Convention on the Privileges and Immunities of the UN of 1946.

Israeli procedures at the Erez crossing continued to request that UN vehicles be submitted to a search unless the occupants thereof included a UN staff member holding a diplomatic visa or was driven by an international staff member on a limited list approved by the Israeli authorities even though such searches represent a violation of the immunity of the UN. In 2016, new procedures for the inspection of personal luggage of staff members not enjoying diplomatic privileges and immunities were introduced. Opening hours at the Erez crossing remained restricted. On 23 occasions at various checkpoints in the West Bank, including for entry into East Jerusalem, Israeli authorities demanded to search Agency vehicles. While the majority of searches were avoided through Agency interventions, rerouting or turning back, on eight occasions searches were carried out. UNRWA protested those searches as a violation of the immunity of the UN.

The restrictions mentioned above are inconsistent with the Charter of the UN, the Convention on the Privileges and Immunities of the UN of 1946, relevant UN resolutions and the Comay-Michelmores Agreement of 1967, by which the Government of Israel is obligated to facilitate the task of UNRWA to the best of its ability, subject only to regulations or arrangements that may be necessitated by considerations of military security. UNRWA applied for permits for local staff to enter East Jerusalem for operational and humanitarian reasons only and without prejudice to relevant UN resolutions, including resolutions relating to the status of Jerusalem. Israeli authorities maintained that the restrictions were necessary to protect Israel against terrorist attacks.

In the West Bank, staff movement continued to be restricted and unpredictable at several checkpoints, notably those controlling access to East Jerusalem or through the West Bank Barrier. In 2016, movement restrictions in the West Bank resulted in the loss of at least 160 staff days. It remained difficult to deliver Agency services in the area between the West Bank Barrier and the armistice line of 1949, which is commonly referred to as the requirements for the Agency and other UN trucks to use specific commercial checkpoints to enter Jerusalem remained unchanged.

Local staff in Gaza required permits from the Israeli authorities to transit the Erez crossing. During 2016, of 823 applications, 340 permits (41 per cent) were granted. Compared with 2015, the number of permits applied for decreased by approximately 16 per cent, while the overall percentage of permit applications rejected significantly increased from 16 per cent to 59 per cent, impacting the Agency

In 2016, the Rafah crossing between Egypt and Gaza was open for public use for 46 days. The ban imposed by the UN on duty travel for staff members travelling through Rafah remained in place, owing to the security situation in the Sinai. Two staff members were allowed to cross in 2016.

In Lebanon, the volatile security situation in Palestine refugee camps in the Saida area and north Lebanon area resulted at times in movement restrictions that affected Agency staff and operations. During 2016, no significant movement restrictions were imposed on UNRWA staff by the Governments of Jordan or Palestine. However, in 2016, the Jordanian authorities applied a pre-approval requirement relating to the issuance of residency permits for new incoming international staff. Despite concerted efforts to address the issue with the Jordanian authorities, as at 31 December 2016 the issue was not resolved, and four residency permits for international staff remained pending.

In Syria, the armed conflict continued to be characterized by engagement and military action from a variety of actors, increasing unpredictability, and the use of heavy weapons and weapons of indiscriminate impact. Generalized insecurity seriously affected free movement and humanitarian access. Four staff members were killed and seven staff were injured by gunfire or as a result of shelling in 2016. Numerous checkpoints remained in place, including in and around Damascus. Agency vehicles were searched at some checkpoints contrary to the immunity of the UN. Out of the 149 visas (residency and visit) the Agency applied for international personnel, including renewals, five visas were not granted.

At the end of 2016, some 35 UNRWA staff were missing, detained, kidnapped or presumed to be detained: 26 were believed to be missing, detained or kidnapped by the Syrian authorities or other parties subject to verification, four detained by the Israeli authorities, three by the de facto authorities in Gaza, one by the Jordanian authorities, and one by the Palestinian authorities. Despite requests by the Agency, in accordance with General Assembly resolution 36/232, in 2016, the Syrian authorities did not provide UNRWA with access to them, but provided reasons for the detention of two staff members still in detention at the end of 2016. The Israeli authorities did not provide any information about or access to Agency staff detained throughout the reporting period. While the Jordanian authorities previously provided information with respect to the staff member detained in Jordan at the end of the reporting period, they did not respond to a request for access to this staff member in 2016. The Palestinian authorities provided information and access in respect of the detained staff member.

The Israeli authorities continued to impose transit charges on shipments entering the Gaza Strip, forcing UNRWA to pay US\$ 1.02 million in 2016. In the view of the Agency, those charges constitute a direct tax from which it ought to be exempt under the 1946 Convention. In the view of Israel, the charges are a fee for service, from which there is no exemption. Since November 2016, Agency vehicles could only be imported through Erez. For all other Agency imports the Kerem Shalom crossing remained the sole crossing for imports into Gaza. It was closed for imports for 14 of 261 scheduled operating days (5.4 per cent). The continuing closure of the Karni crossing and the prohibition of containerized imports which has been in place since 2006 contributed to increased expenditure, resulting from storage, palletisation, sterilization, extra mileage, and additional staff, amounting to some US\$ 7.99 million, in addition to transit charges levied at the Kerem Shalom or, in respect of vehicles only, Erez crossings. Israeli approval for the importation of eight armoured vehicles to Gaza sought in November 2015 was still pending as at the end of the reporting period.

The conditions relating to UNRWA construction projects, as reported previously, remained in place. In 2016, in addition to the requirement of project approvals, Israeli authorities required separate approval of contractors for the implementation of projects. In five cases, contractors were not cleared for approved projects during the reporting period, in some cases despite being cleared under the GRM. Separate procedures and requirements continued to be in place for the Agency

Israeli authorities as . Delays in approvals have affected the implementation of projects, including 54 per cent of the Agency requirement whereby UNRWA project approval remains valid for only one year necessitating renewal of approval after that period.

During the reporting period, the Agency continued to employ an additional international staff member (in addition to using its extant international staff workforce), local staff engineers and security guards to meet the daily monitoring and coordination requirements previously introduced by the Israeli authorities amounting to almost US\$ 1.4 million in extra staffing costs for the Agency in 2016. UNRWA also continued to provide Israeli authorities with written confirmation of the monitoring by the Agency of each project, in addition to requirements predating 2016 for documentary material to facilitate the monitoring by Israel of construction projects.

Overall, in 2016 alone, additional staffing, transit and logistical costs resulting from Israeli requirements regarding access and monitoring of all Agency imports into the Gaza Strip amounted to US\$ 10.6 million. This does not include similar access costs that private contractors have incurred for shipping construction materials into Gaza through Kerem Shalom under the GRM.

### 1.3.2. Agency services and premises

Israeli authorities continued to require standards testing for educational, electronic, medical and other items for official use. UNRWA imports goods for official use that conform to international standards and the UN considers that Israeli requirements are contrary to the exemption from prohibitions and restrictions on imports, under the 1946 Convention, in respect of articles imported by the UN for official use. As at the end of 2016, 15 consignments destined for the West Bank were still detained, with the duration of detainment ranging between four and six years for each consignment. The total storage costs for consignments delayed during the year exceeded US\$ 194,300.

Arrears of US\$ 90.9 million due to the Agency for services and goods procured for the West Bank and Gaza are outstanding for the reimbursement of value added tax (VAT) accrued before the arrangements agreed to in 2013 as reported previously. Outstanding VAT reimbursement in relation to the 2016 financial year amounted to US\$ 1.27 million, with the cumulative outstanding total amounting to approximately US\$ 100.69 million as at 31 December 2016.<sup>27</sup>

The Agency was required, as in the past, to pay port fees and other charges to the Syrian authorities, in contravention to the Agreement of 1948 between the UN and the Government of the Syrian Arab Republic. In 2016, fees and charges totalling US\$ 208,402 were paid.

UNRWA continued to face difficulties in obtaining exemptions from customs and other governmental fees from the Customs Department of the Ministry of Finance of Jordan for the import of vehicles for official use. As at the end of the reporting period, the Agency was unable to obtain exemption from customs and other fees with respect to eight vehicles it sought to import for its official use, including one mobile dental clinic and one truck to collect solid waste, impacting UNRWA over its services. The Agency considers those restrictions to be contrary to its exemption from restrictions on imports under the 1946 Convention and its bilateral agreement with the Hashemite Kingdom of Jordan of 1951. Jordan considers those charges as fees for service. Since 2012, the Drivers and Vehicles Licensing Department of the Ministry of Finance has requested payment for the inspection of and registration cards for official UNRWA vehicles, which UNRWA protested as constituting a direct tax from which it is exempt. In 2016, UNRWA paid these fees under protest.

The Operational Support Office (OSO) teams remained in place in the West Bank, Lebanon, Gaza, and Jordan as well as the Area Support Office team in Syria. They continued to play an invaluable role in upholding the neutrality of the UN, including through the inspection of UNRWA installations and conducting ongoing training for staff on sensitization and the humanitarian principles. In the West Bank, the programme also facilitated access for UNRWA staff, vehicles and goods through checkpoints and to areas affected by Israeli military or security operations.

The 1946 Convention provides that the premises of the UN shall be inviolable. Contrary to this, the Israeli military and security forces entered UNRWA premises in the West Bank without authorization on six occasions. On at least 48 occasions, tear gas canisters, stun grenades, plastic-coated metal bullets or live ammunition used by the Israeli Security Forces (ISF) landed in Agency compounds or damaged UNRWA installations, resulting in one injured staff member and personnel and beneficiaries suffering from tear gas inhalation. In Gaza, on one occasion, an Israeli airstrike in the vicinity of an Agency installation caused material damage.

During the reporting period, UNRWA continued implementing the recommendations, of the Secretary General Headquarters Board of Inquiry (UNBOI) referred to in previous reports that concerned safety, security, neutrality and communication.

<sup>27</sup> This reflects the audited financial statements for 2015.

Further to previous reports, as at the end of the reporting period, according to publicly available information, Israeli criminal investigations into two of the seven incidents that occurred in Gaza during the hostilities from 8 July 2014 to 26 August 2014 and that were the subject of the UNBOI, were ongoing. While UNRWA had cooperated with these investigations, it did not receive information on their progress. Israeli investigations relating to a third incident subject of the UNBOI were closed in August 2016 without referral to criminal investigations. The Agency remains concerned about the need for accountability regarding these and other incidents where UNRWA installations were directly or indirectly affected contrary to their inviolability and Agency personnel as well as civilians sheltering in them were killed as a result thereof.

In the West Bank, there were five incursions by armed Palestinians, including three incidents during which armed Palestinians entered a UNRWA installation and two incidents during which live ammunition deployed by armed Palestinians landed in or hit Agency installations. There were six incidents of misuses of UNRWA installations for unauthorized political or other events involving Palestinian factions, camp services committee members or other actors. Members of camp service committees prevented Agency installations from operating for a total of 34 days. There were also closures of installations due to industrial actions. There were 83 incidents of protests regarding the class formations that impacted the continuing provision of service. In Gaza, there were two incursions by the de facto authorities and one involving armed actors, as well as one incident of misuse of installations for political activities. Among other incidents, there were at least 30 occasions of demonstrations or sit-ins on. The Agency protested incursions with the relevant authorities as appropriate.

In the Syrian Arab Republic, UNRWA has sustained conflict-related property losses in the millions of dollars since hostilities began in 2011 including in relation to at least 58 of 180 Agency facilities that were either damaged or destroyed and 22 vehicles that were damaged, destroyed or stolen. During 2016, there were at least seven incidents of shelling affecting UNRWA premises, causing damage to six premises and the destruction of one Agency school. Damage to and the lack of safe access to UNRWA facilities made it more difficult for Palestine refugees to obtain essential services. Intensified armed violence around Khan Eshieh camp during the reporting period compromised the Agency humanitarian access and delivery of services in the camp. UNRWA remained unable to verify reports regarding the military use of certain Agency installations due to insecurity and the presence of armed groups in the areas concerned. Despite protests, the UNRWA Sanitation Office in Khan Dannun continued to be used by military personnel at the adjacent checkpoint.

In Lebanon, in 2016, there were instances of closures of UNRWA installations on at least 227 days, with an average of 7 installations closed per day. Closures were mostly the result of changes introduced to hospitalization coverage, but also due to violent actions by beneficiaries, and the lack of security more broadly due to civil unrest and armed factions. Armed clashes between factions in Ein-el-Hilweh refugee camp led to a total of at least 12 days of closures of Agency installations throughout the reporting period. During 2016 on at least four occasions, armed factions entered UNRWA installations in Lebanon without authorization.

### 1.3.3. Other matters

US\$ 680,000 seized by the Government of Lebanon in 2013 has yet to be returned.

UNRWA continued to dispute any liability for payment demanded by the Government of Lebanon in the sum of US\$ 167.1 million for electricity consumed by Palestine refugees outside of UNRWA installations in camps in Lebanon.

In 2016, the Agency reached an agreement with the Jordanian authorities whereby US\$ 74,000 seized by the Jordanian Execution Office in 2012, as reported previously, would be set off against payments owed by UNRWA to the Jordanian Ministry of Education for the provision of school textbooks.

In relation to the internal justice system, the UNRWA Dispute Tribunal, established on 1 June 2010, operates on a full-time basis and is comprised of one judge and a part-time ad litem judge. During the reporting period, the Tribunal issued 39 judgments and 106 orders, disposing of 60 cases. As at the end of 2016, 50 cases were pending, of which 45 were filed by area staff and four were filed by international staff, including one on remand. There were also six appeals pending before the UN Appeals Tribunal.

#### 1.3.4. Legal status of Palestine refugees in the Agency area of operations

The legal status of Palestine refugees in Jordan, Syria, the West Bank and the Gaza Strip remained substantially the same as that described in the report of the Commissioner-General to the UN General Assembly for 2008 (A/64/13, paras. 52-55).

## 1.4. Financial overview<sup>28</sup>

With the exception of 155 international staff posts funded by the General Assembly through the UN regular budget, UNRWA operations are funded by voluntary contributions. The Agency receives funding through: (i) a programme budget fund that supports core operations (including recurrent staff and non-staff costs), such as education, health, camp improvement and relief and social services, and support systems and structures; (ii) specific, time-bound projects with a view to improving services without increasing recurrent costs; and (c) EAs for humanitarian interventions.

In 2016, Agency resource mobilization efforts yielded a total pledged amount of US\$ 1.24 billion, the same level of funding secured in 2015. Traditional donors contributed a total of US\$ 950 million (76.69 per cent) across all portals, of which US\$ 525.1 million (84 per cent) was for the programme budget. Contributions from the governments of Regional Partner Member States totaled US\$ 179.4 million, and amounted to 7.6 per cent (US\$ 47.7 million out of US\$ 625.1 million) of total contributions to the programme budget. When including non-governmental institutions, total contributions from Regional Partners<sup>29</sup> amounted to US\$ 215.4 million (17.39 per cent), including US\$ 51.1 million (8.2 per cent) for the programme budget). Traditional Donors and Arab Donors combined made up US\$ 1.165 billion, or 94.08 per cent, of total contributions to UNRWA in 2016. Emerging Markets, Non-Traditional Donors, and Private Partnerships made up the remaining donor contributions to the Agency.<sup>30</sup> Emerging Markets made up 0.44 per cent (US\$ 5.4 million) of total contributions across all portals, out of which US\$ 3 million, or 0.48 per cent, was for the programme budget. Non-Traditional Donors made up 0.91 per cent (US\$ 11.2 million) of total contributions across all portals, out of which US\$ 10.2 million, or 0.48 per cent, was for the programme budget. Private partnerships made up 1.22 per cent (US\$ 15.16 million) of total contributions across all portals, out of which US\$ 5 million, or 0.81 per cent, was for the programme budget.

Through its 2016 Syria regional crisis EA, UNRWA sought US\$ 414 million. Many donors responded generously, although only 56.7 per cent (US\$ 234.8 million out of US\$ 413.9 million) of funding needs were met. In the oPt, the Agency continued to provide basic humanitarian assistance through a 2016 EA for US\$ 403 million, 37.7 per cent (US\$ 152.0 million out of US\$ 403.1 million) of which had been funded by the end of the year, significantly down on 2015 when funding levels reached 48.7 per cent (US\$ 202 million out of 403.1 million).

According to unaudited financial statements, the Agency expended US\$ 1,363.5 million in 2016.<sup>31</sup> The largest expenditure was US\$ 711.1 million, under the unrestricted regular budget<sup>32</sup>, accounting for 52.4 per cent of total expenditure, while restricted fund activities, emergency activities and projects accounted for 1.5 per cent, 28.3 per cent and 17.2 per cent of total expenditure, respectively. Education remained the largest programme funded from the programme budget, with an expenditure of US\$ 412.5 million, or 58.5 per cent of the total unrestricted programme budget.<sup>33</sup>

In 2016, the approved programme budget (cash view<sup>34</sup>) income was US\$ 587 million against expenditure of US\$ 669 million and a deficit approaching US\$ 82 million, at one time peaking at US\$ 96.5 million. The actual end of the year Income was US\$ 660 million against expenditure of US\$ 653 million and a cash surplus of US\$ 7 million. The actual income included surplus cash of US\$ 1.8 million from 2015. Additional income in 2016 was the result of concerted efforts to close the deficit and staff costs that resulted in a favorable variance of US\$ 31.5 million largely due to cost recovery. An additional US\$ 20 million was realised through commitments for hospitalization and other services not settled in 2016 and savings reflecting management actions related to expenditure monitoring and control.

Once again the Agency was confronted with a structural deficit that seriously challenged its ability to meet the requirements of its mandate while creating uncertainty and instability among refugees. The shortfall would have been considerably larger had it not been for cost-containment measures that translated into a zero-growth budget for 2016. By way of responding to perpetual financial shortfalls, the UN Secretary-General's office is leading a consultative process with Member States to explore all potential

<sup>28</sup> Financial data within this section is based on un-audited financial statements. An audited expenditure report will be distributed in August 2017.

<sup>29</sup> Regional Partners include Algeria, Bahrain, Egypt, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, Palestine, Saudi Arabia, Syria, Tunisia, the United Arab Emirates (incl. the Ruler of Sharjah), the Arab Authority for Agriculture and Investment Development (AAAID) and the Arab Fund for Economic and Social Development (AFESD), Kuwait.

<sup>30</sup> In addition, the UN provided a total of US\$ 41.5 million (3.36 per cent) of total contributions, US\$ 30.7 million (4.92 per cent) of which was dedicated to the programme budget.

<sup>31</sup> Please note that the expenditure differs from pledges. In 2016, expenditure included carry-forward from 2015 contributions.

<sup>32</sup> Please note that the un-restricted budget pertains to un-earmarked funds and includes the programme budget. Restricted fund activities pertain to the earmarked budget and include emergency operations, projects and microfinance activities.

<sup>33</sup> Please note that this paragraph uses International Public Sector Accounting Standards (IPSAS) standards to summarize the non-cash view of Agency expenses that accounts for the cost of non-cash elements including liabilities and asset depreciation rates.

<sup>34</sup> The cash view does not include the non-cash elements referenced through the above footnote.

ways and means, including through voluntary and assessed contributions, to ensure that Agency funding is sufficient, predictable and sustained for the duration of its mandate.

Table 1: Actual expenditure by field of operations and programme, 2016 *(Thousands of USD)*

| <i>Programme Budget</i>    | <i>Gaza</i> |        | <i>Jordan</i> |        | <i>Lebanon</i> |        | <i>Syrian Arab Republic</i> |       | <i>West Bank</i> |        | <i>HQ</i> |       | <i>Total</i> |         |
|----------------------------|-------------|--------|---------------|--------|----------------|--------|-----------------------------|-------|------------------|--------|-----------|-------|--------------|---------|
| Education                  | 191,147     | 26.78% | 96,421        | 13.51% | 44,173         | 6.19%  | 16,828                      | 2.36% | 60,692           | 8.50%  | 2,215     | 0.31% | 411,476      | 57.64%  |
| Health                     | 32,434      | 4.54%  | 20,061        | 2.81%  | 23,118         | 3.24%  | 6,957                       | 0.97% | 26,471           | 3.71%  | 821       | 0.12% | 109,863      | 15.39%  |
| Infrastructure             | 10,526      | 1.47%  | 5,306         | 0.74%  | 5,639          | 0.79%  | 1,465                       | 0.21% | 6,564            | 0.92%  | 1,379     | 0.19% | 30,878       | 4.33%   |
| Relief and social services | 11,438      | 1.60%  | 9,199         | 1.29%  | 9,189          | 1.29%  | 1,640                       | 0.23% | 8,763            | 1.23%  | 1,063     | 0.15% | 41,291       | 5.78%   |
| Executive and Support      | 18,354      | 2.57%  | 8,577         | 1.20%  | 10,514         | 1.47%  | 6,125                       | 0.86% | 16,336           | 2.29%  | 60,463    | 8.47% | 120,369      | 16.86%  |
| Grand Total                | 263,900     | 36.97% | 139,565       | 19.55% | 92,633         | 12.98% | 33,015                      | 4.62% | 118,825          | 16.65% | 65,942    | 9.24% | 713,879      | 100.00% |

| <i>All Funding Streams</i> | <i>Gaza</i> |        | <i>Jordan</i> |        | <i>Lebanon</i> |        | <i>Syrian Arab Republic</i> |        | <i>West Bank</i> |        | <i>HQ</i> |       | <i>Total</i> |         |
|----------------------------|-------------|--------|---------------|--------|----------------|--------|-----------------------------|--------|------------------|--------|-----------|-------|--------------|---------|
| Education                  | 235,207     | 17.25% | 104,218       | 7.64%  | 60,622         | 4.45%  | 35,657                      | 2.62%  | 66,470           | 4.88%  | 3,189     | 0.23% | 505,363      | 37.06%  |
| Health                     | 48,659      | 3.57%  | 22,418        | 1.64%  | 31,746         | 2.33%  | 10,973                      | 0.80%  | 32,050           | 2.35%  | 1,836     | 0.13% | 147,683      | 10.83%  |
| Infrastructure             | 27,926      | 2.05%  | 5,399         | 0.40%  | 32,895         | 2.41%  | 1,711                       | 0.13%  | 8,139            | 0.60%  | 1,478     | 0.11% | 77,547       | 5.69%   |
| Relief and social services | 227,660     | 16.70% | 21,643        | 1.59%  | 43,079         | 3.16%  | 116,577                     | 8.55%  | 28,352           | 2.08%  | 1,451     | 0.11% | 438,761      | 32.18%  |
| Executive and Support      | 56,220      | 4.12%  | 10,432        | 0.77%  | 16,320         | 1.20%  | 21,843                      | 1.60%  | 22,505           | 1.65%  | 66,806    | 4.90% | 194,126      | 14.24%  |
| Grand Total                | 595,673     | 43.69% | 164,109       | 12.04% | 184,661        | 13.54% | 186,759                     | 13.70% | 157,517          | 11.55% | 74,760    | 5.48% | 1,363,480    | 100.00% |



## Chapter Two: Annual Reporting under the UNRWA Programme Budget

## 2.1. Strategic Outcome One Results Analysis: Refugees International Law are Protected and Promoted

Throughout 2016, significant advances were made in both strengthening the UNRWA protection response and mainstreaming protection standards across Agency programming. In this regard, the formal establishment of the UNRWA Headquarters Protection Division at the beginning of the year coupled with the continued institution of dedicated protection teams across all areas of Agency operation served as important milestones.

Results against the indicator targets reported below were generally on track with the exception of the indicators: (i) of UNRWA facilities that are part of a functioning referral system for protection cases y affected by the absence of fully-fledged referral and case management systems in most field offices. This gap is being addressed through the rollout of case management guidelines in 2017 that will include the development of relevant standard operating procedures in each field office and the provision of staff training; and (ii) actors and unexpected internal capacity deficits. By way of response, protection training was extended to 2,767 Agency personnel in 2016 while frontline staff are currently benefitting from the development of data collection tools and capacity development efforts in the area of data collection, including the collection of disaggregated data.

| Indicator   | Location | Baseline 2016      | Target 2016 | Actual 2016                              | Target 2021 |
|---|----------|--------------------|-------------|--|-------------|
| Number of protection (advocacy) interventions <sup>35</sup> targeting external actors                               | WBFO     | 30                 | 100         | 75                                       | 150         |
|   | SFO      | N/A                | N/A         | 21                                       | N/A         |
|   | GFO      | 37                 | 40          | 23                                       | 40          |
|   | LFO      | 285                | 134         | 109                                      | 232         |
|   | JFO      | 30                 | 45          | 20                                       | 45          |
|   | UNRWA    | 382<br>(excl. SFO) | 319         | 228<br>(excl. SFO)<br>249<br>(incl. SFO) | 467         |
| Source: Protection database (if available) and/or formal and informal UNRWA reports and public information reports. |          |                    |             |  |             |
| Frequency: Quarterly  |          |                    |             |  |             |

Throughout 2016, UNRWA continued to advocate for the rights of Palestine refugees and raise awareness of protection issues with relevant authorities and other duty bearers. These efforts should be viewed in the context of fragile protection environments in Agency fields of operation with the ongoing blockade in Gaza, violence in the West Bank, rights restrictions for Palestine refugees in Lebanon, the Syrian conflict and the vulnerability of PRS in neighbouring countries. During the reporting period, 249 protection (advocacy) interventions were implemented Agency-wide on a range of issues that included humanitarian access, physical security, labour rights and accountability for alleged violations of international law.

In total, 78 per cent of the Agency-wide target for this indicator was reached, noting that results in this area are dependent on contextual factors that impact UNRWA advocacy efforts. There is variation across the field offices regarding the number of interventions due to the nature of the issues raised and the level of engagement with relevant authorities as well as the security environment and the capacity of each field office to undertake such activities. UNRWA will seek to progressively strengthen staff capacity in monitoring, reporting and advocacy.

In accordance with the advocacy priority, safeguarding the right to education, in 2016 UNRWA issued the report, Front Line nd education services. This report demonstrated how quality education supports physical and psychosocial protection that can sustain and save lives while providing a sense of routine, stability, structure and hope. It also received extensive coverage in the international media and was published to coincide with the World Humanitarian Summit in May 2016. In addition, as part of its advocacy work, UNRWA

<sup>35</sup> UNRWA advocacy activities include meetings, briefings and/or formal correspondence with local and national authorities that bear responsibility to prevent violations of international law, put a stop to them and/or avoid their recurrence.

effectively engaged with the International Human Rights System (IHRS) as a strategic avenue to advance the protection of human rights of Palestine refugees. In 2016, the Agency, through its Department of Legal Affairs, made a total of 18 submissions and briefings relating to key areas of concern to the IHRS, including briefings to Special Rapporteurs and inputs to reports on international human rights instruments. UNRWA also provided information on Agency services contributing to the enjoyment of rights in relation to the initial State party reports of the State of Palestine.

| Indicator  | Location  | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|---|---------------|-------------|-------------|-------------|
| Percentage of individuals identified as experiencing a protection risk (general protection) provided with assistance (disaggregation by sex, age and disability) | LFO   | 92            | 100         | 99.55       | 100         |
|  | SFO   | 50            | 60          | 73.11       | 100         |
|  | JFO   | 59            | 100         | 81.51       | 100         |
|  | WBFO  | 76            | 100         | 87.50       | 100         |
|  | GFO   | New           | 100         | 97.65       | 100         |
|  | UNRWA   | 69            | 92          | 87.86       | 100         |
|  | Source: Protection database (agency and field level). |               |             |             |             |
| Frequency: Quarterly   |   |               |             |             |             |

General protection refers to violations and abuses that affect women, girls, boys and men that are not categorized under the rubrics of child protection and/or GBV. In 2016, 7,076 individuals were identified as experiencing a general protection risk, of whom 87.9 per cent (6,220 individuals) were provided with direct assistance through UNRWA programming and/or were referred to external service providers. The remaining cases continue to be followed until they are formally closed. Due to an enhanced understanding of protection concerns across the Agency and more effective reporting systems, in comparison with 2015, there was a significant increase in reporting on the identification of protection cases. Assistance was not extended to all identified cases for a variety of reasons, including the absence of consent to be referred to services, or because the case is still pending in search of a solution. The percentage of individuals provided with assistance very much depends on the protection environment and the capacity of UNRWA and other actors to intervene.

Of the 76 per cent (5,371 individuals) caseload against which UNRWA is able to report disaggregated data,<sup>36</sup> 37.0 per cent (1,986 individuals) were women, 32.1 per cent (1,730 individuals) were men, 15.6 per cent (839 individuals) were girls and 15.2 per cent (816 individuals) were boys. An overall 4.2 per cent (224 individuals) were persons with disabilities. Primary general protection issues that the Agency dealt with in 2016 included physical violence, refoulement, barriers in accessing services and issues related to legal status.

Throughout 2016, the Agency focused on the development of a systematized response to protection cases across UNRWA fields of operation while also addressing coordination and service provision gaps. As an important step in this regard, *UNRWA Guidelines for Addressing Protection Cases* were developed that set out an Agency-wide approach to ensure appropriate and coherent engagement in protection matters and the provision of quality services in response to these cases. To be issued in 2017, the guidelines are part of a broader approach to strengthen protection case management and referral systems that also includes the roll-out of a protection information management system (database) that will strengthen the quality of data collection and analysis.

| Indicator   | Location   | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|---|--|---------------|-------------|-------------|-------------|
| Percentage of individuals identified as experiencing a protection risk (GBV) provided with assistance (disaggregation by sex, age and disability) | LFO  | New           | 100         | 88.37       | 100         |
|   | SFO  | 70            | 80          | 83.34       | 100         |
|   | JFO  | 32            | 100         | 88.26       | 100         |
|   | WBFO   | New           | 100         | 95.06       | 100         |
|   | GFO  | New           | 100         | 91.12       | 100         |
|   | UNRWA  | 51            | 96          | 89.23       | 100         |
|   | Source: Protection database (agency and field level) |               |             |             |             |
| Frequency: Quarterly  |  |               |             |             |             |

<sup>36</sup> For the remaining 1,705 individuals (or 24.12 per cent), the Agency was unable to secure disaggregated data.

In 2016, the Agency identified a total of 6,074 survivors of GBV. While this figure marks a significant increase from the 3,411 cases identified in 2015, it does not necessarily imply an increase in the prevalence of GBV, but rather: (i) enhanced capacity of UNRWA personnel to identify and respond to these cases; and (ii) increased reporting of GBV by survivors. Through the direct provision of Agency services and/or referrals to external service providers, 89.2 per cent (5,420 individuals) of identified survivors were provided assistance that included medical, legal and/or psychosocial counselling and services.

Of the 89.4 per cent (5,431 individuals) caseload against which UNRWA is able to report disaggregated data<sup>37</sup>, 66.7 per cent (3,620 individuals) were women, 7.8 per cent (425 individuals) were men, 17.7 per cent (959 individuals) were girls and 7.9 per cent (427 individuals) were boys. An overall 2.7 per cent (144 individuals) of GBV survivors were persons with disabilities.

In 2016, the Agency continued to implement the two-year project funded initiative, *Building Safety: Mainstreaming GBV Interventions into Emergency Preparedness, Prevention and Response* on of project components including: (i) standard operating procedures for GBV in emergencies; (ii) e-learning; and (iii) GBV prevention and community engagement, UNRWA has been able to assume a more systematic and multi-faceted approach in addressing GBV in emergencies through a focus on prevention, mitigation and response. As a result of this initiative, GBV identification and referral systems across the Agency have been strengthened as demonstrated through the results achieved in 2016.

| Indicator  | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|----------|---------------|-------------|-------------|-------------|
| Percentage of individuals identified as experiencing a protection risk (child protection) provided with assistance (disaggregation by sex, age and disability) | LFO      | New           | 100         | 63.46       | 100         |
|  | SFO      | 50            | 57          | 86.4        | 90          |
|  | JFO      | 39            | 100         | 88          | 100         |
|  | WBFO     | New           | 100         | 97.62       | 100         |
|  | GFO      | New           | 100         | 95.53       | 100         |
|  | UNRWA    | 44.5          | 91.4        | 86.20       | 100         |
| Source: Protection database (agency and field level)   |          |               |             |             |             |
| Frequency: Quarterly   |          |               |             |             |             |

In 2016, UNRWA identified 2,541 children experiencing a protection risk. Of these, assistance was extended to 86.2 per cent (2,190 children) through either the direct provision of services or referrals to external service providers. Of the 85.6 per cent (2,175 children) caseload against which the Agency is able to report disaggregated data<sup>38</sup>, 49.9 per cent (1,086 children) were girls and 50.1 per cent (1,089 children) were boys. An overall 6.0 per cent (131 children) were persons with disabilities. Across the five fields of UNRWA operation, the types of identified risk cases included child marriage, violence at home, neglect, child abuse, corporal punishment, and child labour and birth registration issues.

During the reporting period, the Agency focused on standardizing the UNRWA approach to child protection. In this regard and with the support of the United Nations Children's Fund (UNICEF), a Child Protection Framework was developed that outlines UNRWA's commitment to protect Palestine refugee children through a comprehensive approach involving all relevant Agency provided services. The Protection Division is currently engaged with UNRWA field offices to ensure that functioning referral mechanisms exist to address child protection cases. Such mechanisms will build on the experience of those already established for GBV and mental health and psychosocial support (MHPSS) and should be part of an overall referral system dealing with all protection cases. Key elements of child protection referral mechanisms include a comprehensive, holistic intersectoral approach focusing on both prevention and response to abuse, neglect, exploitation and violence affecting children. In 2017, the ability of frontline staff to effectively engage in the area of child protection will be further enhanced through the provision of trainings on a range of child protection concepts, systems and procedures. These trainings will further enhance the ability of frontline personnel to effectively identify and respond to child protection cases in a safe and timely manner.

<sup>37</sup> For the remaining 643 individuals (or 11.6 per cent), the Agency was unable to secure disaggregated data.

<sup>38</sup> For the remaining 351 individuals (or 13.8 per cent), the Agency was unable to secure disaggregated data.

| Indicator  | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2020 |
|--|----------|---------------|-------------|-------------|-------------|
| Percentage of protection mainstreaming recommendations from internal protection audits implemented | LFO      | 70            | 72          | 68          | 80          |
|  | SFO      | New           | 60          | 66          | 100         |
|  | JFO      | 83            | 90          | 80          | 90          |
|  | WBFO     | 58            | 66.7        | 69          | 80          |
|  | GFO      | 85            | 90          | 85          | 90          |
|  | UNRWA    | 74            | 75.4        | 74          | 88          |
| Source: Protection database (agency and field level)   |          |               |             |             |             |
| Frequency: Quarterly   |          |               |             |             |             |

Protection Audits are used to measure the degree of Agency programme alignment with UNRWA protection standards. Audits conducted for 2016 across the five fields of operation found that, by the end of the year, 74 per cent of issued recommendations from the previous audits had been either partially or fully implemented, a result that is in line with the 2016 Agency-wide target and results from the previous year. Challenges that limited the implementation of all audit recommendations included funding shortages, capacity gaps and the precarious protection situation of Palestine refugees in many fields of UNRWA operation.

By the end of 2016, following Agency-wide consultations with all UNRWA field offices and programme departments, the protection audit methodology was revised. The new methodology,<sup>39</sup> which was used to conduct Protection Audits in 2016, aims to provide a qualitative measurement of the degree of alignment of Agency programmes with UNRWA standards for the mainstreaming of protection across all aspects of programming and service delivery through installation inspections, beneficiary focus groups and review workshops. Through installation assessments, Protection Audits assessed that the degree of alignment with Agency protection standards across all aspects of programming is 56 per cent.

Throughout the course of 2016, UNRWA enhanced protection mainstreaming efforts by engaging programme departments to embed protection in relevant strategies and guidelines. In this regard, progress was registered through the incorporation of protection standards into the Agency: (i) Infrastructure and Camp Improvement Strategy 2016-21; (ii) Camp Improvement Manual; and (iii) MHPSS technical instructions. In this regard, protection will play a key part in the rollout of MHPSS across Agency HCs through the inclusion of protection case identification and response procedures.

| Indicator  | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|----------|---------------|-------------|-------------|-------------|
| Percentage of UNRWA facilities that are part of a functioning referral system for protection cases | LFO      | 50            | 57.4        | 39          | 100         |
|  | SFO      | 29            | 50          | 0           | 100         |
|  | JFO      | New           | 10          | 39.8        | 100         |
|  | WBFO     | New           | 50          | 8.6         | 100         |
|  | GFO      | New           | 50          | 0           | 100         |
|  | UNRWA    | 39.5          | 43.5        | 17          | 100         |
| Source: Protection database (agency and field level)   |          |               |             |             |             |
| Frequency: Quarterly   |          |               |             |             |             |

The 2016 Agency-wide target for the percentage of facilities that are part of a functioning referral system for protection cases was not met due to a number of interrelated factors that include: (i) the absence of a comprehensive case management and referral system, although UNRWA has initiated steps to strengthen this at the field level; (ii) the need for standard operating procedures that govern referral and case management systems across all Agency programming; (iii) capacity gaps of UNRWA staff involved in case management of protection cases; and (iv) existing referral mechanisms in Syria that were dismantled due to the conflict. While an enhanced system is currently under development, this will not be a simple process to conclude. In light of the above gaps, indicator targets will be revised during the first half of 2017. In order to strengthen case management and referral systems across the Agency, in 2017 UNRWA plans to roll out the *UNRWA Guidelines for Addressing Protection Cases* across all five fields of Agency operation which will be used to support each field office in developing and/or strengthening Standard Operating

<sup>39</sup> The new protection audit methodology includes three components: (i) installation visits by UNRWA protection staff and interviews of key frontline staff; (ii) focus group discussions with Palestine refugees; and (iii) field office level workshops with programme staff to validate the information collected. Based on the findings, recommendations to address any identified structural and/or specific protection challenges are developed as follow-up actions.

Procedures (SOPs) for protection cases. SOPs will define the structures, roles and responsibilities of all programmes in providing an effective response to identified protection cases.

## 2.2. Strategic Outcome Two Results Analysis: Refugees and the Disease Burden Is Reduced

In 2016, UNRWA continued to deliver comprehensive primary health care (PHC) services, both preventive and curative, to Palestine refugees while supporting their access to secondary and tertiary care. Universal access to PHC was provided on the basis of the FHT approach, a person-centred package focused on the provision of comprehensive and holistic care for the entire family. Emphasising long-term provider-patient/family relationships, the approach is designed to improve the quality, efficiency and effectiveness of health services, especially for NCDs, which represents one of the greatest threats to health in the region. By the end of 2016, all 117 HCs across four fields of Agency operation (excluding Syria) were implementing the FHT approach. The transition to this approach has begun in Syria with a projected completion timeframe of mid-2017.

In response to the increasing incidence of NCDs among the Palestine refugee population UNRWA has introduced new tests, medicines and public awareness campaigns to promote NCD prevention and condition management. Maternal and child health outcomes, including immunisation rates, remain strong, though the Agency continues to investigate areas where services can be further improved. Whilst the conflict in Syria places a considerable burden on the provision of health care, overall, Agency-wide targets for the below listed set of indicators were fully met during the reporting period.

Supporting the psychosocial well-being of populations exposed to violence, abuse and poverty is fundamental to an effective protection response. In Gaza, persistent insecurity, occasional outbreaks of violence and restrictions on the movement of persons and goods has resulted in deep poverty and distress among the resident population. Currently, an innovative pilot project has introduced MHPSS into a HC in Gaza. Allowing medical staff to address patient care in a more holistic manner, these services are projected to expand within Gaza and to other fields in 2017.

In 2016, 15 per cent of UNRWA HCs were renovated to improve the health-care environment through the development of structures that, in line with the FHT approach and e-health, facilitate improved health outcomes, patient flow and the application of protection standards. In total, 26 per cent of all Agency HCs now meet enhanced quality care standards.

| Indicator                                     | Location  | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|---|---|---------------|-------------|-------------|-------------|
| Average daily medical consultation per doctor | WBFO  | 86            | 85.7        | 78          | 84          |
|   | SFO   | 80            | 79.2        | 82          | 75          |
|   | GFO   | 87            | 85.8        | 82          | 80          |
|   | LFO   | 98            | 95.8        | 100         | 85          |
|   | JFO   | 81            | 80.8        | 82          | 80          |
|   | UNRWA   | 86            | 85.1        | 85          | 80.8        |
|   | Source: UNRWA Health Department routine reports |               |             |             |             |
|   | Frequency: Quarterly                            |               |             |             |             |

The average daily medical consultations per doctor declined across two UNRWA fields of operation in 2016. The largest drop was in the West Bank where the average decreased from 86 in 2015 to 78 in 2016, followed by Gaza (from 87 to 82). Key to these achievements was the transition of HCs to the FHT model. This reform has led to a more efficient reorganization of duties among staff, an easing of the client flow through the adoption of e-Health, a patient appointment mechanism that contributes to a more streamlined workload for doctors and improved service coverage and quality. There was a slight increase in the average number of daily medical consultations per doctor in Syria (from 80 to 82), due to a decrease in the number of Agency doctors (from 52 in 2015 to 45 in 2016) and in Lebanon (from 98 to 100), attributable to a decrease in the number of working days (from 241 in 2015 to 232 in 2016) due to strikes / HC closures.

In total, 8,553,518 PHC consultations were conducted by UNRWA doctors in 2016, including 1,552,936 consultations in Jordan for Palestine refugees and PRS; 927,913 in Syria; 1,157,173 in the West Bank; and 3,810,791 in Gaza. A further 1,104,705 consultations were provided in Lebanon, of which 17.6 per cent (194,569) were provided to PRS. Almost 61 per cent (5,199,305) of all medical

consultations were provided to females. Overall, the total number of PHC consultations decreased year on year<sup>40</sup> in comparison with 2015. Associated with the implementation of the FHT approach and the transition to e-Health, the declining trend associated with the average number of daily medical consultations per doctor is expected to continue.

| Indicator  | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|----------|---------------|-------------|-------------|-------------|
| Number of health centres fully implementing eHealth system | WBFO     | 28            | 36          | 42          | 43          |
|  | SFO      | 0             | 6           | 3           | 26          |
|  | GFO      | 20            | 22          | 22          | 22          |
|  | LFO      | 27            | 27          | 27          | 27          |
|  | JFO      | 16            | 19          | 20          | 25          |
|  | UNRWA    | 91            | 110         | 114         | 143         |
| Source: UNRWA Health Department routine reports            |          |               |             |             |             |
| Frequency: Quarterly                                       |          |               |             |             |             |

Introduced in 2011, e-Health has streamlined service provision and has contributed to improved efficiency and the collection of high quality data. Operational across all HCs in Gaza (22) and Lebanon (27), the system is expected to be fully operational in both Jordan and the West Bank and by mid-2017. In Syria, where e-Health implementation has been challenged by the conflict and resultant connectivity issues, exceptional efforts were made to introduce the system into three HCs. Expansion to further HCs in Syria is expected in 2017 as the security situation, infrastructure and connectivity allow.

Throughout the reporting period, e-Health system flaws were remedied and training was provided to health teams and supervisors<sup>41</sup> towards the development of super-users in each field of Agency operation who now provide on-going business and IT backstopping for service delivery level health staff. Currently operational across 79.7 per cent of all UNRWA HCs, the full implementation of e-Health will impact the quality of patient care in terms of swift access to medical records, an improved appointment system and the flow of patients, strengthened supervision of health services and enhanced monitoring and reporting capabilities. Ultimately, the system will reduce staff workloads and result in better patient care.<sup>42</sup>

| Indicator  | Location | Baseline 2016       | Target 2016        | Actual 2016          | Target 2021 <sup>43</sup> |
|--|----------|---------------------|--------------------|----------------------|---------------------------|
| Percentage of HCs <sup>44</sup> meeting UNRWA facilities protection design standards | WBFO     | 0.00                | 3.0                | 33.33                | 18.0                      |
|  | SFO      | N/A                 | N/A                | N/A                  | N/A                       |
|  | GFO      | 0.00                | 3.00               | 70.59 <sup>45</sup>  | 18.0                      |
|  | LFO      | 0.00                | 3.0                | 3.70                 | 18.0                      |
|  | JFO      | 0.00                | 3.0                | 16.00                | 18.0                      |
|  | UNRWA    | 0.00<br>(excl. SFO) | 3.0<br>(excl. SFO) | 26.67<br>(excl. SFO) | 18.0<br>(excl. SFO)       |
| Source: ICIP documents and reports   |          |                     |                    |                      |                           |
| Frequency: Annual  |          |                     |                    |                      |                           |

UNRWA recognizes the importance of ensuring that its health facilities are accessible as enabling persons with disabilities to fully realise their right to health. To this end, the Agency has established a plan that will facilitate the implementation of measures to ensure a physically accessible environment for all UNRWA HCs. In this regard, new facilities will be designed and constructed in accordance with accessibility guidelines while all HCs that existed on or before 1 January 2017 shall be upgraded gradually through works to be carried out in a phased manner. Contingent on available funds, it is envisioned that this process will be completed by 2030.

<sup>40</sup> In 2015, the total number of patient consultations stood at 9,191,921.

<sup>41</sup> In all, over 2,200 health personnel have received training.

<sup>42</sup> The development of new modules in e-Health including hospitalization, pharmacy, MHPSS will continue. In addition, the Maternal and Child Health (MCH) Handbook, along with the personal health records of pregnant women and new mothers are being digitalised (in Jordan). This feature, to be available in the form of a mobile application, will be connected to the Agency e-Health system, making it possible for new and expectant mothers to access their health records online.

<sup>43</sup> Based on 2016 actuals, 2016-21 targets will be re-evaluated.

<sup>44</sup> Please note that performance under this indicator does not pertain to rented health facilities.

<sup>45</sup> Please also note that the target in Gaza is higher than in other fields of UNRWA operation due to the receipt of project funds to construct new HCs. Into 2017, both the baseline and targets for Gaza will be revised.



The physical design of health facilities can play an important role in improving the quality of patient care while reducing staff stress and fatigue. In this regard, UNRWA either upgraded or reconstructed 14 HCs in 2016 - seven in the West Bank, four in Jordan, two in Gaza and one in Lebanon - to meet Agency protection and safety standards. No HCs were upgraded / reconstructed in Syria due to the ongoing conflict. In addition, work to upgrade or reconstruct a further 11 HCs - six in Jordan and five in Gaza - is ongoing. Overall, 2016 targets were exceeded due to the receipt of unexpected project funding. Key HC interventions include the installation of: (i) fire exits to facilitate rapid emergency evacuations; (ii) ramps and elevators to assist persons with disabilities; (iii) wider corridors to ease the movement of medical personnel and patients; and (iv) where possible, more spacious rooms. In addition to physical renovations, systems to keep electronic medical records (e-health) were introduced, improving the quality of data collected, alongside an automated queuing system that streamlines the handling of medical appointments.

The above listed physical interventions to improve environmental health in UNRWA HCs will reduce the transmission of infections and the disease burden. In addition, increased adherence to protection standards will further ensure a comfortable and safe environment for the speedy recovery of patients and the effectiveness of medical staff. As HCs also provide educational opportunities to promote safe environments that are relevant to the population at large, new / refurbished HCs will also contribute to safe environments at home and in community settings such as schools.

| Indicator   | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|---|----------|---------------|-------------|-------------|-------------|
| Number of EPI vaccine preventable disease outbreaks | WBFO     | 0             | 0           | 0           | 0           |
|   | SFO      | 0             | 0           | 0           | 0           |
|   | GFO      | 0             | 0           | 0           | 0           |
|   | LFO      | 1             | 0           | 0           | 0           |
|   | JFO      | 0             | 0           | 0           | 0           |
|   | UNRWA    | 1             | 0           | 0           | 0           |
| Source: UNRWA Health Department routine reports     |          |               |             |             |             |
| Frequency: Quarterly                                |          |               |             |             |             |

In coordination with the expanded programme of immunisation (EPI),<sup>46</sup> high levels of immunisation coverage across the five fields of UNRWA operation ensured that 2016 targets under this indicator were fully met.<sup>47</sup> During the reporting period, a total of 346,376 children under 60 months of age were registered at Agency PHC facilities. Of these, 85,630 were newly registered infants. In 2016, immunisation coverage, for 12 and 18-month-old children registered with UNRWA, was 99.7 per cent<sup>48</sup> and 99.3 per cent<sup>49</sup>, respectively, a coverage rate that continued to be above the World Health Organisation (WHO) immunisation target of 95.0 per cent. Factors contributing to Agency success in immunisation coverage include a consistent supply of essential vaccines and a well-established appointment scheduling system, complemented by continuous follow-up to ensure that those who default on their appointments can be brought under the programme.

In 2017, UNRWA will continue to partner with domestic and international agencies, the Ministries of Health, the WHO and UNICEF in host countries to ensure<sup>50</sup> among all children living in each Agency field of operation. In 2016, UNRWA also continued to participate in host country national vaccination campaigns to improve the vaccination rates for Palestine refugee children.

<sup>46</sup> [http://www.who.int/immunization/programmes\\_systems/supply\\_chain/benefits\\_of\\_immunization/en/](http://www.who.int/immunization/programmes_systems/supply_chain/benefits_of_immunization/en/)

<sup>47</sup> Diseases targeted by the EPI include diphtheria, whooping cough, tetanus, measles, poliomyelitis and tuberculosis.

<sup>48</sup> The 2016 immunisation rate for infants at 12 months, disaggregated by UNRWA fields of operation, was: West Bank (100 per cent); Syria (99.0 per cent); Gaza (99.7 per cent); Lebanon (99.7 per cent); and Jordan (99.6 per cent).

<sup>49</sup> The 2016 immunisation rate for children at 18 months, disaggregated by UNRWA fields of operation, was: West Bank (100 per cent); Syria (98.9 per cent); Gaza (99.8 per cent); Lebanon (99.2 per cent); and Jordan (98.2 per cent).

<sup>50</sup> immunized population] is immune. The decline of disease incidence is greater than the proportion of individuals immunized -040089/en.

| Indicator  | Location  | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|---|---------------|-------------|-------------|-------------|
| Percentage of targeted population screened for diabetes mellitus (aged 40 years and above) | WBFO  | 37.8          | 38.2        | 39.1        | 40.0        |
|  | SFO   | 8.4           | 9.5         | 13.95       | 15.0        |
|  | GFO   | 21.1          | 21.3        | 25.5        | 22.0        |
|  | LFO   | 10.0          | 10.8        | 13.06       | 15.0        |
|  | JFO   | 8.2           | 8.3         | 8.4         | 9.0         |
|  | UNRWA   | 15.9          | 16.6        | 20.01       | 20.2        |
|  | Source: UNRWA Health Department routine reports |               |             |             |             |
|  | Frequency: Quarterly                            |               |             |             |             |

An increasing prevalence of NCDs such as diabetes mellitus (DM), hypertension, and cardiovascular and chronic respiratory diseases are being registered among Palestine refugees. Accounting for these outcomes are an increasingly ageing population and sedentary and unhealthy lifestyles. NCDs are a main cause of death in all of the Agency

86 per cent of deaths in Lebanon, 76 per cent in Jordan, 46 per cent in Syria and 86 per cent in the oPt. Refugees, especially PRS, are particularly vulnerable to NCDs as many families flee violence with limited resources, endure conditions of prolonged displacement and deepening poverty, and thus struggle to pursue healthy lifestyles and access adequate care.

In addition to passive case detection, screening for diabetes among high-risk groups, including persons aged 40 years and above, is a key focus of the UNRWA –risk – it is important to detect DM early to prevent or delay the onset of the disease. In 2016, the Agency-wide target under this indicator was exceeded, however, targets in both the West Bank and Jordan were not met. In this regard, it is speculated that a certain percentage of refugees in these and other UNRWA fields of operation are screened for DM in governmental and non-governmental health care facilities.

In 2016, a total of 168,737 Palestine refugees above the age of 40 years were screened for DM, an increase of 8.9 per cent compared with the previous year. Of this number, 9,898 patients were diagnosed with this NCD and placed under care. A total of 141,694 diabetic patients are now receiving care from UNRWA HCs including 1,547 PRS in Lebanon. Almost 61 per cent of all registered diabetic patients are females.

In order to improve early detection rates for into 2017, Agency HCs will reinforce screening and refugee outreach. Once the DM prevalence rate is established, this indicator may be revised.

| Indicator  | Location  | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|---|---------------|-------------|-------------|-------------|
| Percentage of UNRWA hospitalization accessed by SSNP <sup>51</sup> | WBFO  | 3.0           | 3.5         | 3.4         | 4.0         |
|  | SFO   | 11.0          | 12.5        | 24.3        | 20.0        |
|  | GFO   | 14.0          | 14.3        | 16.4        | 16.0        |
|  | LFO   | 18.0          | 19.0        | 18.4        | 24.0        |
|  | JFO   | 15            | 15.3        | 15.2        | 17.0        |
|  | UNRWA   | 12.2          | 12.9        | 14.3        | 16.2        |
|  | Source: UNRWA Health Department routine reports |               |             |             |             |
|  | Frequency: Quarterly                            |               |             |             |             |

UNRWA assists Palestine refugees to obtain hospital care by contracting beds or reimbursing a high proportion of costs incurred for inpatient care at public, non-governmental and private health care facilities. In addition, the Agency runs Qalqilia Hospital in the West Bank. Agency hospitalization support differs from field to field, depending on local circumstances.

In 2016, UNRWA met the Agency-wide target under this indicator given considerable over-achievement of the field specific target in Syria and target overachievement Gaza. In the West Bank, Jordan and Lebanon, field specific targets were not met, however, the underachievement was minimal.

<sup>51</sup> This indicator measures the number of SSNP recipients receiving assistance that are provided with UNRWA hospitalization services. It was designed to reflect the strategic direction of the Agency health programme to prioritise the most vulnerable for assistance.

The Agency-wide strategy to ensure that hospital care is available for the most vulnerable segment of the refugee population continued in all five fields. Priority was afforded to families registered under the SSNP in order to prevent prohibitive health care expenditure and facilitate access to lifesaving treatment. In total, 101,990 patients were admitted for hospital care in 2016, including 27,795 patients in the West Bank (27.3 per cent of Agency-wide admissions), 20,737 in Syria (20.3 per cent), 13,079 in Gaza (12.8 per cent), 28,475 in Lebanon (27.9 per cent) and 11,904 in Jordan (11.7 per cent). Females accounted for 66.1 per cent of all admissions (67,397 females).

In January 2016, UNRWA introduced adjustments to its hospitalization policy in Lebanon to achieve greater sustainability in the Agency refugee concerns about the cost-sharing element that was presented for secondary hospitalization support. Palestine refugees highlighted that, in particular, the poorest members of their community would not be in a position to contribute to the costs of hospitalization and would therefore unfairly suffer as a result of this policy adjustments. The Agency took these concerns very seriously and as a result, developed and implemented a refined hospitalization policy according to which the percentage of the Agency's coverage for secondary care was adjusted to 90 per cent for government hospitals, 90 per cent for some private hospitals and 100 per cent for Palestine Red Crescent hospitals.<sup>52</sup> The Agency maintained the increased 60 per cent coverage for tertiary care with an increased ceiling of US\$ 5,000 to help Palestine refugees cope with the trend of growing catastrophic health expenditures. Finally, UNRWA operationalized the MHF in line with the Agency -poor approach contained in its MTS 2016-21. This fund subsidises secondary care co-payment for those living in abject poverty to give them 100 per cent coverage for: (i) secondary care in governmental and private hospitals; (ii) tertiary care; and (iii) medications related to treatment for chronic conditions including cancer, multiple sclerosis and thalassemia.

---

<sup>52</sup> Under the new hospitalization policy in Lebanon, coverage for secondary care was decreased from 100 per cent to 90 per cent in government and private hospitals, while it was maintained at 100% for Palestine Red Crescent hospitals. To prevent catastrophic health expenditures, coverage for tertiary care was increased from 50% to 60% per cent with the ceiling also being increased from US\$ 4,000 to US\$ 5,000.

## 2.3. Strategic Outcome Three Results Analysis: School-Aged Children Complete Quality, Equitable and Inclusive Basic Education

The 2015-16 school year was marked by a decrease in the Agency-wide cumulative drop-out rates, overall improvement in student achievement in MLA Tests and a strengthened textbook review and rapid response textbook review process. These accomplishments were achieved despite challenges faced at the start of the 2015-16 school year, when schools nearly did not open due to UNRWA funding gaps. The ongoing blockade in Gaza, war in Syria and its effects in Lebanon and Jordan and the continued occupation in the West Bank also continued to impact the overall external school environment. AOR results also show that some Agency fields of operation need more support as there were some increases in field drop-out rates and students did not do so well in specific elements of the MLA tests. However, the overall success of the Education Programme across UNRWA one year since the Education Reform officially fruit.

Of particular note are the achievements of Syria, which were measured against Agency-wide indicators for the first time in four years. Syria achieved some of the lowest drop-out rates of all fields of operation and showed strong achievement in the MLA (more detailed analysis will be forthcoming in the full MLA report). Factors contributing to this positive outcome are felt to be the combined approach of system strengthening through the implementation of the reform innovation through alternative learning spaces, UNRWA TV, self-learning material, additional psychosocial support, summer learning and catch-up classes.

| Indicator                                      | Location | Baseline 2016       | Target 2016         |                     | Actual 2016                                | Target 2021         |
|--|----------|---------------------|---------------------|---------------------|--|---------------------|
| Cumulative drop-out rate (elementary)          | WBFO     | 0.57                | 0.56                |                     | 0.64                                       | 0.52                |
|  | SFO      | N/A                 | N/A                 |                     | 0.38                                       | N/A                 |
|  | GFO      | 2.69                | 2.66                |                     | 1.07                                       | 2.59                |
|  | LFO      | 4.87                | 4.80                |                     | 1.87                                       | 4.55                |
|  | JFO      | 2.64                | 2.52                |                     | 2.13                                       | 1.90                |
|  | UNRWA    | 2.55<br>(excl. SFO) | 2.47<br>(excl. SFO) |                     | 1.25<br>(incl. SFO)<br>1.33<br>(excl. SFO) | 2.28<br>(excl. SFO) |
| Indicator                                      | Location | Baseline 2016       | Actual 2015         | Target 2016         | Actual 2016                                | Target 2021         |
| Cumulative drop-out rate (elementary) - male   | WBFO     | 1.02                | 0.60                | 0.92                | 1.29                                       | 0.92                |
|  | SFO      | N/A                 | N/A                 | N/A                 | 0.52                                       | N/A                 |
|  | GFO      | 3.81                | 2.15                | 3.77                | 1.75                                       | 3.67                |
|  | LFO      | 4.78                | 3.50                | 4.73                | 2.31                                       | 4.53                |
|  | JFO      | 2.80                | 1.53                | 2.73                | 2.17                                       | 2.40                |
|  | UNRWA    | 3.38<br>(excl. SFO) | 1.95<br>(excl. SFO) | 3.32<br>(excl. SFO) | 1.72<br>(incl. SFO)<br>1.84<br>(excl. SFO) | 3.17<br>(excl. SFO) |
| Indicator                                      | Location | Baseline 2016       | Actual 2015         | Target 2016         | Actual 2016                                | Target 2021         |
| Cumulative drop-out rate (elementary) - female | WBFO     | 0.25                | 0.43                | 0.25                | 0.19                                       | 0.25                |
|  | SFO      | N/A                 | N/A                 | N/A                 | 0.23                                       | N/A                 |
|  | GFO      | 1.47                | 0.39                | 1.45                | 0.35                                       | 1.40                |
|  | LFO      | 5.01                | 1.64                | 4.92                | 1.45                                       | 4.56                |
|  | JFO      | 2.48                | 2.38                | 2.30                | 2.09                                       | 1.40                |
|  | UNRWA    | 1.78<br>(excl. SFO) | 0.96<br>(excl. SFO) | 1.71<br>(excl. SFO) | 0.78<br>(incl. SFO)<br>0.83<br>(excl. SFO) | 1.52<br>(excl. SFO) |
| Source: EMIS                                   |          |                     |                     |                     |  |                     |
| Frequency: Annual                              |          |                     |                     |                     |  |                     |

Note: in 2015-16, drop-out and repeater data was collected for Syria for the first time since 2011-12 and will serve as a baseline for Syria during the 2016-21 period. For the purposes of the current report, Agency-wide results are provided both including and excluding data from Syria.

During the reporting period (2015-16 school year), UNRWA exceeded Agency-wide targets for cumulative drop-out rates in the elementary cycle for both girls and boys. All fields of operation achieved targets for female students, whilst targets for males were met in all fields except the West Bank.<sup>53</sup> For male students, and excluding Syria, Agency-wide drop-out rates decreased from the previous year, i.e. 1.84 per cent, compared to 1.95 per cent in 2014-15. Agency wide trends masked wider variations at the field level. Rates increased in Jordan (from 1.53 per cent to 2.17 per cent) and in the West Bank (from 0.60 per cent in 2014-15 to 1.29 per cent in 2015-16). Despite the increase in male drop-outs in the West Bank, this field still has one of the lowest drop-out rates of all five areas of UNRWA operation. Conversely, in Gaza, male cumulative drop-out rates decreased from 2.15 per cent in 2014 - 15 to 1.75 per cent in 2015-16. Given that Gaza accounts for nearly half of registered UNRWA students, Agency-wide, this has offset increases in other fields. Syria field has the lowest cumulative elementary male drop-out rate, 0.52 per cent, in the Agency. Factors contributing to this positive outcome are felt to be the holistic work of the Education Reform from 2011-2015 which has embedded and emphasised the importance of inclusive education. In addition, the Education in Emergencies (EiE) Programme which builds on the regular Education Programme, has enabled alternative learning spaces, self-learning material, additional psychosocial support and summer learning and catch-up classes.<sup>54</sup>

For elementary girls, all fields achieved their respective targets and improvements were seen in four fields. In Gaza, the female drop-out rate decreased from 0.39 per cent in 2014-15 to 0.35 per cent in 2015-16. Similarly, in the West Bank, the female drop-out rate decreased from 0.43 per cent in 2014-15 to 0.19 per cent in 2015-16. In Lebanon, the female drop-out rate decreased from 1.64 per cent to 1.45 per cent and in Jordan, there was also an improvement, with the female drop-out rate decreasing from 2.38 per cent in 2014-15 to 2.09 per cent in 2015-16. A recently finalised (January 2017) qualitative study in Jordan on drop-out such as school-level interventions to prevent at-risk students from dropping out. It is envisioned that during the rest of the current school year and into the next school year, the findings from this study will be integrated into the type of support provided at school level and to enhance the field level understanding of factors possibly leading to drop-out.

The baseline for Syria with regard to the cumulative drop-out rate for elementary girls for the 2016-17 school year is the second lowest in the Agency, at 0.23 per cent. The same contributing factors described above are seen to be relevant here and also to the preparatory rates (see below).

| Indicator                                     | Location | Baseline 2016    | Target 2016      |             | Actual 2016                          | Target 2021      |
|---|----------|------------------|------------------|-------------|--------------------------------------|------------------|
| Cumulative drop-out rate (preparatory)        | WBFO     | 2.56             | 2.56             |             | 2.82                                 | 2.56             |
|   | SFO      | N/A              | N/A              |             | 0.73                                 | N/A              |
|   | GFO      | 2.46             | 2.44             |             | 1.83                                 | 2.39             |
|   | LFO      | 5.67             | 5.22             |             | 3.72                                 | 3.48             |
|   | JFO      | 10.42            | 9.53             |             | 8.83                                 | 5.07             |
|   | UNRWA    | 3.83 (excl. SFO) | 3.45 (excl. SFO) |             | 2.84 (incl. SFO)<br>3.04 (excl. SFO) | 2.50 (excl. SFO) |
| Indicator                                     | Location | Baseline 2016    | Actual 2015      | Target 2016 | Actual 2016                          | Target 2021      |
| Cumulative drop-out rate (preparatory) - male | WBFO     | 4.37             | 3.28             | 4.37        | 3.72                                 | 4.37             |
|   | SFO      | N/A              | N/A              | N/A         | 1.21                                 | N/A              |
|   | GFO      | 3.55             | 2.65             | 3.51        | 2.65                                 | 3.41             |

<sup>53</sup> Baselines were set in relation to the 2013-14 school year as, at the time baselines and targets were set, the 2014-15 figures had yet to be validated and finalized. For this reason, 2014-15 figures have been included for the purposes of comparison. Further to standard practice, all targets will be reviewed as per 2016 actuals.

<sup>54</sup> During the school year 2010-11 and prior to the crisis, there were 67,242 students enrolled in UNRWA basic education schools in Syria. With the start of the crisis, and in the school year 2011-12, total enrolment went down to 66,127 but stabilized at 45,541 in 2015-16 school year. The attendance rate, however, dropped dramatically, reaching its lowest point in February 2013 of approximately 21,962 students following the Yarmouk crisis. This increased to 43,309 by the start of 2013-14 school year and it is believed that the EiE programme played a role here.

|  | LFO      | 6.89                | 3.42                | 6.49                | 4.25                                       | 4.89                |
|--|----------|---------------------|---------------------|---------------------|--|---------------------|
|  | JFO      | 9.83                | 9.01                | 9.11                | 7.54                                       | 5.50                |
|  | UNRWA    | 4.75<br>(excl. SFO) | 3.55<br>(excl. SFO) | 4.28<br>(excl. SFO) | 3.27<br>(incl. SFO)<br>3.47<br>(excl. SFO) | 3.10<br>(excl. SFO) |
| Indicator  | Location | Baseline 2016       | Actual 2015         | Target 2016         | Actual 2016                                | Target 2021         |
| Cumulative drop-out rate<br>(preparatory) - female | WBFO     | 1.23                | 1.20                | 1.23                | 2.16                                       | 1.23                |
|  | SFO      | N/A                 | N/A                 | N/A                 | 0.27                                       | N/A                 |
|  | GFO      | 1.36                | 1.04                | 1.36                | 0.97                                       | 1.36                |
|  | LFO      | 4.56                | 4.24                | 4.06                | 3.27                                       | 2.06                |
|  | JFO      | 11.06               | 11.85               | 10.00               | 10.32                                      | 4.70                |
|  | UNRWA    | 2.99<br>(excl. SFO) | 2.92<br>(excl. SFO) | 2.70<br>(excl. SFO) | 2.41<br>(incl. SFO)<br>2.62<br>(excl. SFO) | 1.99<br>(excl. SFO) |
|  |          | Source: EMIS        |                     |                     |  |                     |
|  |          | Frequency: Annual   |                     |                     |  |                     |

During the reporting period, UNRWA met Agency-wide targets with regard to cumulative drop-out rates in the preparatory cycle for both girls and boys. Field specific targets<sup>55</sup> were also met for male preparatory cumulative drop-out rates in all fields, but only two out of four fields (Gaza and Lebanon) achieved their targets for girls.

The largest decrease in the male cumulative drop-out rate was in Jordan, where the percentage of males dropping out before reaching 10<sup>th</sup> grade decreased from 9.01 per cent in 2014-15 to 7.54 per cent in 2015-16. This decrease is considered attributable to education reform efforts and additional school support visits, combined with specific attention to supporting risk. The drop-out rate in Gaza Field remained at 2.65 per cent with no fluctuation. The two fields that experienced increases in cumulative preparatory drop-out rates for boys were West Bank and Lebanon. The drop-out rate for males in the preparatory cycle in the West Bank increased from 3.28 per cent in 2014-15 to 3.72 per cent in 2015-16, and in Lebanon the rate increased from 3.42 per cent in 2014-15 to 4.25 per cent in 2015-16. One contributing factor for the increase in the male preparatory cumulative drop-out rate is the increase in the male preparatory cycle repetition rate by over one percentage point in Lebanon. Lebanon will investigate reasons behind this increase in repetition as it is very much discouraged in the Agency and it has been shown that a student who repeats one grade is ten times more likely to drop-out. The 2013 Agency-wide Drop-Out Study<sup>56</sup> also highlighted that drop-outs who had repeated at least one grade were more likely to report that they dropped out of school for academic engagement reasons than those drop-outs who did not repeat a grade. The difference was most notable in Lebanon.<sup>57</sup> The baseline for Syria field for male cumulative drop-outs in the preparatory cycle was 1.21 per cent, the lowest in UNRWA. Taken as a whole, the Agency-wide male preparatory cumulative drop-out rate has decreased from 3.55 per cent in 2014-15 to 3.47 per cent in 2015-16 (excluding Syria). When Syria is included in the Agency-wide rate, a decrease to 3.27 per cent is seen.

With regard to female preparatory cumulative drop-out rates, two out of four fields (West Bank and Jordan) did not achieve their respective targets, although there was considerable progress in Gaza, Lebanon and Jordan. Agency-wide, the female cumulative drop-out rate decreased from 2.92 per cent in 2014-15 to 2.62 per cent in 2015-16 (excluding Syria) and to 2.41 per cent when Syria data is included. In Lebanon, the drop-out rate decreased from 4.24 per cent to 3.27 per cent and in Gaza, the rate decreased from 1.04 per cent to 0.97 per cent. Syria field had the lowest female preparatory cumulative drop-out rate, at 0.27 per cent. For the first time in four years, the cumulative drop-out rate amongst preparatory girls decreased in Jordan, from 11.85 per cent in 2014-15 to 10.32 per cent in 2015-16. Although this still remains the highest rate in the preparatory cycle across all fields, it is a considerable improvement attributable to education reform efforts and more school support visits, combined with specific attention to supporting risk.

<sup>55</sup> Baselines were set in relation to the 2013-2014 school year as, at the time baselines and targets were set, 2014-15 figures had yet to be validated and finalized. For this reason the 2014-15 figures have been included for the purposes of comparison. As per standard practice, all targets will be reviewed under 2016 actuals.

<sup>56</sup> 2013 UNRWA School Drop-Out: An Agency-wide Study.

<sup>57</sup> Ibid at p. 3

## SO 3: Children Complete quality, equitable and inclusive basic education

| Indicator   | Field | Original Baseline (2013) | Revised Baseline (2013) | Original Target 2016 | Revised 2016 target | Actual (2016) | Revised 2019 target | Revised 2021 target |
|---|-------|--------------------------|-------------------------|----------------------|---------------------|---------------|---------------------|---------------------|
| a. Students Meeting Required Levels in MLA tests (Grade 4 Arabic Male)                        | UNRWA | 26                       | 41.7                    | 26.9                 | 43.1                | 49.4          | 46.7                | 50.8                |
| b. Students Meeting Required Levels in MLA tests (Grade 4 Arabic Female)                      | UNRWA | 50                       | 67.2                    | 51.5                 | 69.3                | 75.6          | 74.8                | 81.0                |
| c. Students Meeting Required Levels in MLA tests (Grade 4 Mathematics Male)                   | UNRWA | 24.3                     | 22.4                    | 24.6                 | 22.7                | 24.8          | 23.5                | 24.3                |
| d. Students Meeting Required Levels in MLA tests (Grade 4 Mathematics Female)                 | UNRWA | 38.8                     | 35.2                    | 39.3                 | 35.6                | 34.1          | 36.6                | 37.9                |
| e. Students Meeting Required Levels in MLA tests (Grade 8 Arabic Male)                        | UNRWA | 44.3                     | 39                      | 45.3                 | 39.9                | 37.7          | 42.3                | 45.0                |
| f. Students Meeting Required Levels in MLA tests (Grade 8 Arabic Female)                      | UNRWA | 76.1                     | 71.4                    | 77.6                 | 72.8                | 74.5          | 76.6                | 80.8                |
| g. Students Meeting Required Levels in MLA tests (Grade 8 Mathematics Male)                   | UNRWA | 27.8                     | 34.1                    | 28.1                 | 34.5                | 50            | 35.5                | 36.7                |
| j. Students Meeting Required Levels in MLA tests (Grade 8 Mathematics Female)                 | UNRWA | 43.6                     | 50.5                    | 44.0                 | 51.0                | 64.8          | 52.3                | 53.7                |
| Output 3.1: Quality Education Ensured   |       |                          |                         |                      |                     |               |                     |                     |
| a. Mean Score in HOTS (Grade 4 Arabic Male)   | UNRWA | 28.1                     | 38.1                    | 28.5                 | 38.7                | 43.3          | 40.3                | 42.2                |
| b. Mean Score in HOTS (Grade 4 Arabic Female)   | UNRWA | 42.8                     | 59.9                    | 43.3                 | 60.5                | 60.4          | 62.2                | 64.1                |
| c. Mean Score in HOTS (Grade 4 Mathematics Male)  | UNRWA | 18.4                     | 28.0                    | 18.8                 | 28.7                | 24.3          | 30.5                | 32.6                |
| d. Mean Score in HOTS (Grade 4 Mathematics Female)  | UNRWA | 23.5                     | 34.3                    | 24.0                 | 35.0                | 29.6          | 36.7                | 38.7                |
| e. Mean Score in HOTS (Grade 8 Arabic Male)   | UNRWA | 34.3                     | 31.3                    | 34.7                 | 31.7                | 35            | 32.8                | 34.0                |
| f. Mean Score in HOTS (Grade 8 Arabic Female)   | UNRWA | 55.8                     | 52.2                    | 56.3                 | 52.6                | 57.1          | 53.7                | 55.0                |
| g. Mean Score in HOTS (Grade 8 Mathematics Male)  | UNRWA | 15.8                     | 22.0                    | 16.2                 | 22.6                | 30.9          | 24.3                | 26.2                |
| j. Mean Score in HOTS (Grade 8 Mathematics Female)  | UNRWA | 21.3                     | 30.2                    | 21.8                 | 30.8                | 37.5          | 32.5                | 34.5                |
| Output 3.3: Equitable Education Ensured   |       |                          |                         |                      |                     |               |                     |                     |
| a. Gap in student performance between performance levels reduced (Grade 4 Arabic Male)        | UNRWA | 31                       | 23.7                    | 30.1                 | 23.0                | 20.7          | 21.2                | 19.1                |
| b. Gap in student performance between performance levels reduced (Grade 4 Arabic Female)      | UNRWA | 11                       | 7.6                     | 10.6                 | 7.3                 | 6.1           | 6.6                 | 5.7                 |
| c. Gap in student performance between performance levels reduced (Grade 4 Mathematics Male)   | UNRWA | 27.4                     | 26.4                    | 26.3                 | 25.3                | 26.7          | 22.5                | 19.3                |
| d. Gap in student performance between performance levels reduced (Grade 4 Mathematics Female) | UNRWA | 13.2                     | 13.5                    | 12.6                 | 12.9                | 12.9          | 11.3                | 9.5                 |
| e. Gap in student performance between performance levels reduced (Grade 8 Arabic Male)        | UNRWA | 15.7                     | 16.2                    | 15.1                 | 15.6                | 22            | 14.1                | 12.4                |
| f. Gap in student performance between performance levels reduced (Grade 8 Arabic Female)      | UNRWA | 3                        | 3                       | 2.8                  | 2.8                 | 3.2           | 2.3                 | 1.8                 |
| g. Gap in student performance between performance levels reduced (Grade 8 Mathematics Male)   | UNRWA | 16.1                     | 10.6                    | 15.6                 | 10.3                | 5             | 9.4                 | 8.4                 |
| j. Gap in student performance between performance levels reduced (Grade 8 Mathematics Female) | UNRWA | 6.6                      | 4.4                     | 6.3                  | 4.2                 | 1.7           | 3.7                 | 3.1                 |

### Students meeting required levels in MLA tests (percentage of students at the Achieved and Advanced performance levels)

In the 2016 MLA results, the proportion of students meeting the required levels (those at the Achieved and Advanced levels) has generally increased since 2013.<sup>58</sup> There are a few key outcomes: the mean scores for Arabic MLA tests were higher than those of Mathematics; particularly good progress with regard to the proportion of students meeting the required levels was seen in Grade 4 Arabic (males: increase from 41.7 per cent to 49.4 per cent and females: increase from 67.2 per cent to 75.6 per cent) and also in Grade 8 Mathematics (males: increase from 34.1 per cent to 50 per cent and females: increase from 50.5 per cent to 64.8 per cent). There was also progress in student achievement with regard to almost all content and cognitive domains, however, further attention is required with regard to reading and writing in Arabic (both Grades) and to numbers and algebra in Mathematics Grade 4. Six of the eight targets<sup>59</sup> regarding students meeting the required levels in MLA tests have been met - with the exceptions being Grade 4 Mathematics Female, and Grade 8 Arabic Male. The level of achievement has very slightly reduced (by 1 percentage point) in Grade 4 Mathematics female and Grade 8 Arabic male.

### Mean Score in Higher Order Thinking Skills

There has also been general improvement with regard to Mean scores in Higher Order Thinking Skills (HOTS) since the 2013 baseline, with the exception of Grade 4 Mathematics (both sexes). There has been particularly good progress in Mathematics Grade 8 for both males and females (males: mean score increase from 22.0 per cent to 30.9 per cent and females: mean score increase from 30.2 per cent to 37.5 per cent). Overall, there has been progress with regards to HOTS with five out of eight targets being met in 2016. More support is needed in the areas of Grade 4 Mathematics (both sexes) and Grade 4 Arabic (female) but there has been overall improvement in the mean scores since 2013, however the 2016 targets with regards to HOTS in these cases were not met.

### Gap in Student Performance (Percentage of Students at the

With regard to equity of learning outcomes, in other words reducing the percentage of students who are at the level was noticeable improvement from 2013, namely in Grade 4 Arabic (both sexes), Grade 8 Maths (both sexes) and Grade 4 Maths female; here the respective 2016 targets were met. Considerable progress was also seen in Grade 8 Maths where the percentage of students at the level decreased from 10.6 per cent to 5 per cent (for males) and from 4.4 per cent to 1.7 per cent (for females). There was a slight increase in the percentage of students at the Not Achieved level amongst Grade 4 males in Maths (increase of 0.3 percentage points) and Grade 8 females in Arabic (female: increase of 0.2 percentage points), and a notable increase in Grade 8 male students in Arabic (from 16.2 per cent to 22 per cent).

### Additional remarks

Unfortunately, a wide gender gap persists in all fields, with a higher percentage of female students achieving required levels in the MLA than their male peers in both Mathematics and Arabic. The smallest gap was seen in Grade 4 Mathematics where 24.8 per cent males were at the Achieved and Advanced levels while 34.1 per cent females were at the same levels. The largest gap was seen in Grade 8 Arabic where 37.7 per cent of males were at the Achieved and Advanced levels compared to 74.5 per cent of females. The only exceptions where males achieved higher performance levels than females were in Grade 4 Maths in Syria and Grade 8 Maths in Lebanon.

Field specific data highlights the achievement of Syria field for which the 2016 MLA serves as its baseline, the overall good progress of Lebanon field, the improvement, although to a lesser extent, of Jordan field and some challenges in the West Bank.

<sup>58</sup> In order to strengthen the understanding of the MLA results amongst UNRWA stakeholders, the baseline figures for 2013 have been revised (and the targets updated accordingly) to take into account a change in the methodology of analysis (full details are contained in the MLA report currently being drafted). Syria field was not included in the 2013 survey (due to security reasons), and as such, this data has been excluded from the 2016 UNRWA totals for comparison purposes.

<sup>59</sup> As per standard practice, subsequent targets will be revised as per 2016 actuals.



| Indicator  | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|---------------|-------------|-------------|-------------|
| Number of textbooks reviewed using UNRWA framework                                   | 272           | 134         | 384         | 34          |
| Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students | 29.1(>40)     | 38 (>40)    | 38.88 (>40) | 38 (>40)    |
|  | 7.2 ( 25)     | 6.0 ( 25)   | 5.97 ( 25)  | 6.0 ( 25)   |
| Degree to which schools are violence free  | New           | TBD         | 2.14        | TBD         |

#### Number of Textbooks Reviewed using UNRWA Curriculum Framework

An original Agency-wide target of 134 textbooks were to be reviewed against the Curriculum Framework during the period, 01 January 1 through 30 September 2016, however, with new Palestinian Authority (PA) textbooks being published in October an intense process of rapid textbook review, led by UNRWA Headquarters, began. To capture the work accomplished during the 2016 AOR reporting period, the number of textbooks reviewed during the period, 01 October through 31 December 2016, was addressed through the below narrative.

In 2016, 384 textbooks were reviewed (against the UNRWA Curriculum Framework), of which 215 were reviewed at field level (48 in Lebanon, 109 in Syria and 58 in the West Bank and Gaza). Following the release of the new PA textbooks for Grades 1 to 4 for the first semester in October 2016, Agency Headquarters reviewed all 18 new PA textbooks, with a particular focus on the issues of neutrality and bias, gender and aggressiveness. Between October and December 2016, UNRWA Headquarters also reviewed 151 textbooks of the Ministry of Education in Jordan, published between 2014 and 2016 as part the Education Reform for Knowledge Economy (ERfKE).

UNRWA continues to enhance its review of textbooks and reporting mechanisms but decided that developing an indicator for the number of self-learning and enrichment materials reviewed against the Curriculum Framework would not be feasible. These materials are developed on an -needed MTS 2016-21 CMM indicators need meaningful baselines and targets.

#### Degree to which schools are violence-free

In May 2016, nearly 29,000 students, teachers and School Principals completed a questionnaire that was distributed as part of the MLA Tests. The questionnaire aligned with the 2013 Perceptual Survey and explored various aspects of the UNRWA education programme. There were ten questions in the survey which related to perceptions of safety and security (whilst at school). The resulting overall -21 period and will complement reporting on other initiatives with regard to violence, child protection and psychosocial well-being at schools.

The overall Agency-wide score on perceptions on the degree to which Agency schools are violence free was 2.14 (for all three stakeholder groups: students, teachers and School Principals), calculated on a scale between 0 (strongly disagree) and 3 (strongly agree), with a midpoint of 1.5.<sup>60</sup> A score of 2 therefore generally indicates positive agreement with a given statement. Responses to the questions on Violence Free Schools were mixed, however, overall perceptions were moderately positive. The mean score related to safety in the classroom ( violent acts in the classroom ( the mean score was 2.32. More negative responses were received in relation to verbal or physical abuse shouting inverted) threatened by a teacher or a school principal with being beaten or having marks deducted from my work (scale inverted) Teachers and School Principals appear to have had little experience of such related to physical and verbal abuse. A further point of concern despite perceptions of safety generally being quite high relates to feeling safe when going to the school toilet. The mean score of 2.02 was distinctly lower than for other safety-related items.

Perceptions among respondents differ across UNRWA fields of operation with items related to the concept of Violence Free Schools rated decidedly lower in Lebanon and the West Bank than in other fields. The overall fields were 1.89 and 1.69 respectively, while all other fields have means above 2. A more in depth analysis on the Violence Free school subscale will be available in the upcoming 2016 Perceptual Survey Report, which is scheduled for publication by May 2017. In 2016, the UNRWA Headquarters

<sup>60</sup> It is worth noting that while most of the items in the survey were phrased in positive terms, with respondent ment some items were developed with negative wording, in such a way that agreement or strong agreement with the stem implied a negative perception regarding the substance of the item. In these cases, the response data was inverted arithmetically before the analysis was undertaken so that responses to positively and negatively worded items could be combined. In order to be faithful to the original item stems, these items are flagged in the analysis using parentheses as follows: (scale inverted) in the upcoming main report. To facilitate correct interpretation, negative wording is also edited using square brackets (i.e., [not]), [don the items read in a manner consistent with the data scale.

Education Department, jointly with the Protection Division, launched an initiative to address violence affecting and involving children in Agency installations and services. Activities in this regard are ongoing and will continue throughout 2017.

#### Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students

In comparison to the 2014-15 school year, it is notable that although the percentage of class sections with 25 students or less has remained relatively stable (from 5.98 per cent in 2014-15 to 5.97 per cent in 2015-16), the percentage of sections with more than 40 students has increased (from 21.26 per cent to 38.88 per cent in the 2015-16 school year, slightly over the target to remain at 38 per cent). This increase in large class sections is due to the class formation planning ceiling of 50 students per class (for purpose built schools) adopted for the 2015-16 school year due to austerity measures.

| Indicator  | Location          | Baseline 2016       | Target 2016         | Actual 2016          | Target 2021 <sup>61</sup>          |
|--|-------------------|---------------------|---------------------|----------------------|------------------------------------|
| Percentage of schools <sup>62</sup> meeting UNRWA facilities protection design standards | WBFO              | 0                   | 3.00                | 10.59                | 18.00                              |
|  | SFO               | N/A                 | N/A                 | N/A                  | N/A                                |
|  | GFO <sup>63</sup> | 15.00               | 18.00               | 40.68                | 33.00                              |
|  | LFO               | 0                   | 3.00                | 2.99                 | 18.00                              |
|  | JFO               | 0                   | 3.00                | 6.19                 | 18.00                              |
|  | UNRWA             | 4.00<br>(excl. SFO) | 7.00<br>(excl. SFO) | 20.89<br>(excl. SFO) | 22.00 <sup>64</sup><br>(excl. SFO) |
| Source: ICIP documents and reports   |                   |                     |                     |                      |                                    |
| Frequency: Annual  |                   |                     |                     |                      |                                    |

The design of educational facilities can have a profound impact on student and educator outcomes. With respect to students, school design affects health, access - for those with disabilities - behaviour and overall learning. For educators, the physical environment affects commitment, effort and retention rates. In order to enhance the physical environment within UNRWA schools, the Agency either upgraded or reconstructed 41 schools in 2016 - 24 in Gaza, nine in the West Bank, six in Jordan and two in Lebanon - to meet Agency education reform, protection and safety requirements. No schools were upgraded / reconstructed in Syria due to the ongoing conflict.

Overall, 2016 targets were exceeded due to the receipt of unexpected project funding to improve facilities. To date, key school upgrade and reconstruction interventions have included the installation of: (i) fire exits and alarms to facilitate the rapid emergency evacuation of students and educators; and (ii) ramps and elevators to promote accessibility for students with special education needs and disabilities.

UNRWA recognizes the importance of ensuring that its schools are accessible to enable persons with special education needs and disabilities to fully realise their right to education and take advantage of the services and opportunities provided through these facilities. To this end, the Agency has established a plan that will facilitate the implementation of measures to ensure a physically accessible environment for all UNRWA schools. In this regard, new facilities will be designed and constructed in accordance with accessibility guidelines while all schools that existed on or before 1 January 2017 shall be upgraded gradually through works to be carried out in a phased manner. Contingent on available funds, it is envisioned that this process will be completed by 2030.

<sup>61</sup> Based on 2016 actuals, 2016-21 targets will be re-evaluated.

<sup>62</sup> Please note that performance under this indicator does not pertain to rented schools.

<sup>63</sup> Please also note that the baseline and targets in Gaza are higher than in other fields due to the receipt of project funds to construct new schools.

<sup>64</sup> Please also note that given 2016 performance, the Agency-wide (excluding Syria) target will be revised upwards.

## 2.4. Strategic Outcome Four Results Analysis: Refugee Capabilities Strengthened for Increased Livelihood Opportunities

The UNRWA Education Department led in conducting a second Perceptual Survey (PS) which focuses on Employer Satisfaction of UNRWA TVET graduates to enable comparison with results from the 2013-14 PS. Although results from all fields are not yet available (Syria data has still to be collected), in general, positive improvement in employer perceptions is noted (mean score of 2.07 out of 3). In the 2016-17 survey, findings were disaggregated for a more nuanced analysis of the impact of the different types of training (vocational and technical training).

With regard to facilitating the enrolment of students who are recipients of SSNP assistance, the TVET programme has increased efforts over the years to reserve VTC spaces (annually) for this group of students. In 2016-17, the Agency Education Department worked to disaggregate data for SSNP and other field-specific vulnerable groups. Agency-wide, TVET SSNP first year enrolment stands at 24.88 per cent, under the target of 30.39 per cent, however, when other vulnerable groups are included, the Agency-wide first year enrolment increases to 51.1 per cent.

Through a series of internal reforms focused on enhanced sustainability and operational efficiency, the UNRWA microfinance programme achieved a milestone in generating a net income (profit) of US\$ 2,263,992 in 2016. Specific measures leading to this positive outcome included: (i) reengineered product delivery towards multi-product lending in the West Bank coupled with on-the-job training to enhance loan officer capacity; (ii) In Gaza, enhanced programme productivity management, reflected in the higher number and value of loans disbursed; and (iii) efforts that started to address staff retention issues in Jordan. Unfortunately, due to the ongoing conflict in Syria, an expansion of the microfinance programme in this field of operation was not possible. The displacement of families and the loss of personal capital, coupled with the depreciation of the Syrian Pound (SYP), continued to cause losses. These factors also contributed to donor reluctance to provide additional funding to the microfinance programme in Syria.

UNRWA camp improvement works positively impact local economies by driving community demand for construction materials while generating employment opportunities for camp residents. Using the full-time equivalent (FTE) ratio, a composite measure described below, the Agency estimates that over 3,310 jobs were created in 2016 for Palestine refugees, exceeding the annual target (2,773 FTEs) by 19 per cent. In total, short term camp improvement job opportunities directly benefitted thousands of daily paid refugee labourers and their families across camps in Jordan, Syria, Gaza, Lebanon and the West Bank. The socio-economic conditions of Palestine refugees living in camps are characterized by a high degree of vulnerability as the majority do not have a stable source of income and rely on a combination of valuable but low-paying jobs and humanitarian assistance to survive. As households struggle financially, many are forced into negative coping strategies including the selling of critical assets or cutting back on vital health and education expenses, activating a cycle that pushes them deeper into poverty. UNRWA camp improvement job opportunities serve to temper these vulnerabilities. In addition, as part of the Agency response to poverty and unemployment across all fields of UNRWA operation and in accordance with the UNRWA partnership framework,<sup>65</sup> a series of partnership agreements were concluded in 2016 to increase refugee livelihood opportunities. Specific emphasis in this regard extended to youth empowerment as this group faces specific barriers in the labour market; their unemployment rate is significantly higher and their employment and working conditions are worse than those of their elders.

---

<sup>65</sup> Please note that partnerships across all fields of UNRWA operation are not considered formal unless they are brought under the Agency the partnership framework. As such, longstanding initiatives such as the Job Creation Programme (JCP) / graduate training, the G-Gateway and the Sulafa Embroidery Centre in Gaza have yet to be brought into results reporting under this indicator.

| Indicator   | Location     | Baseline<br>2016-17 <sup>66</sup> | Target<br>2016-17 | Actual<br>2016-17   | Target<br>2019-20 <sup>67</sup> |
|---|--------------|-----------------------------------|-------------------|---------------------|---------------------------------|
| Degree of employer satisfaction with UNRWA TVET (VTC) graduates | WBFO         | N/A                               | TBD               | 2.10                | TBD                             |
|   | SFO          | 2.07                              | 2.20              | N/A <sup>68</sup>   | 2.40                            |
|   | GFO          | 1.96                              | 1.97              | 2.04                | 1.99                            |
|   | LFO          | 1.88                              | 1.90              | 2.00                | 1.92                            |
|   | JFO          | 1.99                              | 2.00              | 2.11                | 2.02                            |
|   | UNRWA        | 1.99<br>(excl. WBFO)              | 2.00              | 2.07<br>(excl. SFO) | 2.02                            |
|   | Source: EMIS |                                   |                   |                     |                                 |
| Frequency: Annual   |              |                                   |                   |                     |                                 |

In the autumn of 2016 and into early 2017, across Gaza, West Bank, Jordan and Lebanon, over 400 employers of graduates from the UNRWA TVET Programme completed a written Employer Perceptual Survey (EPS).<sup>69</sup> The findings of the EPS will serve to: (i) identify the employers<sup>70</sup> (ii) discern ways of improving the TVET graduate employability rate, particularly through the modification of training courses; and (iii) measure changes in perceptions against the 2013-14 PS.

The 2016-17 EPS was aligned with the 2013-14 PS that incorporated questions on employer satisfaction. Results under the PS form the baseline for the measurement of this indicator (please see the above table). In 2016-17, the overall Agency-wide (excluding Syria) mean score for employer satisfaction was 2.07, a figure that was calculated on a scale between 0 and 3 with a midpoint of 1.5. A score of 2, therefore, generally indicates positive agreement with a given statement. Please note that the 2016 actual achievement for West Bank (2.10) will serve as the baseline for 2019 as, due to industrial action, the WBFO was unable to participate in the 2013 PS.

With regard to the degree of employer satisfaction with TVET, the 2016-17 actual achievement of 2.07 was above the 2016-17 target of 2.00 and an improvement from the 2013-14 results of 1.99. All individual field office targets for 2016-17 were also exceeded. The 2016-17 Agency-wide actual achievement also exceeded the 2019-20 Agency-wide target of 2.02.

Minor variations between employer perceptions across the four fields were noted with the highest overall achieved in Jordan and the lowest score of 2.00 being recorded in Lebanon. In addition, there were scoring variations in responses to different EPS statements with the three highest rated statements being: (i)

2.34); (ii) iene and appearance of UNRWA graduates score of 2.31). The three lowest rated EPS statements were: (i) graduates to read English language instructions core of 1.79); and (iii) using both quantitative and qualitative information

There were also variations in relation to the employer perceptions of technical and vocational graduates. In this regard, technical graduates were rated considerably higher (mean score of 2.14), than vocational graduates (mean score of 1.98). As profiled through the below table, at the field level, West Bank employers had the highest perception of both graduate categories (technical and vocational), with mean scores of 2.17, and 2.04 respectively. The lowest mean score results for both technical and vocational graduates were recorded in Gaza (2.14 and 1.92) and Lebanon (2.07 and 1.95). A more in depth analysis and comparisons between the 2013-14 PS and the 2016-17 EPS, in addition to recommendations stemming from the findings, will be available in the upcoming 2016-17 EPS Report.

<sup>66</sup> The source for the 2016-17 baseline is the 2013-14 PS.

<sup>67</sup> The EPS is conducted every three years. As such, the final MTS target will not be assessed until 2022. MTS targets will be reviewed in light of 2016 actuals.

<sup>68</sup> Due to the conflict, Syria was unable to participate in the 2016-17 EPS, however, it is anticipated that data collection will take place in 2017.

<sup>69</sup> Unlike the 2013-14 PS, the 2016-17 EPS disaggregated responses between the two distinct types of TVET graduates, technical and vocational.

<sup>70</sup> Vocational graduates are those that have studied for 1 or 2 years in a programme that prepares them to work in a trade as a technician in areas such as: car mechanics, plumbing, carpentry, building construction and decoration; applicants for these programmes must have completed the basic education cycle (9<sup>th</sup>/10<sup>th</sup> grade). Technical graduates are trained in programmes that last 2 years as preparing graduates to work in professional careers such as engineering, accounting, nursing medicine, architecture; applicants for these programmes must have completed the secondary education cycle.

Table: Overall mean scores of employers' perceptions, by field and category

| Category   | Gaza | West Bank | Lebanon | Jordan | Total |
|------------|------|-----------|---------|--------|-------|
| Vocational | 1.92 | 2.04      | 1.95    | 2.03   | 1.98  |
| Technical  | 2.14 | 2.17      | 2.07    | 2.16   | 2.14  |
| Total      | 2.04 | 2.10      | 2.00    | 2.11   | 2.07  |

| Indicator  | Location          | Baseline 2016 (%) | Target 2016 (%) | Actual 2016 (%) | Target 2021 (%) |
|--|-------------------|-------------------|-----------------|-----------------|-----------------|
| Percentage of SSNP students enrolled* in VTC, ESF/FESA <sup>71</sup> | WBFO              | 9                 | 10              | 9.6             | 10              |
|  | SFO               | N/A               | N/A             | 8.81            | N/A             |
|  | GFO               | 78                | 78              | 59.21           | 78              |
|  | LFO               | 35.3              | 36              | 36.93           | 36              |
|  | JFO               | 14.4              | 14.4            | 7.99            | 14.4            |
|  | UNRWA             | TVET: 29.4        | TVET: 30.39     | 24.88           | TVET: 35        |
|  |                   | FESA: 13.7        | FESA: 14.0      | 14.65           | FESA: 14        |
|  |                   | ESF: 7.6          | ESF: 8.0        | 14.63           | ESF: 8          |
|  | Source: EMIS      |                   |                 |                 |                 |
|  | Frequency: Annual |                   |                 |                 |                 |
| *The data here is the percentage enrolled in First year only.        |                   |                   |                 |                 |                 |

Note: Each year UNRWA allocates a certain number of places in its VTCs to students who are beneficiaries of SSNP assistance and also tries to accommodate other field, (for example, ex-Gazans in Jordan or Bedouins in the West Bank). During 2016-17, an exercise was conducted to disaggregate the first year enrollment of VTC, FESA and ESF students into two categories: the first category comprised SSNP students, whilst the second category included other

72

Overall, Agency-wide TVET SSNP enrolment was slightly below the target, with a decrease from the 2014-15 baseline. It should be noted, however, that in previous scholastic years, disaggregated data (i.e. SSNP beneficiaries and the other ps was not collected. The apparent decrease in 2016-17 SSNP enrolment is therefore most likely a result of the disaggregation between the two groups that was introduced during this reporting period, with only SSNP being reported here. This can be seen when looking at Field level targets, wherein only one Field (Lebanon) achieved their targets, with West Bank 0.4 percentage points below its target.

All Fields have made concerted efforts to support other vulnerable groups, specific to their contexts. When data on these other vulnerable groups is considered, performance is well above the targets set for SSNP alone. In Jordan Field, the percentage of ent; in West Bank to 38.5 per cent; in Syria to 65.8 per cent; and in Gaza to 82.76 per cent, bringing and the Agency-wide enrolment percentage increases to 51.07 per cent.

With the planned roll-out of the electronic student registration system (e-SRS) for the TVET programme (beginning in September 2017 in Jordan, with full Agency-wide roll-out expected in 2018), the accuracy of this data, in addition to the indicator calculation, will be centralized and more easily accessible.

<sup>71</sup> The FESA is located in Jordan while the Education Science Faculty (ESF) is located in the West Bank. As both institutions are not VTCs they are disaggregated and presented separately from the TVET Agency-wide figure.

<sup>72</sup>The actuals in the above table above represent the number of SSNP students identified, based on first year 2016-17 enrolment data and using a baseline from the 2014-15 scholastic year that reflects students from both sub-categories. A target for Syria was not initially set given the crisis, extreme levels of poverty and challenges in ascertaining distinct levels of poverty through the proxy-means testing formula (PMTF). Further to standard practice, subsequent annual targets will be reviewed as per 2016 Actuals.

| Indicator   | Location <sup>73</sup> | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|---|------------------------|---------------|-------------|-------------|-------------|
| Total number of clients with loans                            | WBFO                   | 11,888        | 13,259      | 11,841      | 15,008      |
|   | SFO                    | 9,334         | 9,097       | 9,520       | 18,060      |
|   | GFO                    | 3,678         | 4,696       | 4,989       | 4,696       |
|   | JFO                    | 13,293        | 17,657      | 12,811      | 18,335      |
|   | UNRWA                  | 38,193        | 44,709      | 39,161      | 56,099      |
| Source: UNRWA Microfinance loan management information system |                        |               |             |             |             |
| Frequency: Biannually reported, monitored monthly             |                        |               |             |             |             |

In 2016, the UNRWA microfinance programme achieved 88 per cent of its annual Agency-wide target, extending loans to 39,161 clients with a total value of US\$ 39,780,417 across Gaza, the West Bank, Jordan and Syria. Programme performance varied with the greatest achievements being registered in Gaza where 4,989 loans, valued at US\$ 7,373,630, were disbursed, a 36 per cent increase on results achieved in 2015. Likewise, modest gains were realised in Syria through the granting of 9,520 loans. This, however, has to be tempered against a continued devaluation in the SYP against the US Dollar which resulted in a 26 per cent drop in the overall value loans (US\$ 1,932,360) against the value of all loans in 2015 (US\$ 2,599,002). Performance remained constant in the West Bank while in Jordan, despite improvements, staff turnover due to strong competition in the sector, continued to negatively affect programme expansion. In total 12,811 loans, valued at US\$ 14,177,044, were disbursed in Jordan, reaching 73 per cent of the 2016 target.

By the end of the reporting period, the microfinance programme maintained an aggregate portfolio of 41,983 active loans with an overall outstanding balance of US\$ 28,046,698. Annual loan repayment rates across the four fields of UNRWA operation ranged from 93 to 114 per cent during 2016 with Syria achieving the highest repayment rate of 114 per cent,<sup>74</sup> followed by Gaza (98 per cent), Jordan (94 per cent) and the West Bank (93 per cent).

| Indicator   | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|---|----------|---------------|-------------|-------------|-------------|
| Total number of microfinance loans to refugees                | WBFO     | 2,743         | 3,050       | 2,638       | 3,452       |
|   | SFO      | 160           | 273         | 265         | 542         |
|   | GFO      | 3,221         | 4,132       | 4,334       | 4,132       |
|   | JFO      | 7,065         | 9,182       | 6,888       | 9,534       |
|   | UNRWA    | 13,189        | 16,637      | 14,125      | 17,660      |
| Source: UNRWA Microfinance loan management information system |          |               |             |             |             |
| Frequency: biannually reported, monitored monthly             |          |               |             |             |             |

In 2016, 14,125 loans, valued at US\$ 18,872,790 were extended to Palestine refugees. This corresponds to 36 per cent of the total number of clients (39,161) with loans and almost 50 per cent of the total disbursed value (US\$ 39,780,417) in 2016. Outreach to Palestine refugees increased by 7.1 per cent over the number of loans in 2015 (13,189) and by 9.9 per cent over the total disbursed value (US\$ 17,173,599).

The majority of microfinance products extended to refugees were used to support informal businesses and/or to cover essential household, education and health care expenses. Consistent with overall programme performance patterns, outreach varied across fields with the greatest achievements being registered in Gaza, where 90 per cent of the total value of loans (US\$ 6,640,720 out of a total US\$ 7,373,630) was dedicated to refugees. Significantly, microfinance efforts expanded in Syria after facing heavy constraints in 2015 due to continued insecurity and population displacement. In this regard, while relatively modest, 265 loans against a planned target of 273 loans were extended to Palestine refugees, meeting 97 per cent of the target and representing a 66 per cent increase on results achieved in 2015. Outreach efforts in the West Bank remained relatively consistent with results achieved in 2015; a total of 2,638 loans were extended to Palestine refugees, achieving 86 per cent of the 2016 target. In Jordan, only 75 per cent (6,888 loans) of the annual target was met due to restricted human resource capacity. By the end of the year, the microfinance programme maintained an aggregate portfolio of 15,334 active loans to refugees with an overall outstanding balance of US\$ 14,227,020.<sup>75</sup>

<sup>73</sup>Please note that the microfinance programme does not operate in Lebanon.

<sup>74</sup>This figure exceeds 100 per cent due to advance repayments.

<sup>75</sup>Please note that UNRWA does not disaggregate loan repayment rates by refugee and non-refugees.

In 2016, the microfinance programme continued to prioritise women as loan recipients given limited employment opportunities and what is often their status as primary care givers. Overall, a total of 15,926 loans (valued at US\$ 12,956,227) were disbursed to women during the reporting period, of which 5,954 loans were extended to women refugees (valued at US\$ 5,790,138). This marked a 7.2 per cent increase in outreach to women compared to 2015. In addition, a total of 11,337 loans were disbursed to young borrowers (valued at US\$ 11,590,634) of which 4,041 loans (US\$ 4,761,650) or 36 per cent were extended to Palestine refugee youth.

| Indicator   | Location | Baseline 2016        | Target 2016          | Actual 2016                                      | Target 2021           |
|---|----------|----------------------|----------------------|--|-----------------------|
| Number of full time equivalents (FTEs) created from Infrastructure and Camp Improvement Programme interventions <sup>76</sup> | WBFO     | 345                  | 362                  | 488.9  | 2,464                 |
|   | SFO      | N/A                  | N/A                  | 92.0   | N/A                   |
|   | GFO      | 1,303                | 2,000                | 2,264.8  | 13,560                |
|   | LFO      | 271                  | 290                  | 440.9  | 1,820                 |
|   | JFO      | 121                  | 121                  | 23.6 <sup>77</sup>                               | 823                   |
|   | UNRWA    | 2,065<br>(excl. SFO) | 2,773<br>(excl. SFO) | 3,218.2<br>(excl. SFO)<br>3,310.2<br>(incl. SFO) | 18,667<br>(excl. SFO) |
| Source: Project documents and reports   |          |                      |                      |  |                       |
| Frequency: Annual   |          |                      |                      |  |                       |

In 2016, camp improvement works provided by UNRWA were valued at US\$ 67 million and included a range of interventions from the planning, design and construction of Agency facilities, shelters, schools and HCs to solid waste management and the repair and reconstruction of camp sewerage and drainage works, water wells and wastewater treatment systems. Camp improvement works support community economies, driving demand for construction materials from local suppliers and providing seasonal and/or daily employment for thousands of refugees across all fields of UNRWA operation. In 2016, UNRWA camp improvement works created 3,310 FTE<sup>78</sup> job opportunities, exceeding the target of 2,773 by 19 per cent. The greatest number of FTE positions were created in Gaza (2264.8), West Bank (488.9) and Lebanon (440.9 FTE), all of which exceeded targets by 13, 35 and 52 per cent respectively. With positions concentrated in the construction sector, skilled and unskilled opportunities were primarily provided to men.

There are obvious benefits associated with the provision of job opportunities to Palestine refugees. For example, the blockade on Gaza, now in its tenth year, has contributed to extremely high unemployment and aid dependency rates. According to the PCBS, at the end of the third quarter of the year, unemployment in Gaza stood at 43.2 per cent with youth unemployment at 63.8 per cent. Through the creation of employment opportunities, the Agency addresses these limited economic prospects, ensuring that refugee families can be more self-reliant. Similarly, in Lebanon, Palestine refugee communities experience some of the highest poverty rates, especially for the over 32,000 PRS that have been temporarily uprooted to Lebanon in search of safety. These numbers add to the 270,000 PRL already living in the country who, prior to the onset of the crisis in Syria, figured among its poorest and most marginalized. Within this context, the creation of short term job opportunities allows countless families that often struggle to cover basic expenses, to improve their living conditions.

Apart from financial constraints (project funding), obstacles in generating additional FTEs relate to the blockade in Gaza and obtaining military permission to import materials into camps in Lebanon. Despite the ability of camp improvement works to improve refugee conditions, the scaling-up of this assistance is also constrained by persistent underfunding.

| Indicator | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|-----------|----------|---------------|-------------|-------------|-------------|
|           | WBFO     | 0             | 4           | 3           | 10          |
|           | SFO      | N/A           | N/A         | N/A         | N/A         |

<sup>76</sup> Reported data corresponds to the number of FTEs created for Palestine refugees.

<sup>77</sup> A revised methodology towards the calculation of FTEs in Jordan was developed. As a result, the number of FTEs in 2016 in Jordan is less than the planned target value.

<sup>78</sup> FTEs correspond to an estimation of the number of jobs created by a given initiative within a predefined timeframe. The number of FTEs is obtained by dividing the total generated person-days by the actual number of working days over the duration of the initiative. For example, an initiative generating 546 person-days over one year (273 working days) would correspond to 2 FTEs. FTEs should be understood as the average number of jobs created by an initiative at any point in time and corresponds to the lowest possible estimate of the total number of individuals employed throughout the lifespan of each initiative as each FTE may correspond to several workers if the initiative has a high turnover rate.



|  |                           |                   |                   |                   |                   |
|--|---------------------------|-------------------|-------------------|-------------------|-------------------|
| Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees | GFO                       | 0                 | 0                 | 0                 | 20                |
|  | LFO                       | 15                | 11                | 11                | 25                |
|  | JFO                       | 0                 | 1                 | 1                 | 6                 |
|  | UNRWA                     | 15<br>(excl. SFO) | 16<br>(excl. SFO) | 15<br>(excl. SFO) | 61<br>(excl. SFO) |
|  | Source: Field RSS reports |                   |                   |                   |                   |
| Frequency: Annual  |                           |                   |                   |                   |                   |

In 2016, UNRWA established 15 formal partnerships in support of livelihood activities for Palestine refugees. Through these agreements, assistance was extended to 4,440 individuals across Lebanon, the West Bank and Jordan. Partnership agreements particularly focused on youth and women who, in general terms, suffer high unemployment and low labour force participation rates across all Agency fields of operation.

Partnerships in Lebanon accounted for 73 per cent of the total established partnerships in 2016. These arrangements included eight partnerships with local Community Based Organisations (CBOs) and three with the UN and International Non-Governmental Organisations (INGOs): UNICEF, Handicap International and Right to Play. These partnerships focused on the provision of livelihood trainings for women, youth and persons with disabilities and formal guidance for community level workers to improve service provision to these vulnerable groups.

While 94 per cent of the 2016 Agency target for this indicator was met, the conclusion of new partnership agreements encountered two primary challenges. The first related to the formalisation and strengthening of partnerships under the Agency partnership framework, a particular challenge faced by UNRWA operations in Gaza. In this regard, while no partnerships were formalised in Gaza during the reporting period, individual memoranda of understanding are currently being negotiated and it is expected that agreements will be concluded in 2017. The second challenge related to the security situation in Syria as many organisations have either closed or revised the nature of their activities from development to the provision of humanitarian relief. For this reason, Syria will not be in a position to report results against this indicator until conditions improve.

| Indicator  | Location                                   | Baseline 2016 (%) | Target 2016 (%)   | Actual 2016 (%)   | Target 2021 (%) |
|--|--|-------------------|-------------------|-------------------|-----------------|
| Percentage of signed partnerships involving the Youth initiative <sup>79</sup> | WBFO                                       | New               | 75                | 100               | 70              |
|  | SFO  | N/A               | N/A               | N/A               | N/A             |
|  | GFO  | New               | 0                 | 0                 | 100             |
|  | LFO  | 0                 | 9.09              | 9.09              | 24              |
|  | JFO  | 0                 | 0                 | 100               | 50              |
|  | UNRWA                                      | New               | 28.57 (excl. SFO) | 33.33 (excl. SFO) | 61 (excl. SFO)  |
|  | Source: Field-specific information systems |                   |                   |                   |                 |
| Frequency: Annual  |  |                   |                   |                   |                 |

As of 2016, over one million young people between the ages of 15 and 24 were registered with UNRWA, representing 18.5 per cent of the total registered population. This group confronts a number of unique challenges around civic engagement and livelihoods including a lack of support systems and structures to promote participation, insufficient work experience and financial resources, and high rates of unemployment. The Agency is seeking to respond to these challenges through the conclusion of youth empowerment partnerships with regional and local organisations. In this regard, of the 15 partnerships established in 2016, 33 per cent (5 agreements) specifically targeted Palestine refugee youth in Lebanon, Jordan and the West Bank. Of note are promising results in both the West Bank and Jordan where 100 per cent of new partnerships involve youth initiatives. In the West Bank, three partnerships focus on the civic engagement of youth. Here, through a series of capacity development initiatives concerning volunteerism, the law on associations and the media and public speaking, young people are able to recognise their role as agents of change in their communities. In Jordan, an agreement with Talal Abu Ghazaleh provided information technology skills to young people with the aim of improving employability rates in the modern work environment. In Lebanon, UNRWA partnered with Right

<sup>79</sup> Youth initiatives include programmes and activities with the objective of increasing the access and participation of youth between the ages of 15-24 in awareness raising, cultural, social, recreational, and civic and livelihood activities. In addition, these efforts seek to strengthen the capacity of youth leaders in refugee camps and outside camps in the areas of leadership skill development, decision making and community mobilization to better meet youth needs.



to Play to train 270 Palestine refugee youth on leadership, team building and methods of identifying community needs in order to facilitate civic engagement through community service projects.

## 2.5. Strategic Outcome Five Results Analysis: Refugees are able to Meet Their Basic Human Needs of Food, Shelter<sup>80</sup> and Environmental Health

The UNRWA SSNP aims to mitigate the poverty and food insecurity faced by Palestine refugees across the five fields of Agency operation with priority focus on the abject poor.<sup>81</sup> The SSNP provides a range of assistance including a basic food basket, cash transfers and/or the provision of electronic cash vouchers (e-cards). In 2016, UNRWA transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and West Bank. Regarded as a more effective way to extend basic assistance, this new distribution modality reduces administrative and distribution costs associated with the delivery of in-kind assistance and provides recipients with greater freedom of choice and access to a wider range of healthy food options. Currently, e-card assistance serves a caseload of over 156,000 SSNP beneficiaries across Lebanon (61,709), Jordan (58,899) and the West Bank (36,129).

In Gaza, the provision of in-kind food assistance continues to be the primary means of extending relief to the poor. In keeping with an enhanced focus on healthy living, the Agency conducted a review of food basket provisions in 2016. Following a widely consultative process, UNRWA revised basket contents to better respond to health and nutritional values, product availability and logistical practicalities while being mindful of local food habits and public acceptance. The new baskets contain a decreased amount of sugar due to its low nutritional value and in exchange lentils, chickpeas and sardines have been added. The distribution of more varied and nutritious food baskets in Gaza began during the second quarter of the year for 98,000 SSNP beneficiaries. Due to the protracted emergency situation, the blockade and restrictions imposed on the economy, Gaza was not considered in the pilot transition to the e-card assistance distribution modality. Social transfer selection in such conditions will require a multi-disciplinary analysis of humanitarian stabilization options covering the sectors of food security, micro- and macro-economies, humanitarian access and space, while assessing the risks, costs and benefits of applying a new modality within the political economy conditions of Gaza. Under the current crisis conditions in Syria, poverty-based targeting through the SSNP cannot be implemented. The previous status-based Special Hardship caseload is maintained as part of the universal coverage provided through emergency assistance.

Overcrowded conditions and makeshift shelters are just some of the challenges plaguing the 58 official UNRWA Palestine refugee camps that hosted a registered population of over 1.34 million in 2016. Evolving from temporary <sup>ago,</sup> these camps have now become congested conglomerates of narrow alleyways and improvised multi-level houses that accommodate growing families. Unregulated construction often means that buildings encroach on pathways and alleys, blocking passage. Camp residents also suffer conditions of often extreme deprivation in homes that do not conform to minimum protection and security standards. In 2016, progress towards the development of a healthy urban environment through camp improvement proceeded at a slow pace with achievements coming in well below target. Limited funding and/or, as in the case of Gaza and Lebanon, lengthy government approvals and restrictions on the entry of construction materials, severely hampered the implementation of planned activities. During the reporting period, the Agency received sufficient project funding to complete only 6.2 per cent of houses targeted for rehabilitation. Continued years of underfunding, coupled with the poor economic condition of refugees, have translated into a rapid degradation of the overall environment occupied by Palestine refugees. UNRWA estimates that there are currently around 45,000 substandard shelters (excluding Syria) in need of rehabilitation at an approximate value of US\$ 550 million and this number is expected to increase. In 2017, the Agency plans to target 2,500 shelters for rehabilitation that will require an estimated US\$ 35 million.

<sup>80</sup> Please note that during the reporting period, UNRWA was unable to report against the indicator, <sup>percentage of beneficiaries satisfied with rehabilitated shelters</sup>. In preparation for conducting this survey in 2017, post-occupancy evaluation forms are currently being revised and the methodology underpinning survey analysis is being developed.

<sup>81</sup> UNRWA Relief and Social Services defines those in a state of absolute poverty as individuals unable to meet some of but not the entire basket of basic needs including food while the abject poor are those unable to meet even basic food requirements.

| Indicator  | Location   | Baseline 2016 (%)    | Target 2016 (%)      | Actual 2016 (%)      | Target 2021 (%)      |
|--|--|----------------------|----------------------|----------------------|----------------------|
| Percentage of SSNP beneficiaries who are abject poor | WBFO   | 37.7                 | 65                   | 63.49                | 100                  |
|  | SFO <sup>82</sup>  | N/A                  | N/A                  | N/A                  | N/A                  |
|  | GFO  | 73.8                 | 73.8                 | 75.2                 | 100                  |
|  | LFO  | 5.22                 | 5.22                 | 5.79                 | 13.06                |
|  | JFO  | 97.3                 | 100                  | 99.5                 | 100                  |
|  | UNRWA  | 57.58<br>(excl. SFO) | 62.04<br>(excl. SFO) | 62.42<br>(excl. SFO) | 67.96<br>(excl. SFO) |
|  | Source: Refugee Registration Information System and field-specific information systems |                      |                      |                      |                      |
|  | Frequency: Annual  |                      |                      |                      |                      |

In 2016, the UNRWA SSNP reached 254,520 persons across Gaza, the West Bank, Lebanon and Jordan, 62 per cent (158,862 individuals) of whom were identified as abject poor through the Agency's PMTF. Of the identified abject poor receiving SSNP assistance, 42 per cent (65,931 individuals) were women and 10 per cent (15,968 individuals) were persons with disabilities.

In order to accurately measure household poverty status amongst Palestine refugees, the PMTF assesses a variety of indicators - or proxies, including housing conditions, demographics, education, health, attachment to the labour force and household assets. This data is collected through home visits by social workers and is customized to each Agency field of operation. At a minimum, UNRWA assesses the eligibility of refugee families receiving or requesting assistance every two years so as to maintain confidence in its caseload. While the SSNP would ideally assist all refugees living in poverty, this identification process allows the Agency to prioritize its limited food and cash assistance support towards the abject poor.

In 2016, significant progress was made in increasing the percentage of SSNP recipients who are abject poor in the West Bank, from 37.7 per cent to 63.5 per cent of the total caseload. An assessment of the poverty levels of those receiving or waitlisted to receive SSNP assistance allowed the Agency to further prioritise the poorest of the poor. In 2017, a similar assessment will be conducted in Lebanon and Gaza.<sup>83</sup>

Through the SSNP, UNRWA reached 3,565 abject poor individuals or 44 per cent of the estimated 8,060 abject poor in Lebanon, a number that would amount to 13 per cent of the SSNP caseload if they were all extended assistance under the programme. Through the 2017 assessment, the programme will seek to remove all remaining non-poor cases, replacing them with abject poor families from the waitlist. In Lebanon, Palestine refugees face a number of unique vulnerabilities including exclusion from national assistance programmes and restrictive employment policies, putting them at risk of falling into more extreme poverty. These socioeconomic conditions and exclusion policies account for the modest yet realistic field specific baselines and targets for this indicator.

| Indicator  | Location  | Baseline 2016 (%)    | Estimate 2016 (%)    | Actual 2016 (%)      | Estimate 2021 (%)    |
|--|---|----------------------|----------------------|----------------------|----------------------|
| Percentage of SSN individuals that received social transfers <sup>84</sup> (out of the total poor refugee population) (disaggregation by sex and disability) | WBFO  | 14.37                | 14.03                | 14.02                | 12.28                |
|  | SFO <sup>85</sup>                                 | N/A                  | N/A                  | N/A                  | N/A                  |
|  | GFO   | 10.67                | 10.83                | 10.06                | 9.33                 |
|  | LFO   | 29.58                | 29.26                | 29.26                | 27.55                |
|  | JFO   | 17.73                | 17.11                | 17.88                | 15.34                |
|  | UNRWA   | 14.81<br>(excl. SFO) | 14.47<br>(excl. SFO) | 14.62<br>(excl. SFO) | 12.75<br>(excl. SFO) |
|  | Source: RRIS /SSNP module and host countries data |                      |                      |                      |                      |
| Frequency: Quarterly   |   |                      |                      |                      |                      |

<sup>82</sup> Results under this indicator do not pertain to Syria where SSNP assistance has been stayed due to the prevailing crisis.

<sup>83</sup> In Jordan, the caseload was assessed in 2014-15. Non-abject cases were phased out of the SSNP during this period. As such, nearly 100 per cent of SSNP beneficiaries in Jordan are abject poor.

<sup>84</sup> A social transfer is any non-contributory payment, be it in the form of in-kind food or NFIs, cash, voucher or a combination thereof to help reduce the vulnerability of a family or individual to poverty.

<sup>85</sup> Results under this indicator do not pertain to Syria where the SSNP assistance has been stayed due to the ongoing crisis.

Through SSNP social transfers, UNRWA was able to support approximately 15 per cent of the total poor refugee population across its fields in 2016. Of the 254,520 persons extended assistance, 129,608 were women and 35,364 were individuals with an identified disability.

Funding constraints continue to limit programme effectiveness in terms of covering the basic needs of the absolute and abject poor. To maximize SSNP impact within these constraints, the Agency has taken steps to review and reform the provision of assistance across all fields. In this regard, the most significant change in 2016 was the roll out of the SSNP transition from food to e-cards across Lebanon, Jordan and West Bank, referenced above. The transition included an initial four month capacity development initiative with UNRWA personnel and a communication and awareness raising campaign for beneficiaries. Operational arrangements in Jordan and the West Bank include joining the WFP cash-based transfer platforms that entail agreements with MasterCard banks and points of sale across the fields. In Lebanon, the Agency works directly with Bankmed Sal to provide transfers to SSNP beneficiaries. By the end of the reporting period, three rounds of cash-based social transfers were provided to SSNP beneficiaries in Lebanon, Jordan and West Bank.

In Gaza, UNRWA provides quarterly food rations to over 900,000 Palestine refugees, or all registered individuals assessed as living below the poverty line. The provision of this assistance is divided between the regular SSNP and the Emergency Programme with harmonized targeting and assistance levels to ensure that refugees receive assistance based on their poverty levels, regardless as to the source of funding. As the above indicator accounts for only the SSNP population and not the Emergency Programme assisted population, reported results do not provide the full picture that is further explained under the 2016 oPt EA annual report, below.

| Indicator  | Location | Baseline 2016 (%)  | Target 2016 (%)     | Actual 2016 (%)     | Target 2021 (%)     |
|--|----------|--------------------|---------------------|---------------------|---------------------|
| Percentage of substandard shelters rehabilitated out of total substandard shelters identified for poor | WBFO     | 9.5                | 16.2                | 11.18               | 49.5                |
|  | SFO      | N/A                | N/A                 | N/A                 | N/A                 |
|  | GFO      | 1.5                | 6.5                 | 1.57                | 28.5                |
|  | LFO      | 18.4               | 28.4                | 22.93               | 78.4                |
|  | JFO      | 1.8                | 6.8                 | 1.97                | 32.6                |
|  | UNRWA    | 5.2<br>(excl. SFO) | 11.1<br>(excl. SFO) | 6.13<br>(excl. SFO) | 39.7<br>(excl. SFO) |
| Source: Project documents and reports  |          |                    |                     |                     |                     |
| Frequency: Annual  |          |                    |                     |                     |                     |

Ensuring adequate living standards for Palestine refugees is a key UNRWA priority, however, years of underfunding (shelter rehabilitation work is entirely dependent on project funding) have severely curtailed infrastructure and camp improvement programme (ICIP) implementation across all areas of operation. These constraints accounted for achievements that fell well below 2016 targets. Notwithstanding, available resources were optimised and substandard shelters were rehabilitated for 449 families during the course of the year. Interventions prioritized those families classified as (or eligible to be classified as) recipients of SSNP assistance through a two-stage assessment process that evaluated families environmental health issues related to the structures they inhabited. Due to the receipt of project funds, 275 shelters were rehabilitated in Lebanon. A further 131 shelters were rehabilitated in the West Bank while only 24 shelters were rehabilitated in Jordan and 19 shelters in Gaza.

ICIP continues to promote the self-help approach which directly engages families in the rehabilitation of their own homes, thereby enhancing ownership. In a situation of limited financial resources, the self-help approach accounts for a 10 to 15 per cent cost reduction in the rehabilitation of each structure and encourages beneficiaries to voluntarily contribute with additional resources for the betterment of their homes. In 2016, the majority of the shelters in the West Bank and Lebanon were rehabilitated through this approach. ICIP also works to ensure that household privacy and dignity are considered in shelter design and development, with family unity, respect for cultural considerations and protection also forming primary considerations.

## 2.6. Management and Operational Effectiveness

| Indicator                                      | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|----------|---------------|-------------|-------------|-------------|
| Percentage of priority projects funded (value) | UNRWA    | New           | New         | 11.826%     | TBD         |
| Source: Regular reporting by ERCD              |          |               |             |             |             |
| Frequency: Quarterly                           |          |               |             |             |             |

In UNRWA, project funding is resourced by 100 per cent voluntary earmarked contributions for specific, time bound activities with a view to improving services without increasing recurrent costs. This includes, for example, interventions such as building facilities and the continuation of reform related activity implementation. In light of the possible inherent, long-term financial risks associated with certain projects, the Agency has developed a project prioritization process broken down by department and field that ranks potential projects based on need, MTS alignment and cost. This process has informed the set of priority projects that was elaborated in 2016. These projects are integral to achieving strategic results that cannot be achieved under programme budget resources.

In 2016, across all programmes and field offices, UNRWA raised a total of US\$ 189.8 million in project funding, including for reconstruction in Gaza and NBC in Lebanon where the Agency secured US\$ 34.6 million and US\$ 15.9 million respectively. Now that the priority projects list has been finalised, the UNRWA External Relations and Communications Department (ERCD) will be able to adopt a more focused approach with partners to guide project funding towards strategic priority projects in 2017.

| Indicator   | Location | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|---|----------|---------------|-------------|-------------|-------------|
| Implementation rate of DIOS audit, evaluation and investigation recommendations | UNRWA    | 50            | 65          | 63          | 90          |
| Source: DIOS Reports and RBM Action Tracking System (ATS)                       |          |               |             |             |             |
| Frequency: Annual   |          |               |             |             |             |

The Department of Internal Oversight Services (DIOS) provides internal audit, evaluation and investigation services that uphold UNRWA integrity, transparency and accountability with the overall aim of enhancing the Agency's performance and its mandate. The DIOS audit, evaluation and investigation functions are discharged through regular reporting on measurable results and by assessing performance against pre-defined targets. Where appropriate, reports documenting audit, evaluation and investigation findings contain recommendations on how to strengthen systems and processes, mitigate risks, close control gaps and improve the overall impact of programmatic interventions. In addition, formal follow-up mechanisms have been established to systematically track the implementation of recommendations. These mechanisms serve to monitor recommendation compliance, the timeliness of interventions, assess performance and identify any gaps and challenges that affect progress.

During the years 2012 to 2016, there were 307 recommendations issued by DIOS out of which 193 were implemented within the prescribed time frame. This is partly due to a strengthened process that DIOS implemented on recommendation follow up after a review conducted in 2016.<sup>86</sup>

<sup>86</sup> Please note that as this is a new indicator, a comparative analysis with results achieved in 2015 is not possible.

| Indicator  | Location   | Baseline 2016 | Target 2016 | Actual 2016 | Target 2021 |
|--|--|---------------|-------------|-------------|-------------|
| Percentage of DIOS investigations issued within prescribed timeframe | UNRWA  | 50            | 60          | 69          | 85          |
|  | Source: DIOS Reports and RBM Action Tracking System (ATS). |               |             |             |             |
|  | Frequency: Annual  |               |             |             |             |

This new performance indicator tracks the length of time that it takes to complete cases, noting that ideally, all cases should be closed within six months of their initiation. In 2016, 38 out of 55 cases were closed within six months<sup>87</sup> of being opened as reflecting strengthened capacity within the UNRWA investigation function to deliver its reports within the prescribed time frame. The absence of undue delay in finalizing investigations serves to: (i) foster the confidence of staff and beneficiaries who report allegations of misconduct; and (ii) demonstrate that the Agency is serious in addressing complaints.<sup>88</sup> Discussions are currently underway to further enhance the DIOS investigation function in order to further promote efficiencies in this regard.

| Indicator  | Location                     | Baseline 2016 <sup>89</sup><br>(%) | Target 2016<br>(%) | Actual 2016<br>(%) | Target 2021        |
|--|------------------------------|------------------------------------|--------------------|--------------------|--------------------|
| Percentage of UNRWA installations receiving four or more neutrality inspections annually | WBFO                         | New                                | 100                | 100                | 100                |
|  | SFO                          | New                                | 0                  | 0                  | 0                  |
|  | GFO                          | New                                | 100                | 100                | 100                |
|  | LFO                          | New                                | 100                | 100                | 100                |
|  | JFO                          | New                                | 100                | 100                | 100                |
|  | UNRWA                        | New                                | 100<br>(excl. SFO) | 100<br>(excl. SFO) | 100<br>(excl. SFO) |
|  | Source : OSO Project Records |                                    |                    |                    |                    |
| Frequency: Annual  |                              |                                    |                    |                    |                    |

Neutrality is a core principle governing the way humanitarian response is carried out. Including humanity, neutrality, impartiality and independence, these principles are key in establishing the humanitarian space essential for the effective delivery of services during both peacetime and in periods of conflict. UNRWA is committed to the humanitarian principle of neutrality as it is essential for the Agency to protect and serve Palestine refugees. With the aim of further embedding this principle through Agency fields of operation, in 2016, the UNRWA Neutrality Framework, designed to ensure an Agency-wide consistent and coherent approach to key issues relating to the neutrality of UNRWA operations, was endorsed by the Agency -Making Platform.<sup>90</sup>

Capacity development for UNRWA staff was facilitated in 2016 through the development and testing of an intensive two-day in-person interactive training on social media and neutrality, together with comprehensive written materials. To operationalize this training: (i) Thirty-five area staff were selected to be trained as trainers; (ii) In August 2016, six social media and neutrality trainers from the Gaza Field Office delivered in-person pilot training in Arabic on social media and neutrality to 450 Gaza-based staff and other personnel; (iii) Lessons learned from this pilot were then fed into the development of the Agency-wide in-person training that is slated for Q1 2017 delivery to some 3,000 Area staff serving in supervisory capacities Agency-wide. This activity is supported through project funding.

An additional 796 UNRWA staff in Lebanon, 358 staff in the West Bank<sup>91</sup> and 193 staff in Gaza<sup>92</sup> (for a total of 1,347) received training on neutrality, including on the appropriate use of social media, through the OSO programme.<sup>93</sup>

<sup>87</sup> It merits note that the disciplinary process is separate from investigations, meaning that when an allegation is substantiated through DIOS, the decision to impose disciplinary measures is separate post-investigation process.

<sup>88</sup> This indicator relates only to investigations conducted by DIOS and not to UNRWA field offices that are also authorized to conduct investigations.

<sup>89</sup> Please note that the 2016 actual will form the baseline for the duration of the MTS reporting period.

<sup>90</sup> Issued in February 2017, the framework sets out a multi-dimensional approach to neutrality with regard to staff members and other personnel working or providing services to UNRWA and Agency installations, assets and operations.

<sup>91</sup> Please note that this training (for 358 UNRWA staff in the West Bank) is also reported under section 3.3.3. *Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy*- of the AOR (under the subsection concerning the Operations Support Office).

<sup>92</sup> Please also note that this training (for 193 UNRWA staff in Gaza) is also reported under section 3.2.3. *Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy*- of the AOR (under the subsection concerning the Operations Support Office).

<sup>93</sup> This training will continue across Syria and Jordan in early 2017.

In conjunction with the Neutrality Framework, a SOP was developed<sup>94</sup> to harmonise and ensuring coherence in neutrality inspections across the Agency five fields and headquarters. Principle users of this instrument are UNRWA Operations Support Officers (OSOs) who are responsible for conducting the installation inspections. It is also applicable to other UNRWA personnel who may be involved in the inspection process. During the reporting period, UNRWA carried out quarterly neutrality inspections across all Agency installations in Gaza (1,100 inspections across 273<sup>95</sup> installations), Jordan (816 inspections across 204 installations), Lebanon (679 inspections across 170<sup>96</sup> installations), and the West Bank (990 inspections across 245 installations). Given security conditions in Syria, the inspection programme has yet to be activated, although other neutrality-related activities are in progress.

In both Gaza and Lebanon, neutrality inspections were facilitated through the introduction of a tablet based data collection system and companion database that improved the quality of reporting and enhanced the monitoring response of UNRWA staff. Through the use of tablets, staff are now able to more rapidly record data from site inspections on the neutrality database. In turn, this system facilitates the collection and analysis of data by maintaining records of follow-up actions and tracking the degree of compliance with neutrality recommendations issued following inspections.

Neutrality is one of the dimensions for the on-going review of school textbooks. For detailed information in this regard, please see results reporting under strategic outcome three of the AOR.

| Indicator   | Location   | Actual 2016 |
|---|--|-------------|
| Percentage of education specialists and strategic unit staff (fully recruited cadre) that received HRCRT training | UNRWA  | 100%        |
|   | Source : Department of Education regular reporting |             |
|   | Frequency: On-going                                |             |

In line with the human rights, conflict resolution and tolerance (HRCRT) Policy (2012), training in this area started in 2013 and reached 18,769 education staff (including all UNRWA teachers) by the end of 2015. In order to assess the effectiveness of HRCRT training, teachers completed evaluation questionnaires,<sup>97</sup> with more than 90 per cent providing positive feedback about the quality of the training. During the 2015-16 academic year, school level planning and top-up training workshops took place in all schools to reinforce the initial training (a total of 17,466 education staff received top-up trainings during this period).

During the 2015-16 school year, new Strategic Support Units (SSU) were established in line with the UNRWA Teacher Policy<sup>98</sup> and the need for HRCRT training for Unit Co-ordinators and new Education Specialists was identified. Due to limited resources, it was decided to conduct the training only when the structures were fully capacitated (note: this is reflected in the reference to recruited cadre n and training was conducted in these fields. The training focussed on roles and responsibilities with regard to the quality assurance, monitoring and sustainability of the HRCRT Programme. In addition, newly recruited Education Specialists in Gaza were trained on the HRCRT Toolkit and their role in supporting teachers in implementing the HRCRT Programme.

<sup>94</sup> Please note that the SOP was issued in early 2017, outside of the current reporting period.

<sup>95</sup> Please note that there were 265 installations in Gaza between January and June 2016. Nine schools temporarily operated in PA facilities. During the second half of the year, the number of installations increased to 273 with an additional three schools operating in PA facilities. All installations, including UNRWA schools temporarily located in PA school buildings, were inspected four times during the year.

<sup>96</sup> Due to the merging of two schools, in September 2016, the number of UNRWA installations in Lebanon was reduced from 170 to 169.

<sup>97</sup> A representative sample of 4,976 evaluation forms completed by staff participating in the training were reviewed by UNRWA Headquarters.

<sup>98</sup> Please see, [http://intranet.unrwa.org/HQAEducationDepartment/Polices/UNRWA\\_Teacher%20Policy\\_November\\_2013.pdf](http://intranet.unrwa.org/HQAEducationDepartment/Polices/UNRWA_Teacher%20Policy_November_2013.pdf). The UNRWA Teacher Policy seeks to provide support to teachers at school level with regard to their on-going professional development, whilst ensuring diversified and motivating career opportunities. The policy also introduced new roles to facilitate school quality assurance, monitoring and assessment and the overall coordination of professional development.



| Indicator  | Location | Baseline 2016 (%) | Target 2016 <sup>99</sup> (%) | Actual 2016 (%) | Target 2021 <sup>100</sup> (%) |
|--|----------|-------------------|-------------------------------|-----------------|--------------------------------|
| Percentage of senior positions held by women (Area staff)          | UNRWA    | 26.3              | New                           | 26.3            | 35                             |
| Percentage of senior positions held by women (International staff) | UNRWA    | 36.8              | New                           | 37.8            | 45                             |

Source: REACH

Frequency: Annual

Please note that this indicator did not initially disaggregate between senior Area and International personnel, however, for monitoring purposes, this distinction has merit given considerable gender representation differences between these two groups. As a result of the now revised indicator, new / separate gender representation targets for Area and International personnel will be established in 2017.

UNRWA commitment to the promotion of gender equality and women (2007), and its Gender Equality Strategy 2016-21 that is implemented in tandem with the MTS 2016-21.

Increasing the representation of women within the ranks of senior Area staff faces a number of obstacles including high retention rates for Area personnel (i.e. limited vacancies) and a narrow pool of women that currently occupy middle management positions; the majority female Area staff representation rests at Area grade level 9-12.<sup>101</sup> For international staff, a considerable challenge rests in the limited female applicant pool that presents itself for senior level positions in hardship duty stations including high risk living conditions that UNRWA often operates under, a factor that impacts the overall average number of women that occupy senior level positions Agency-wide.

By way of addressing the above referenced obstacles to the representation of women in senior positions, the Agency is enhancing its overall external profile to attract female candidates through: (i) redesigned vacancy announcements that open with an invitation to women candidates (rather than as a by-line at the end); (ii) the development and roll out of an UNRWA leadership training initiative with women

that candidates from the underrepresented gender in the hiring unit must be given priority when there are equally qualified female and male candidates; (iv) the requirement to have at least one woman on each interview panel; (v) the development of a human resources specific action plan in support of UNRWA and (vi) revised recruitment reporting that analyses the gender profile of each selection exercise. In addition, the performance of UNRWA senior management will be assessed on gender components in their annual compact and work plans, holding them responsible for their role in achieving gender equality.

<sup>99</sup> Please note that the targets differ between senior Area and International personnel because staff rotation is much lower for senior Area staff pools, allowing for a more ambitious approach with regard to the representation of women amongst the ranks of international staff.

<sup>100</sup> Please note that the 2021 targets currently listed should be considered provisional.

<sup>101</sup> Please note that the Grade range for Area Staff is from Gr.2-20.



## 2.7. Accountability to Affected Populations

### 2.7.1. Overview

UNRWA considers accountability to affected populations (AAP) to be a cornerstone of quality service provision to meet changing refugee needs and deliver more sustainable development outcomes. As elaborated below, a number of formal and informal mechanisms, standards and practices are in place at the field and programme level to ensure the meaningful participation of Palestine refugees at various stages in the programming cycle. The form this participation takes varies depending on operational and programmatic circumstances. In all cases, it is grounded in the unique platforms provided by the Agency : (i) workforce of over 30,000 staff, the vast majority of whom are engaged in the direct-delivery of operations and are drawn from the Palestine refugee communities they serve; and (ii) extensive network of area offices, camp services offices, schools, health centres and other installations. This ensures that refugees have direct and regular access to UNRWA staff.

As part of the MTS, UNRWA has committed to strengthen feedback mechanisms and processes, for beneficiaries and staff, by building on existing practices. In this regard, the Agency will continue to engage refugees at different stages of the programme cycle and will strengthen mechanisms to facilitate and respond to feedback, petitions and complaints. Through a series of reforms planned under the MTS, UNRWA will also improve communications with beneficiaries and staff, including through annual reporting to refugees on MTS implementation. These reforms reflect a commitment by the Agency to make refugees core partners in achieving strategic objectives, as UNRWA continues to build on sound management practices and programme reform efforts such that refugees benefit to the maximum extent possible.

In 2016, UNRWA strengthened the Agency-wide approach to AAP through the development of a governing framework that outlines its AAP commitments and how they are delivered. It further summarizes the measures and processes that UNRWA plans to introduce under the MTS to strengthen and deepen engagement with Palestine refugees. In addition, Agency AAP commitments were published on the UNRWA website and the development of an on-line AAP training package for Agency personnel was commenced. Also in 2016, UNRWA completed a refugee participation stock take which found that while good practice exists with regard to refugee engagement. For example, a Communication with Communities (CwC) approach is being implemented in Gaza that enhances accountability and transparency with stakeholders and assists in meeting the information and communications needs of crisis affected people. Through CwC, Palestine refugees are provided with enhanced access to the information and are better situated to have their voices taken into account in decision-making processes related to the provision of humanitarian services. AAP good practice is also evident through SSNP, emergency food and cash distribution, and shelter assistance communication, appeals and complaints mechanisms and through 2016 protection audits where Agency personnel assessed the level of refugee access, safety, dignity, participation, and accountability in UNRWA service delivery. Further, the transition from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and West Bank serves as a good example of consulting refugees, including the most vulnerable, to ensure community level input in programmatic design, review and adjustment. Despite these successes, there remains room for improvement in the area of direct refugee engagement across the UNRWA programming cycle.

AAP compliance will be monitored in various ways, including through management compacts with senior staff, monitoring of and reporting against results including in the Agency OR, formal programme evaluations, and annual protection audits in all fields. The participation of and accountability to Palestine refugees are two of the Agency protection mainstreaming principles, including the proactive involvement of more vulnerable groups, such as women, children, older people and persons with disabilities. Over time, protection audits have identified an increasing understanding of and alignment with UNRWA protection standards; they have also highlighted the scope for further improvements in the area of participation and accountability that UNRWA seeks to address through this framework.

## Chapter Three:

# Annual Reporting under the 2016 oPt Emergency Appeal

## 3.1. Funding Summary: 2016 oPt emergency appeal

oPt emergency appeal funding summary by field, 1January 31 December 2016 (US\$)

| Programme Interventions                | Amount            | Total       | Gaza Strip <sup>102</sup><br>Allocation | West Bank <sup>103</sup><br>Allocation | Headquarters<br>Allocation |
|--|-------------------|-------------|---|--|----------------------------|
| Emergency food assistance              | <i>required</i>   | 133,047,251 | 109,782,925                             | 23,264,326                             | 0                          |
|  | <i>received</i>   | 72,506,941  | 66,443,202                              | 6,063,739                              | 0                          |
|  | <i>difference</i> | 60,540,310  | 43,339,723                              | 17,200,587                             | 0                          |
| Emergency cash assistance              | <i>required</i>   | 10,000,000  | 10,000,000                              | 0                                      | 0                          |
|  | <i>received</i>   | 0           | 0                                       | 0                                      | 0                          |
|  | <i>difference</i> | 10,000,000  | 10,000,000                              | 0                                      | 0                          |
| Emergency Cash-for-Work (CfW)          | <i>required</i>   | 76,414,993  | 60,444,588                              | 15,970,405                             | 0                          |
|  | <i>received</i>   | 21,049,300  | 13,268,649                              | 7,780,651                              | 0                          |
|  | <i>difference</i> | 55,365,693  | 47,175,939                              | 8,189,754                              | 0                          |
| Livelihoods                            | <i>required</i>   | 599,994     | 599,994                                 | 0                                      | 0                          |
|  | <i>received</i>   | 0           | 0                                       | 0                                      | 0                          |
|  | <i>difference</i> | 599,994     | 599,994                                 | 0                                      | 0                          |
| Emergency health/mobile health clinics | <i>required</i>   | 5,734,452   | 4,470,324                               | 1,264,128                              | 0                          |
|  | <i>received</i>   | 2,244,717   | 1,460,268                               | 784,449                                | 0                          |
|  | <i>difference</i> | 3,489,735   | 3,010,056                               | 479,679                                | 0                          |
| Education in Emergencies               | <i>required</i>   | 3,189,088   | 3,189,088                               | 0                                      | 0                          |
|  | <i>received</i>   | 2,967,032   | 2,967,032                               | 0                                      | 0                          |
|  | <i>difference</i> | 222,056     | 222,056                                 | 0                                      | 0                          |
| Emergency environmental health         | <i>required</i>   | 4,708,620   | 4,708,620                               | 0                                      | 0                          |
|  | <i>received</i>   | 4,280,215   | 4,280,215                               | 0                                      | 0                          |
|  | <i>difference</i> | 428,405     | 428,405                                 | 0                                      | 0                          |
| Emergency shelter and shelter repair   | <i>required</i>   | 142,396,350 | 142,396,350                             | 0                                      | 0                          |
|  | <i>received</i>   | 31,475,057  | 31,475,057                              | 0                                      | 0                          |
|  | <i>difference</i> | 110,921,293 | 110,921,293                             | 0                                      | 0                          |
| Operations support officers            | <i>required</i>   | 4,369,128   | 1,669,234                               | 2,699,894                              | 0                          |
|  | <i>received</i>   | 2,950,914   | 1,503,572                               | 1,447,342                              | 0                          |
|  | <i>difference</i> | 1,418,214   | 165,662                                 | 1,252,552                              | 0                          |
| Community mental health                | <i>required</i>   | 7,836,777   | 7,399,999                               | 436,778                                | 0                          |
|  | <i>received</i>   | 5,267,857   | 4,790,261                               | 477,596                                | 0                          |
|  | <i>difference</i> | 2,568,920   | 2,609,738                               | (-40,818)                              | 0                          |
| Protection                             | <i>required</i>   | 1,948,945   | 499,651                                 | 1,449,294                              | 0                          |
|  | <i>received</i>   | 2,331,468   | 929,087                                 | 1,402,381                              | 0                          |
|  | <i>difference</i> | (-382,523)  | (-429,436)                              | 46,913                                 | 0                          |
| Explosive remnants of war education    | <i>required</i>   | 122,582     | 122,582                                 | 0                                      | 0                          |
|  | <i>received</i>   | 0           | 0                                       | 0                                      | 0                          |
|  | <i>difference</i> | 122,582     | 122,582                                 | 0                                      | 0                          |
| Gaza Summer Fun Weeks                  | <i>required</i>   | 3,830,125   | 3,830,125                               | 0                                      | 0                          |
|  | <i>received</i>   | 269,180     | 269,180                                 | 0                                      | 0                          |
|  | <i>difference</i> | 3,560,945   | 3,560,945                               | 0                                      | 0                          |
| Coordination and management            | <i>required</i>   | 8,390,578   | 6,277,386                               | 1,455,405                              | 657,787                    |
|  | <i>received</i>   | 5,995,090   | 4,363,605                               | 719,233                                | 912,252                    |
|  | <i>difference</i> | 2,395,488   | 1,913,781                               | 736,172                                | (-254,465)                 |
| Safety and security                    | <i>required</i>   | 560,339     | 560,339                                 | 0                                      | 0                          |
|  | <i>received</i>   | 560,339     | 560,339                                 | 0                                      | 0                          |
|  | <i>difference</i> | 0           | 0                                       | 0                                      | 0                          |
| To be allocated                        | <i>received</i>   | 140,594     | 140,594                                 | 0                                      | 0                          |
| Total                                  | <i>required</i>   | 403,149,222 | 355,951,205                             | 46,540,230                             | 657,787                    |
|  | <i>received</i>   | 152,038,704 | 132,451,062                             | 18,675,390                             | 912,252                    |
|  | <i>difference</i> | 251,110,518 | 223,500,143                             | 27,864,840                             | (-254,465)                 |

<sup>102</sup> In GFO a total of US\$ 4,986,194 was received in 2015 and carried forward in 2016.

<sup>103</sup> In WBFO a total of US\$ 17,418,455 was received in 2015 and carried forward in 2016.

## 3.2. Gaza: Sector-Specific Interventions

### 3.2.1. Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food

|  | Indicator   | Actual  | Target (2016) |
|--|---|---------|---------------|
| <b>Emergency Food Assistance</b>   |   |         |               |
| Food-insecure households meet their most basic food requirements through food assistance | Percentage of caloric needs of refugees living beneath the poverty line of US\$ 1.74 met through food distribution (on average per quarter) | 79%     | 80%           |
|  | Percentage of caloric needs of refugees living beneath the poverty line of US\$ 3.87 met through food distribution (on average per quarter) | 42.95%  | 40%           |
|  | Percentage of UNRWA students receiving a daily nutritious school snack  | 0%      | 100%          |
|  | Percentage of pregnant refugee women and children < 24 months with access to complementary nutrition inputs                                 | 0%      | 100%          |
| The severity of refugee food insecurity is tempered                                      | Number of food-insecure refugees receiving food assistance  | 874,726 | 830,000       |
|  | Number of students receiving a daily nutritious school snack  | 0       | 250,000       |
|  | Number of pregnant, breastfeeding refugee women receiving complementary nutrition inputs  | 0       | 160,000       |

UNRWA continued to provide emergency food assistance throughout 2016, reaching 874,726 beneficiaries (163,800 households) with EA funding in the last quarter of the year, including 16,437 female-headed households. Overall, 463,079 refugees living below the US\$ 1.74 per person per day poverty line received 80 per cent of their required daily caloric needs, while 411,647 refugees living on less than US\$ 3.87 per person per day received 43 per cent of their caloric requirements. Emergency food assistance beneficiaries increased from 828,516 in the first quarter of 2016 due to additional families who qualified for assistance under the UNRWA poverty assessment system (PAS). The revised PAS was launched in May 2015 to enable a rapid, fair and accurate identification of those eligible for food assistance. From the restart of the PAS until December 2016, 142 social workers assessed a total of 108,355 families. The remaining caseload will be assessed in 2017.

UNRWA identified a need to improve the nutritional content of the food basket it distributes to refugees, particularly given high instances of nutritional deficiencies in Gaza and the rising incidence of NCDs. To this end, during the first quarter of 2016, UNRWA initiated a communication campaign on the new food basket. As of April 2016, the Agency started to distribute healthier, more diversified and nutritionally improved food rations. Canned meat was replaced with more nutritious items (lentils, chickpeas, sardines). The amount of sugar was reduced due to low nutritional values and health concerns and the difference in the caloric intake was covered through other items. Flour, rice and sunflower oil remained unchanged, as meaningful in terms of nutritional values and local utilization.

Due to funding constraints, the school feeding programme was not implemented and complementary food assistance could not be provided for pregnant women and children under the age of two.

|   | Indicator  | Actual | Target (2016)   |
|---|--|--------|-----------------|
| <b>Emergency Cash Assistance</b>  |  |        |                 |
| Enabling abject-poor households to close their -food assistance and protecting vulnerable households from food consumption shocks through complementary unconditional cash transfers                  | Percentage of households receiving cash assistance that have exhausted coping mechanisms following material loss | 0%     | 100%            |
| Families living below the poverty line of less than US\$ 1.74 per person/day close their 'post-food assistance' poverty gap   | Percentage of eligible abject-poor families receiving family income supplement                                   | 0%     | 100%            |
|   | Total value of unconditional cash transfers to eligible families   | 0      | US\$ 10,000,000 |
| Due to funding constraints UNRWA was unable to implement the emergency cash assistance programme in Gaza. This intervention was meant to help abject-poor refugees bridge the -assistance to-school - |  |        |                 |

|   | Indicator  | Actual         | Target (2016)   |
|---|--|----------------|-----------------|
| <b>Emergency Cash-for-Work (CfW)</b>  |  |                |                 |
| Food-insecure refugee households have increased economic access to cover basic food needs through Cash-for-Work   | Percentage of CfW beneficiaries using earnings to cover basic food needs | 79%            | 80%             |
|   | Percentage of CfW beneficiaries using earnings to pay debts              | 50%            | 40%             |
| Men and women earn wages, short-term, to cover their basic food needs and restore their coping capacities   | Number of refugees benefiting from short-term CfW                        | 14,903         | 45,870          |
|   | Total value provided to CfW beneficiaries                                | US\$ 9,694,271 | US\$ 54,000,000 |
|   | Percentage of skilled contacts awarded to women                          | 52%            | 35%             |
| <p>The UNRWA Job Creation Programme (JCP) created 859,767 working days during 2016, equaling 2,985 FTEs. This translated into short-term opportunities for 14,903 refugees, benefiting a total of 86,437 individuals (workers and their families) and injecting US\$ 9,694,271 into the local economy.<sup>104</sup> The vast majority of beneficiaries were unskilled workers (11,833 individuals, or 79.4 per cent of the total), followed by 2,862 skilled workers (19.2 per cent), and 208 individuals hired under the professional category (1.4 per cent). Unskilled contracts have a duration of three to four months, while skilled and professional contracts are six to twelve months in duration. The large majority of beneficiaries (79 per cent) spent their earnings to purchase basic food stuffs, while 50 per cent used these funds to pay off accumulated debts.<sup>105</sup></p> <p>Overall, 3,466 women received job opportunities, of whom 1,598 were given skilled or professional positions. Skilled female applicants received 52 per cent of the total number of skilled jobs, a significant increase compared to 2015 (32 per cent). More than 90 per cent of these skilled female contactors were positioned in UNRWA installations, half of which belonged to the education programme, while unskilled women were hired for atypical positions such as school attendants, guards, packers, agricultural workers. Of 263,000 applicants registered in the JCP database, about 29,000 were registered in 2016. As a result, JCP was forced to: (i) limit recipient numbers, resulting in a waiting list that is now over four years long;<sup>106</sup> (ii) prioritize roles that respond to the provision of critical services to refugees; and (iii) limit its ability to relieve economic hardship for poor refugees in the context of extremely high and increasing rates of unemployment.</p> |  |                |                 |

<sup>104</sup> Funding for these positions was supported through 2016 contributions and carryover funds from 2015.

<sup>105</sup> GFO Monitoring & Evaluation Unit, JCP Income Use Assessment, November 2016.

<sup>106</sup> The method to calculate the waiting list time was recently modified by GFO. The time is now calculated based on family size and time passed since the job application; as opposed to individuals receiving a job offer under the previous system. This explains the higher 5 year waiting time reported in the mid-year report.

|   | Indicator   | Actual | Target (2016) |
|---|---|--------|---------------|
| <b>Support for Resilient Livelihoods</b>  |   |        |               |
| Livelihoods for women and youth supported   | Number of employment opportunities for youth and women created                                | 298    | 225           |
|   | Percentage of youth and women who received trainings are employed (including self-employment) | NC     | 80%           |
| Employment opportunities leading to sustainable livelihoods for women and youth created   | Number of young graduates receiving training and income opportunities through G-Gateway       | 0      | 25            |
|   | Number of self-employment opportunities for skilled women through Sulafa                      | 298    | 200           |
| <p>The Sulafa Embroidery Centre provides income for female refugee households, working in embroidery and tailoring to create artisan pieces. During 2016, 298 women directly benefitted from working with Sulafa, allowing approximately 1,967 persons to benefit indirectly. In 2016, Sulafa achieved a 7.6 per cent increase in sales (US\$ 149,213, compared to US\$ 138,605 in 2015), which covered 64.8 per cent of its total annual budget. As a result of the increase in product demand and sales, Sulafa was able to provide income generation opportunities for 298 women, i.e. an additional 98 women compared to the annual target. During the past year, Sulafa participated in five international and local trade fairs, with exports representing 11 per cent of Sulafa</p> <p>The Gaza Gateway social enterprise became fully independent from UNRWA at the beginning of 2016. Although not directly funded through the EA, Gaza Gateway will continue to provide services solicited by the Agency to assist in addressing refugee needs.</p> |   |        |               |

## 3.2.2. Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services

|   | Indicator   | Actual               | Target (2016) |
|---|---|----------------------|---------------|
| <b>Emergency Health</b>   |   |                      |               |
| The impact of the crisis on health services for refugees is mitigated   | Number of poor refugees among total beneficiaries having their secondary or tertiary health care covered              | 0 <sup>107</sup>     | 750           |
| The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care   | Percentage of health centres with no 'stock-out' of one tracer item   | 100%                 | 100%          |
|   | Number of poor refugee patients receiving secondary or tertiary health care   | 0 <sup>108</sup>     | 750           |
| Students with special needs are able to participate in educational activities   | Number of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination | 8,150 <sup>109</sup> | 11,300        |
|   | Percentage of children identified with special needs who receive relevant support                                     | 98%                  | 100%          |
| <p>UNRWA continued to provide essential and quality health care for Palestine refugees through 21 HCs. In 2016, EA funded school health teams performed 89,265 medical assessments and screenings (48 per cent girls) for students in grades one, four and seven. In 2016, 8,342 new entrants and students were identified with generalized learning difficulties under the Special Children Special Needs (SCSN) initiative, and 98 per cent (8,150) of them completed a comprehensive medical examination. This assessment, aimed to investigate the reasons behind their learning difficulties, was performed by teams of doctors and relief and social service staff. Seventy-one per cent of these students (5,800) received more in-depth assessments and those found in need of medical assistance (visual, hearing aid, etc.) received this support.</p> <p>In 2016, the GFO health programme provided 13,053 refugees with secondary and tertiary care under the programme budget, either through referral to contracted hospitals or through the reimbursement of claims. A total of 2,134 of these cases were classified as Social Safety Net (SNN)/object poor (16.7 per cent). To ensure that poor refugees were able to access secondary and tertiary care, UNRWA offered subsidies to support treatment at non-UNRWA facilities. Poor refugees were supported with 95 per cent subsidies, as opposed to 75 per cent for non-poor refugees.</p> |   |                      |               |

<sup>107</sup> Please note that the provision of secondary and tertiary health care is covered under the UNRWA programme budget.

<sup>108</sup> Ibid.

<sup>109</sup> According to screening activities, the total number of children identified with learning difficulties was 8,342. GFO supported 8,150.

|  | Indicator   | Actual                 | Target (2016) |
|--|---|------------------------|---------------|
| <b>Education in Emergencies</b>  |   |                        |               |
| The effects of violence and poverty are countered by addressing students supportive learning environment   | Percentage of students unable to participate in class due to lack of learning materials | 0%                     | 0%            |
|  | Percentage of summer-learning students who pass their end-of-summer learning exam       | 87.82%                 | 81%           |
| Students have the essential materials to participate in learning to the fullest extent   | Number of students at UNRWA schools provided with essential materials                   | 263,229 <sup>110</sup> | 250,000       |
| Students whose learning abilities are undermined by their environment fulfil their educational potential   | Percentage of students failing key subjects who enrol in summer learning                | 100%                   | 100%          |
| <p>During the first semester of the 2016-17 academic school year, under programme budget funding, 262,112 students attended UNRWA schools - an increase of approximately 12,000 students from the previous school year. Through EA funding, all students received a stationery package at the start of the school year that contained essential grade-appropriate learning materials to relieve families of an additional economic burden. Coupled with a safe school environment, these materials equipped students to fully participate and assisted in offsetting an environment characterized by siege, hostilities, poverty and power outages.</p> <p>Summer learning was made available to 36,497 children (an increase of approximately 11,000 students from 2015), of whom 35 per cent were girls. This initiative provided an opportunity for students who did not pass Arabic, mathematics or both subjects to enhance their learning, qualify for passage into the next grade and thus reduce drop outs. In total, 32,050 students (87.82 per cent) passed the final summer learning examination and transitioned to the next grade level in the 2016-17 school year.</p> |   |                        |               |

|   | Indicator  | Actual    | Target (2016) |
|---|--|-----------|---------------|
| <b>Emergency Water and Sanitation</b>   |  |           |               |
| A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions  | Percentage of diarrhoea cases among children below 5 years of age  | 10.46%    | < 13%         |
| Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented  | Number of WASH facilities supported by UNRWA (disaggregated by UNRWA/non-UNRWA WASH facilities)                | 289       | 290           |
|   | Total litres of fuel provided to support WASH facilities   | 3,554,159 | 4,200,000     |
|   | Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported | NC        | 100%          |
| Exposure of refugee population to disease transmitters and breeding grounds reduced   | Number of identified mosquito-breeding sites cleared   | 3         | 3             |
|   | Tons of waste removed from unofficial dumping sites  | 60,035    | 50,000        |
| <p>In support of environmental health, UNRWA continued to ensure a functioning water supply, wastewater treatment and solid waste management services in the Gaza Strip and reduced the risk of water-borne diseases and public health emergencies through the provision of fuel. In this regard, 1,954,787 litres of fuel were provided to ensure the functioning of municipal water, sanitation and hygiene (WASH) facilities in addition to 1,599,372 litres of fuel for solid waste management, for a total of 3,554,159 litres of fuel. No emergency repairs of water and sanitation networks were conducted during the reporting period due to funding shortfalls. A total of 60,035 tonnes of solid waste and debris were removed from unofficial temporary dumping sites in the Gaza Strip in 2016. This intervention, alongside the purchase of mosquito control equipment, contributed to ensuring a healthy environment and mitigating the spread of diseases and other public health hazards.</p> |  |           |               |

<sup>110</sup> 262,112 is the number of students after finalization of the class formation in October, while 263,229 is the number of students on the first days of the start of the school year (i.e. before October). The number decreased due to students



|  | Indicator  | Actual | Target (2016) |
|--|--|--------|---------------|
| <b>Emergency Shelter and Shelter Repair</b>  |  |        |               |
| Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld  | Percentage of affected families receiving shelter assistance                               | 2.53%  | 100%          |
| Displaced refugee families have increased means to access a temporary housing solution   | Number of refugee families receiving TSCA  | 8,508  | 9,500         |
|  | Percentage of housing cost coverage by TSCA  | 86%    | 80%           |
| Refugee families affected by military operations or natural disaster are able to return to their homes   | Number of families receiving shelter repairs assistance                                    | 5,410  | 53,276        |
|  | Number of refugee families in need of winterization items provided with required materials | 9,938  | 10,000        |
| <p>In 2016 UNRWA exerted considerable effort to assist refugee families whose homes were affected during the 2014 hostilities, through the provision of repair assistance, rental subsidies and essential NFIs. As soon as funding became available during 2016, a total of 5,410 families (10.15 per cent of the 2016 target) received cash assistance in installments to undertake minor or major repairs.</p> <p>In addition, displaced families with uninhabitable shelters received Transitional Shelter Cash Assistance (TSCA), a monthly subsidy of approximately US\$ 220/250 depending on family size, to support temporary rental or stay with host families. During the reporting period, 8,508 refugee families, whose homes were rendered uninhabitable, were provided with TSCA. Thanks to the progress made in 2016 on reconstruction of uninhabitable homes, the caseload of refugee families receiving TSCA dropped from 8,078 in Q1 to 5,395 in Q4. In addition, UNRWA supported almost 10,000 families who were particularly vulnerable to harsh winter conditions due to poor or non-rehabilitated homes. These families received tarpaulins and nylon sheets among other items.</p> <p>As of December 2016, UNRWA provided assistance to allow over 81,000 families to complete the repair of their homes, while more than 1,300 families had completed or were in the process of rebuilding their totally destroyed homes with support from the Agency. Families received 100 per cent of the cost of repairs. UNRWA continues to face a significant funding shortfall in this area - an additional US\$ 100 million is still needed to complete the remaining repair caseload. While the Agency has funding to reconstruct around 2,000 totally destroyed houses, it still needs around US\$ 140 million to complete the reconstruction caseload. UNRWA is also trying to secure funding to cover 2017 TSCA for an estimated 4,000 families, or approximately 24,000 people. Due to the lack of funds for this type of assistance, the Q4 2016 round of TSCA was only paid in January 2017.</p> |  |        |               |

### 3.2.3. Strategic Objective 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy

|   | Indicator   | Actual             | Target (2016) |
|---|---|--------------------|---------------|
| <b>Operations Support Office</b>  |   |                    |               |
| Agency access and neutrality is safeguarded, and respect for human rights and international humanitarian law is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation  | Percentage of protection incidents of alleged violations of international law documented by UNRWA   | NC <sup>111</sup>  | 100%          |
| Agency neutrality and integrity is safeguarded  | Percentage of UNRWA installations receiving four or more neutrality inspections   | 100%               | 100%          |
|   | Number of staff members being trained to respect UN principles of neutrality  | 193 <sup>112</sup> | 800           |
| Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza   | Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists) | 23                 | 36            |
| Refugees services protected   | Percentage of cases where a breach in access to services, identified by OSO, received a response  | NC                 | 100%          |
| <p>All UNRWA installations were inspected four times by the OSO team over 2016. The number of installations from January to June 2016 was 265, plus nine Agency schools temporarily located in PA school buildings; the number of installations from July to December 2016 was 273, plus three schools in PA facilities. This brings the total number of inspections to 1,100.</p> <p>Neutrality issues identified during inspection visits were immediately addressed by the OSO team and/or reported to senior management, if necessary. Issues addressed included inappropriate posters, graffiti and stickers. A few instances of encroachment of private land and buildings on the external boundaries of UNRWA schools were also addressed. OSOs tested the use of tablets in their installation visits, in view of the launch of the new neutrality database. The team provided input and feedback to the developers to achieve the necessary modifications and improvements to the database, which became fully functional at the end of the year. The introduction of tablets for inspections, replacing the previous paper-based reporting, enhanced the efficiency of OSO neutrality work by allowing considerable time savings and facilitating follow up of neutrality issues identified. The new system, which supports ad hoc reports and allows for the exporting data for further analysis, also enhanced the quality of reporting.</p> <p>In addition, although not directly funded from the EA, the OSO observed six of the 19 sessions of the neutrality and social media trainings that were piloted in GFO between August and September 2016. Delays in the hiring process of new staff, and in particular teachers, to whom OSO delivers neutrality training, resulted in low achievement of the related target. Target achievement for stakeholder awareness initiatives was contingent on the number of visits/delegations received by the field office and OSO.</p> |   |                    |               |

<sup>111</sup> Within the context of ongoing blockade, UNRWA is not in a position to collect data under this indicator.

<sup>112</sup> Please note that this training (for 193 UNRWA staff in Gaza) is also reported under section 2.6 Management and Operational Effectiveness - of the AOR (under the subsection concerning neutrality).

|  | Indicator  | Actual    | Target (2016) |
|--|--|-----------|---------------|
| <b>Community Mental Health Programme</b>   |  |           |               |
| The psychosocial well-being of vulnerable refugees, households and in vulnerable communities is promoted   | Percentage of cases showing improved psychosocial well-being, out of the total number of individual counselling cases        | 61.18%    | 70%           |
| Psychosocial well-being in targeted vulnerable communities is increased  | Number of children benefiting from structured psychosocial interventions   | 12,142    | 15,200        |
|  | Number of children at UNRWA schools receiving individual counselling and case management support                             | 13,941    | 13,100        |
|  | Number of adults benefiting from psychosocial and protection interventions at UNRWA health facilities                        | 14,589    | 17,150        |
|  | Number of Palestine refugees benefiting from public awareness sessions in UNRWA schools, health centres and other facilities | 1,168,312 | 215,000       |
| <p>The residual psychosocial impacts of the 2014 conflict, compounded by socio-economic consequences of the blockade, continue to have significant repercussions on the psychosocial well-being of Palestine refugees in Gaza. In response, by the end of 2016 the Community Mental Health Programme (CMHP) employed 285 full or part-time counsellors and 82 psychosocial facilitators in UNRWA schools as well as a counsellor in each of UNRWA 21 HCs. In addition, five legal counsellors worked between HCs to support identified GBV cases.</p> <p>During 2016, CMHP provided individual counselling to 13,941 at-risk children (49 per cent girls) and structured group counselling to 12,142 children (46.8 per cent girls) attending UNRWA schools. This is in addition to supporting 224,000 students participating in structured psychosocial activities aimed at strengthening their coping and life skills. School counsellors also conducted 6,000 public awareness sessions to support parents, care-givers and other community members that play an important role in raising and educating children. A total of 111,117 parents and teachers (75 per cent female) attended these sessions. Through its HCs, UNRWA provided psychosocial and protection interventions to 14,589 new clients (92 per cent female), primarily in the form of individual and group counselling interventions. Some 1,179 individuals (94 per cent female) received individual support from legal counsellors. The legal counsellors also conducted 188 awareness raising sessions that reached 3,937 beneficiaries (95 per cent female). The total number of participants who received public awareness sessions in 2016 was 1,168,312, which includes 111,117 parents and teachers, 14,375 adults who visited UNRWA HCs and 1,042,820 students who received group guidance and life skills. CMHP data on group guidance and life skills are collected based on sessions and groups, meaning that the same student may have been counted twice.</p> |  |           |               |

|  | Indicator  | Actual | Target (2016) |
|--|--|--------|---------------|
| <b>Protection</b>  |  |        |               |
| Protection of vulnerable and at-risk Palestine refugees is strengthened  | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance | 94.77% | 100%          |
| Strengthened prevention and protection response for Palestine refugees   | Number of individuals identified as experiencing a protection risk (women, girls, boys and men)                              | 2,345  | 1,441         |
|  | Number of UNRWA staff members trained on protection  | 67     | 1,000         |
| <p>During 2016, GFO programmes identified 2,345 protection cases, namely: 1,612 women, 307 girls, 112 men and 314 boys. The majority of cases identified concerned GBV (1,726 individuals) and child neglect and abuse (534 individuals experiencing child protection issues). UNRWA provided a response in 94.77 per cent of these cases. The higher number of cases detected (2,345) as compared to the initial target can be attributed to an improved understanding of protection concerns and more effective reporting.</p> <p>With the purpose of improving protection coordination and capacity at the area level and in particular with front line staff, the OSO established Area Protection Committees in all five areas of Gaza, which have been operational since mid-2016. In addition, the OSO convened the GFO Protection Committees, comprising Chiefs of Programme and other senior staff and tasked with facilitating the operationalization of UNRWA -out of a GFO-wide protection training was delayed as the necessary preparatory work was more complex and time-consuming than expected. This included the establishment, in cooperation and coordination with Agency programmes, of an adequate protection</p> |  |        |               |

structure, the finalization of SOPs, and the drafting of training materials tailored to the specific operational context. Protection training activities were initiated with key area staff and will continue to include all front line staff, in particular those from critical protection response programmes such as the Relief and Social Services Programme and CMHP.

As part of ongoing Emergency Response Preparedness, OSOs contributed to the development of simulation materials and participated in desk simulations for protection and other response functions. OSOs also participated in relevant inter-Agency coordination mechanisms on protection matters, including the Protection Cluster, the Child Protection, GBV and other working groups.

|  | Indicator  | Actual | Target (2016) |
|--|--|--------|---------------|
| <b>Explosive Remnants of War Risk Education</b>  |  |        |               |
| UXO-ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff             | Number of UNRWA education staff that receive advanced ERW training | 0      | 1,260         |
| Due to budget shortfalls ERW training was not funded through the oPt emergency appeal in 2016. |  |        |               |

|   | Indicator  | Actual  | Target (2016) |
|---|--|---------|---------------|
| <b>Gaza Summer Fun Weeks</b>  |  |         |               |
| The physical and emotional well-being of children, both girls and boys, is supported.   | Number of children participating in Summer Fun Weeks   | 130,710 | 120,000       |
|   | Percentage of children indicating a positive effect in their well-being from participating in Summer Fun Weeks | 86%     | 85%           |
| <p>To mitigate the impact of conflict and poverty on Palestine refugee children and development, from 23 July to 11 August UNRWA held Summer Fun Weeks (SFW) for 130,710 children (64,659 boys and 66,051 girls). In this regard, the Agency offered structured activities, including sports, games and arts, in safe, supervised spaces that furthered coping strategies and allowed children to share experiences, build friendships and develop support networks. For the first time, each area of the Gaza Strip focused on a special theme. In the northern area, one of the areas most affected by the 2014 hostilities, the focus was on mental health and children -being. Gaza City -use, Recycle raise awareness about the value of natural resources. In the middle area, the spotlight was on democracy, UN modelling and child parliaments aimed at helping children to acquire negotiation, leadership and communication skills. Khan Younis explored Palestinian cultural roots, traditional food and dabkah (traditional dance), while in Rafah children celebrated their summer fun activities in English.</p> <p>SFW activities were adjusted to the special needs of children, including children of UNRWA Rehabilitation Centre for the Visually Impaired and children with disabilities. Implementing SFW activities provided short-term employment opportunities for 2,313 Palestine refugees living beneath the poverty line, particularly for young people, through the CFW programme. According to a representative evaluation survey conducted by GFO, 86 per cent of children indicated that the SFW were a positive experience.</p> |  |         |               |

### 3.2.4. Strategic Objective 4: Effective management and coordination of emergency response (Gaza)

|  | Indicator  | Actual | Target (2016) |
|--|--|--------|---------------|
| <b>Coordination, Safety, Security and Management</b>   |  |        |               |
| The Agency has adequate response capacity for protracted crisis and sudden onset emergencies   | Degree to which planned results/targets are met  | NC     | 100%          |
| The response, as funded, is effectively implemented and managed  | Emergency response and preparedness plans updated  | 2      | 2             |
|  | Periodic review of emergency response and preparedness plans   | 2      | 2             |
|  | Percentage of trained staff who demonstrate increased knowledge in emergency preparedness and response | 100%   | 100%          |
| <p>GFO actively participated in humanitarian coordination efforts through representation in the UN Humanitarian Country Team (HCT), thematic clusters and other formal and informal structures including the Food Security Analysis Unit. GFO has continued to strengthen its emergency preparedness capacity, updating contingency planning scenarios, improving systems for warehousing, maintaining a buffer quantity of food to ensure continuity in its supply pipeline and to allow the Agency to respond to sudden onset needs. Emergency preparedness workshops and simulations were conducted both at Central Operations Room level as well as at Area level, enhancing staff knowledge and capacity and coordination skills.</p> <p>Following the Commissioner-General initiative to direct security and risk management towards the expectations and needs of frontline staff, GFO Field Security Risk Management (FSRM) focused on safety and security training for UNRWA staff members and guards to mitigate threats to Agency personnel, installations and assets. The FSRM Operations Room operated 24/7 as a central hub to support staff involved in safety and security incidents, while also providing daily reports in English and Arabic and SMS alert messages on security incidents. FSRM Mobile Security Officers supported Chief Area Officers, managed guard force deployment, supported all events and visits at UNRWA installations and conducted installation surveys.</p> |  |        |               |

### 3.3. West Bank: Sector-Specific Interventions

#### 3.3.1. Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food

|   | Indicator   | Actual                | Target (2016)   |
|---|---|-----------------------|-----------------|
| <b>Emergency Food Assistance</b>                    |   |                       |                 |
| The severity of refugee food insecurity is tempered | Number of food-insecure refugee households receiving voucher food assistance  | 7,767                 | 25,833          |
|   | Number of food-insecure refugees receiving food assistance  | 46,296                | 155,000         |
|   | Total value of electronic vouchers provided to food-insecure refugees   | US\$ 5,619,660        | US\$ 19,158,000 |
|   | Number of individuals benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder communities in Area C                             | 35,251 <sup>113</sup> | 32,000          |
|   | Number of Bedouin and herder communities benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder community households in Area C | 82 <sup>114</sup>     | 85              |

Throughout 2016, UNRWA provided emergency food assistance through the use of electronic food vouchers, in partnership with WFP, targeting Palestine refugees living outside of refugee camps. Through this intervention, UNRWA provided monthly electronic food vouchers, to an average value of US\$ 10 per person, per month for refugee households identified as needy and vulnerable according to UNRWA PMTF, improving their access to a range of fresh foods including dairy products, eggs, cooking oil, pulses. The monthly electronic food voucher meets approximately 60 per cent of the beneficiaries' basic daily food needs. In 2016, a total of 7,767 households (46,296 individuals) were supported, of whom 22,764 were females. In 2016, UNRWA did not receive the necessary funding to support all targeted 155,000 individuals identified through the PMTF as food insecure. The 46,296 individuals assisted were those most in need of humanitarian support.

In partnership with WFP, UNRWA distributed in-kind food assistance to Bedouin and herder communities assessed to be food insecure or experiencing protection threats due to various external factors. A total of 35,251 individuals benefited from joint WFP-UNRWA food distributions, within 82 Bedouin and herder communities. The number of individuals assisted exceeded the target due to an increased need for humanitarian support as well as increases in the size of assisted families. In 2016, many Bedouin and herder communities suffered multiple demolitions of their private property, diminishing their livelihood opportunities. Despite a difficult funding environment, UNRWA and WFP managed to provide food assistance to the targeted beneficiaries as planned.

<sup>113</sup> Figure captures the final number of individuals reached during Q4 2016.

<sup>114</sup> Many Bedouin communities are close one to another and can alternatively be referred to one or two communities, depending on the clustering method applied. While the number initially targeted and planned was 85 communities, the number of communities assisted ended up being 82 due to the use of a different clustering method in accordance with OCHA classification.

|   | Indicator   | Actual          | Target (2016)   |
|---|---|-----------------|-----------------|
| <b>Emergency Cash-for-Work</b>  |   |                 |                 |
| Food-insecure refugees living in refugee camps earn wages, short term, to cover their basic food needs and restore their coping capacities  | Number of refugees <sup>115</sup> engaged in short-term Cash-for-Work | 8,526           | 10,000          |
|   | Total number of refugees benefiting from Cash-for-Work assistance     | 45,688          | 60,000          |
|   | Total value provided to Cash-for-Work beneficiaries                   | US\$ 10,284,526 | US\$ 12,600,000 |
|   | Number of Cash-for-Work projects realized in the camps                | 19              | 19              |
| <p>Through EA CfW, UNRWA aimed to promote improved economic access for beneficiaries identified as in need of food assistance through the PMTF. To this end, short-term CfW opportunities were provided to vulnerable Palestine refugees residing in camps. In total, UNRWA supported 8,526 households (45,688 individuals). Of CfW beneficiaries, 41 per cent (3,512) were female, 9 per cent (768) were youth aged 18-24 years, and 6 per cent (511) were people with disabilities. The Agency provided more short-term CfW opportunities to females than originally planned (35 per cent) as most of the households served had a female as the primary wage earner. Each beneficiary received US\$ 420 per month for an average of three months to cover the most immediate food needs in exchange for work performed under the supervision of partner CBOs and Civil Society Organizations (CSOs). In total US\$ 10,284,526 was distributed during 2016.</p> <p>In addition to work opportunities in partnership with CBOs and CSOs, 19 specific projects were implemented, one in each refugee camp, promoting the overall wellbeing of camp residents. Projects included the rehabilitation of infrastructure and multiuse installations, such as the Jalazone multiuse sports pitch, enabling youth and children to play sports.</p> <p>UNRWA did not receive the necessary funding to provide CfW opportunities to all of the 10,000 households initially targeted as in need of food support. The 8,526 households supported were those identified as the most vulnerable.</p> |   |                 |                 |

### 3.3.2. Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services

|   | Indicator   | Actual  | Target (2016) |
|---|---|---------|---------------|
| <b>Mobile Health Clinics</b>  |   |         |               |
| Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services   | Percentage of regular visits conducted per community, as scheduled                              | 190%    | 100%          |
| Access to health services for the vulnerable in remote areas is ensured   | Number of people provided with improved access to health services through mobile health clinics | 128,554 | 132,766       |
|   | Number of patient consultations provided in mobile health clinics                               | 127,489 | 108,000       |
| <p>In 2016, UNRWA mobile health clinics provided PHC in communities facing significant obstacles in accessing such services in Area C, including the East Jerusalem periphery and the Seam Zone. In this regard, PHC was provided to 66 locations through six mobile health teams. The Agency initially identified 69 localities to be supported, however, some locations were clustered together to ensure a more efficient response, reaching more than 128,000 people. This reorganization led to a slight underachievement of the number of people provided with access to mobile health clinics. However, UNRWA service delivery has been continuously discussed and coordinated within the Health Cluster to ensure sufficient service delivery to people assessed in need of emergency health services.</p> <p>Mobile Health Clinic teams exceeded the target for planned visits to communities by conducting 190 per cent of planned visits. The team also exceeded targets for patient consultations which totaled 127,489 by the end of 2016. Given the importance of the needs among the targeted vulnerable population, Mobile Health Clinic teams decided to increase the frequency of the visits to targeted localities and visit more localities than initially anticipated during a given day. Of the patient consultations, 60 per cent (77,769 consultations) were provided to women, and 19 per cent (24,614 consultations) to children below five years of age. During 2016, the Agency continued to monitor beneficiary needs with partners and the health cluster to ensure an efficient humanitarian response to the ongoing need for PHC in targeted communities.</p> |   |         |               |



### 3.3.3. Strategic Objective 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy

|   | Indicator  | Actual | Target (2016) |
|---|--|--------|---------------|
| <b>Community Mental Health</b>  |  |        |               |
| The psychosocial well-being of vulnerable refugees, households and in vulnerable communities is promoted  | Percentage of targeted vulnerable communities provided with counselling or psychosocial activities   | 100%   | 100%          |
| Psychosocial well-being in targeted vulnerable communities is increased   | Number of group psychosocial activities/sessions   | 629    | 660           |
|   | Number of individual, group or family counselling sessions   | 1,280  | 600           |
|   | Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population) | 9,913  | 9,913         |
|   | Number of community members trained in prevention and response to crises and psychosocial emergencies  | 497    | 400           |
| <p>The CMHP provided services to 55 Bedouin communities in Area C, providing 9,913 Bedouins, the majority of whom are refugees, with access to psychosocial support. The targeted communities face multiple protection threats, including the risk of forced displacement due to demolition, settler violence and loss of traditional lifestyles due to land annexation by the Israeli authorities.</p> <p>In 2016, the West Bank witnessed an increase in demolitions, especially around Bedouin communities in Area C in the so-called Jerusalem periphery. CMHP beneficiaries communicated the need for continued and increased support, resulting in the programme exceeding many of its targets – the total number of individual, group or family counseling sessions reached 1,280 during 2016, against a target of 600. Psychosocial counselors identified an increased need for individual and family sessions and therefore prioritized such sessions over group counselling sessions (hence the underachievement for this indicator).</p> <p>In 2016, the Agency secured additional earmarked funding for summer psychosocial activities for children and youth, during which UNRWA social workers identified further needs of individual, family and/or group counselling sessions. Of the 2,565 refugees attending these counselling sessions, approximately 62 per cent (1,600) were female and 19.5 per cent (500) were children under 12 years old. In addition to the provision of psychosocial activities and counselling sessions, the programme trained 497 community members on practices related to crisis prevention and response and psychosocial emergencies. The number of trainees exceeded the target as community members specifically requested further support in managing the growing violence which was witnessed at the end of 2015 and beginning of 2016.</p> |  |        |               |

|   | Indicator   | Actual             | Target (2016) |
|---|---|--------------------|---------------|
| <b>Operations Support Office</b>  |   |                    |               |
| Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict / occupation | Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods, services | 50%                | 60%           |
| Agency neutrality and integrity is safeguarded  | Percentage of UNRWA installations receiving four or more neutrality inspections                     | 100%               | 100%          |
|   | Number of staff members being trained to respect UN principles of neutrality                        | 358 <sup>116</sup> | 600           |
| Agency access is facilitated and  | Percentage of reported access incidents raised with relevant authorities                            | 100%               | 100%          |

<sup>116</sup> Please note that this training (for 358 UNRWA staff in the West Bank) is also reported under section 2.6 – Management and Operational Effectiveness - of the AOR (under the subsection concerning neutrality).

|  |   |       |     |
|--|---|-------|-----|
| infringements of humanitarian space countered  | Percentage of access incidents to which OSO teams were dispatched | 10.5% | 10% |
| <p>In 2016, the OSO conducted regular field visits, inspections, trainings, and undertook interventions to safeguard the Agency humanitarian access and neutrality. In this regard, the OSO carried out unannounced formal neutrality inspections on four or more occasions in all UNRWA operating installations. On 237 occasions, the OSO identified neutrality issues at Agency installations, the vast majority of which involved political graffiti or posters on outside walls. Neutrality violations of UNRWA installations by outside actors, including security forces, were raised with the relevant authorities. In 2016, the OSO provided training on UN principles of neutrality to a total of 358 UNRWA staff members. Training addressed UN neutrality principles and their application to UN personnel, including personal and official use of social media. Due to industrial action, it was not possible to provide all of the training as planned.</p> <p>The OSO intervened in 109 incidents where access was denied to UN vehicles, staff or goods, securing safe passage in 50 per cent of the incidents, which is slightly below the target of 60 per cent (54 cases). All 161 reported access incidents were raised with the relevant authorities during the reporting period.</p> |   |       |     |

|   | Indicator   | Actual | Target (2016) |
|---|---|--------|---------------|
| <b>Protection</b>   |   |        |               |
| Palestine refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted, and the humanitarian consequences of abuses are mitigated  | Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities  | 37%    | 20%           |
| Enhanced systematic follow-up of authorities responsible for IHL violations   | Percentage of documented incidents/issues presented to the relevant authorities   | 59%    | 100%          |
|   | Number <sup>17</sup> of protection incidents of alleged violations of international law documented by UNRWA   | 133    | 100           |
| Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank   | Number of protection (advocacy) interventions targeting external actors   | 76     | 65            |
| The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed  | Percentage of refugee families suffering displacement due to demolition who received emergency cash assistance according to the Crisis Intervention Model                   | 100%   | 100%          |
|   | Percentage of refugee families suffering from violence and/or damage to their private property who received emergency assistance according to the Crisis Intervention Model | 62%    | 50%           |
| The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased  | Number of at-risk communities supported through community-driven protection projects  | 1      | 12            |
| <p>Through its international protection programme, UNRWA has close communication with the authorities responsible for violations of IHL and IHRL in order to advocate for accountability and corrective measures. In 2016, the international protection programme presented 59 per cent, or 78 out of the 133 documented protection issues/incidents, to the relevant authorities. UNRWA did not reach the target because in many instances the affected person(s) and/or witnesses to the protection incidents did not wish for the Agency to raise their incident with the relevant authorities. It is estimated that 37 per cent (29) of UNRWA interventions on protection prompted a positive response from authorities.</p> <p>Through the Department of Legal Affairs, the Agency engages with the International Human Rights System (IHRS) addressing key protection issues resulting from violations or issues of concern under international human rights and humanitarian law, in</p> |   |        |               |

accordance with the UNRWA framework for effective engagement with the IHRS (8 oPt specific engagements in 2016 and input to three State of Palestine initial report processes in relation to services provided by UNRWA supporting the rights of Palestine refugees). The Department of Legal Affairs, notably through the EA funded Legal Officer (Protection) role, also provided other protection-related legal support to EA operations and activities, including advocacy.

As part of the UNRWA protection programme, the Crisis Intervention Model provided emergency support to refugee families affected by home demolitions and damage to private property sustained during ISF operations or by Israeli settlers. Support includes cash subsidies to enable emergency accommodation to displaced refugees following demolitions and to repair substantial damages to the private properties of those affected by military incursions and/or attacks of Israeli settlers. In total 100 per cent (136) of refugee families, 785 individuals, affected by demolitions were supported with cash subsidies. In the case of violence and damages to private property, the Agency provided cash support to 62 per cent (685) of all affected refugee families. This is above the initial target due to the high number of military incursions witnessed during 2016 in refugee camps. Another element of the response under the Crisis Intervention Model is referrals to other programmes within UNRWA and externally. In this regard, the Agency provided 1,228 referrals for individuals (of whom 639 were male and 589 were female), both internally within UNRWA and to external specialized organizations.

During 2016 UNRWA had planned to support 12 vulnerable communities through small-scale community-driven protection projects, addressing protection threats. However, due to lack of funding, the Agency could only implement one project related to olive harvesting, implemented in 30 communities facing protection threats.

### 3.3.4. Strategic Objective 4: Effective management and coordination of emergency response (West Bank)

|   | Indicator  | Actual | Target (2016) |
|---|--|--------|---------------|
| <b>Coordination, Safety, Security and Management</b>  |  |        |               |
| The Agency has adequate response capacity for protracted crisis and sudden onset emergencies  | Degree to which planned results/targets are met  | 93.75% | 100%          |
| The response, as funded, is effectively implemented and managed   | Emergency response and preparedness plans updated  | 1      | 2             |
|   | Periodic review of emergency response and preparedness plans   | 1      | 2             |
|   | Percentage of trained staff who demonstrate increased knowledge in emergency preparedness and response | 0%     | 100%          |
| <p>Throughout 2016, the WBFO continued to coordinate with relevant stakeholders, both within the Humanitarian Country Team and its respective clusters, as well as internally among different departments to ensure an effective and efficient humanitarian response. UNRWA also maintained close and successful coordination with the Palestinian Red Crescent Society on emergency response during extreme weather conditions (especially at the start and end of the year).</p> <p>During the reporting period, the Agency reviewed and updated its "Winter response plan", which is to be activated in cases of extreme weather conditions. This was conducted as per agreed procedures within the WBFO to ensure efficient response for people affected by extreme weather, including damage to houses or personal property. Due to capacity gaps, UNRWA was unable to update the field emergency preparedness and response plan. In addition, the planned staff trainings on emergency preparedness and response could not be implemented due to funding shortfalls and industrial action.</p> <p>UNRWA strives to implement its humanitarian response effectively and in coordination with relevant stakeholders. In 2016, 93.75 per cent of all targets/results were achieved in the West Bank. Under achievement is mainly related to the budget shortfall experienced in the Emergency Food Assistance programme.</p> |  |        |               |

## Chapter Four:

# Annual Reporting under the 2016 Syria Regional Crisis Emergency Appeal

## 4.1. Funding Summary: 2016 Syria regional crisis emergency appeal

Table 1: Syria regional crisis emergency appeal funding summary by field, 01 January – 31 December 2016 (US\$)

| Programme Interventions   | Amount            | Total        | Allocation Syria <sup>118</sup> | Allocation Lebanon <sup>119</sup> | Allocation Jordan <sup>120</sup> | Allocation Regional |
|---|-------------------|--------------|---------------------------------|-----------------------------------|----------------------------------|---------------------|
| Cash assistance for essential needs, including food, shelter and NFIs | <i>required</i>   | 254,215,291  | 200,371,045                     | 38,366,555                        | 14,477,691                       | 1,000,000           |
|   | <i>received</i>   | 115,728,471  | 90,902,694                      | 17,171,267                        | 7,249,915                        | 404,595             |
|   | <i>difference</i> | 138,486,820  | 109,468,351                     | 21,195,288                        | 7,227,776                        | 595,405             |
| Non-food items  | <i>required</i>   | 11,703,667   | 11,703,667                      | 0                                 | 0                                | 0                   |
|   | <i>received</i>   | 9,888,392    | 9,888,392                       | 0                                 | 0                                | 0                   |
|   | <i>difference</i> | 1,815,275    | 1,815,275                       | 0                                 | 0                                | 0                   |
| Food assistance   | <i>required</i>   | 58,448,438   | 58,448,438                      | 0                                 | 0                                | 0                   |
|   | <i>received</i>   | 31,656,270   | 31,656,270                      | 0                                 | 0                                | 0                   |
|   | <i>difference</i> | 26,792,168   | 26,792,168                      | 0                                 | 0                                | 0                   |
| Livelihoods (including social cohesion for Lebanon)                   | <i>required</i>   | 6,715,287    | 3,279,029                       | 3,436,258                         | 0                                | 0                   |
|   | <i>received</i>   | 0            | 0                               | 0                                 | 0                                | 0                   |
|   | <i>difference</i> | 6,715,287    | 3,279,029                       | 3,436,258                         | 0                                | 0                   |
| Emergency health  | <i>required</i>   | 13,675,839   | 6,225,652                       | 6,547,557                         | 502,630                          | 400,000             |
|   | <i>received</i>   | 8,262,946    | 3,484,007                       | 4,311,367                         | 409,179                          | 58,393              |
|   | <i>difference</i> | 5,412,893    | 2,741,645                       | 2,236,190                         | 93,451                           | 341,607             |
| Emergency education   | <i>required</i>   | 26,253,894   | 16,057,000                      | 8,137,444                         | 1,659,450                        | 400,000             |
|   | <i>received</i>   | 27,631,829   | 17,056,280                      | 7,011,378                         | 3,564,172                        | 0                   |
|   | <i>difference</i> | (-1,377,936) | (-999,280)                      | 1,126,066                         | (-1,904,722)                     | 400,000             |
| Shelter   | <i>required</i>   | 200,000      | 0                               | 0                                 | 0                                | 200,000             |
|   | <i>received</i>   | 0            | 0                               | 0                                 | 0                                | 0                   |
|   | <i>difference</i> | 200,000      | 0                               | 0                                 | 0                                | 200,000             |
| Protection  | <i>required</i>   | 3,415,765    | 1,037,609                       | 1,779,055                         | 299,101                          | 300,000             |
|   | <i>received</i>   | 333,799      | 138,750                         | 106,227                           | 88,822                           | 0                   |
|   | <i>difference</i> | 3,081,966    | 898,859                         | 1,672,828                         | 210,279                          | 300,000             |
| Environmental health  | <i>required</i>   | 17,418,360   | 13,532,143                      | 3,886,217                         | 0                                | 0                   |
|   | <i>received</i>   | 3,706,938    | 3,372,490                       | 334,448                           | 0                                | 0                   |
|   | <i>difference</i> | 13,711,422   | 10,159,653                      | 3,551,769                         | 0                                | 0                   |
| Safety and security   | <i>required</i>   | 2,823,814    | 1,554,000                       | 350,000                           | 19,814                           | 900,000             |
|   | <i>received</i>   | 690,703      | 450,277                         | 240,426                           | 0                                | 0                   |
|   | <i>difference</i> | 2,133,111    | 1,103,723                       | 109,574                           | 19,814                           | 900,000             |
| Capacity and management support                                       | <i>required</i>   | 16,255,427   | 13,969,189                      | 578,437                           | 207,801                          | 1,500,000           |
|   | <i>received</i>   | 19,365,351   | 16,331,079                      | 517,300                           | 1,899,822                        | 617,150             |
|   | <i>difference</i> | (-3,109,924) | (-2,361,890)                    | 61,137                            | (-1,682,021)                     | 882,850             |
| Emergency repair and maintenance of UNRWA installations               | <i>required</i>   | 2,775,000    | 2,775,000                       | 0                                 | 0                                | 0                   |
|   | <i>received</i>   | 115,822      | 115,822                         | 0                                 | 0                                | 0                   |
|   | <i>difference</i> | 1,659,178    | 2,659,178                       | 0                                 | 0                                | 0                   |
| To be allocated   |                   | 2,187,286    | 2,176,999                       | 10,288                            | 0                                | 0                   |
| TOTAL   | <i>required</i>   | 413,900,782  | 328,952,772                     | 63,081,523                        | 17,166,487                       | 4,700,000           |
|   | <i>received</i>   | 219,567,808  | 175,573,059                     | 29,702,701                        | 13,211,910                       | 1,080,138           |
|   | <i>difference</i> | 194,332,974  | 153,379,713                     | 33,378,822                        | 3,954,577                        | 3,619,862           |

<sup>118</sup> In the UNRWA Syria Field Office (SFO), a total of US\$ 48,403,008 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.

<sup>119</sup> In the UNRWA Lebanon Field Office (LFO), a total of US\$ 27,817,326 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.

<sup>120</sup> In the UNRWA JFO, a total of US\$ 3,717,680 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.

## 4.2. Syria: sector-specific interventions

### 4.2.1. Strategic priority 1: preserve resilience through the provision of humanitarian assistance

| Outcome/Output  | Indicator  | Actual                                    | Target (2016)    |
|---|--|---|------------------|
| <b>Cash Assistance, NFIs and Food Aid</b>   |  |   |                  |
| Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises             | Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions                                    | 100%                                      | 100%             |
| Palestine refugees in Syria are provided with relief assistance (food assistance, NFI and shelter assistance) | Average number of individuals receiving cash assistance for food and NFI per round (gender disaggregated)                    | 412,062<br>214,927 female<br>197,135 male | 430,000          |
|   | Average number of PRS individuals receiving in-kind food assistance per round  | 397,681 <sup>121</sup>                    | 430,000          |
|   | Number of PRS individuals receiving NFIs   | 242,079                                   | 280,000          |
|   | Average duration of cash distribution rounds   | 9.5 weeks                                 | 8 weeks          |
|   | Total amount of cash distributed   | US\$ 78,297,250                           | US\$ 200,371,045 |
| UNRWA temporary collective shelters contribute to the protection, health and well-being of displaced refugees | Percentage of temporary UNRWA collective shelters meeting UNRWA emergency shelter standards (including protection standards) | 100%                                      | 100%             |
|   | Number of displaced refugees receiving shelter at UNRWA facilities   | 3,687 <sup>122</sup>                      | 7,000            |

Cash and food assistance are the largest humanitarian interventions delivered by UNRWA in Syria, providing critical, adaptive and immediate support to conflict-affected Palestine refugees who rely on UNRWA assistance to meet their basic needs. Food insecurity remains one of the most critical humanitarian concerns for Palestine refugees in Syria. While food remained available in most markets in 2016, inflation, including for basic commodities; the continued collapse of livelihoods; and restricted access made Agency provided food assistance a lifeline for Palestine refugees throughout the year. In addition to food, cash assistance enabled refugee families to cover basic needs, allowing them greater flexibility and independence in purchasing decisions and in the management of expenditure. With extremely low distribution costs, cash assistance allows UNRWA to reach multiple locations in Syria through a network of banks and financial institutions with outlets in Damascus, Aleppo, Latakia, Homs, Hama, Deraa and Qamishli.

In 2016, through EA funds, the Agency distributed cash, on average, to 412,062 (214,972 females 197,135 males) individuals in need (including SSNP beneficiaries) over three out of six planned distribution rounds. The number of individuals provided with assistance in each 2016 distribution was as follows: 412,810 in round one (total of US\$ 25,285,846 distributed), 415,274 in round two (US\$ 24,242,486 distributed) and 408,102 in round three (US\$ 28,727,156 distributed). A higher number of females than males benefited from cash distributions – 214,288 females compared to 193,814 males in the third round, for example. Anecdotal evidence suggests that this may be due to a higher proportion of males departing Syria for refuge in other countries. Cash assistance distributed in round 3 provided an opportunity for UNRWA to conduct a verification exercise following a similar methodology utilised in the 2015 verification. As a consequence, the third round took longer to implement (12 weeks against 8 weeks for each of the first two rounds), and increased the average duration of cash distribution rounds during the year to 9.5 weeks, i.e. higher than the eight week target. The results of the 2016 verification will be communicated in Q2 2017 along with updated planning figures.

In a context of dysfunctional and sometimes hard to reach markets, combined with rising prices for staple commodities, in-kind food assistance remains a priority operation for the Agency in Syria. UNRWA now distributes food parcels in four sizes, depending on family size. Parcels are designed to meet approximately 1/3 of daily caloric needs (700 kcals of food per person, per day, for one month). UNRWA procures bulk quantities of each food item contained in standard food parcels in order to maximize efficiency savings. In 2016, 609,157 food parcels were delivered via 17 distribution points over four rounds of assistance while the fifth round commenced

<sup>121</sup> This figure is an average of the first four rounds of distribution. Round 5 was not included because it is still on going.

<sup>122</sup> This figure represents the highest number of refugees hosted at UNRWA collective shelters in 2016 recorded in January, the number is decreasing since then, reaching 2,354 at the end of 2016.

in December 2016 and will be completed in February 2017. In Round 1, the Agency distributed food parcels to 427,952 individuals, in Round 2 to 384,541, in Round 3 to 391,834, in Round 4 to 386,395 and in the first month of Round 5 to 174,896 beneficiaries.

In 2016, the Agency also provided approximately 141,159 blankets, 68,195 mattresses, 3,295 baby kits, 17,375 packs of adult diapers, 13,100 packs of baby diapers, 451,832 hygiene kits and 29,788 sanitary products via distribution centres and to refugees living in UNRWA-managed collective centres. Hygiene kits were distributed on a monthly basis. At the end of 2016, 2,354 individuals were sheltered in Agency installations. The number of shelters was also reduced from 13 in January 2016 to nine UNRWA facilities in Damascus at the end of 2016.



## 4.2.2. Strategic priority 2: provide a protective framework for Palestine refugees and help mitigate their vulnerability

| Outcome/Output   | Indicator   | Actual | Target (2016) |
|--|---|--------|---------------|
| Livelihoods (Microfinance)   |   |        |               |
| Palestine refugees in Syria receive microenterprise and consumer loans for small businesses and households | Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth) | N/A    | 39,750        |
| Funding was not received towards this assistance measure under the 2016 EA.                                |   |        |               |

| Outcome/Output  | Indicator   | Actual | Target (2016) |
|---|---|--------|---------------|
| Livelihoods (Vocational Training)   |   |        |               |
| Young Palestine refugees in Syria receive vocational training and are supported with job placements | Number of Palestine refugee youth who complete short- or long-term vocational courses through UNRWA | N/A    | 2,066         |
|   | Number of Palestine refugee youth who receive career guidance through UNRWA                         | N/A    | 2,900         |
| Funding was not received towards this assistance measure under the 2016 EA.                         |   |        |               |

| Outcome/Output  | Indicator  | Actual                          | Target (2016)                  |
|---|--|---------------------------------|--------------------------------|
| Emergency Health  |  |                                 |                                |
| The impact of the crisis on health services for refugees is reduced               | Number of consultations supported by UNRWA (primary, secondary and tertiary health care)       | 998,139                         | 960,000                        |
| Palestine refugees have access to primary health care services                    | Number of Palestine refugee consultations in UNRWA health facilities (disaggregated by gender) | 422,213 male;<br>575,926 female | 440,000 male<br>520,000 female |
|   | Number of Agency health centres and mobile health points Operational                           | 27                              | 26                             |
| Palestine refugees in Syria have access to hospital care (secondary and tertiary) | Number of UNRWA hospitalizations accessed by PRS patients                                      | 11,996 <sup>123</sup>           | 17,000                         |
| Palestine refugees in Syria have access to essential drugs and medical supplies   | Percentage of HCs with no stock-out of 12 tracer items   | 89.74% <sup>124</sup>           | 100%                           |

During 2016, supported through programme budget, EA and regular project funds, UNRWA provided almost 1 million primary, secondary and tertiary health care consultations in Syria, surpassing the target of 960,000 consultations.

Health services, including referrals to secondary and tertiary care, were delivered through 27 facilities, including 15 fully-equipped HCs, 11 HPs and 1 mobile clinic in Yalda, with an additional HC inside the UNRWA compound, the construction of which began at the end of 2016. The mobile HP in Yalda, established to meet the needs of refugees who fled Yarmouk in April 2015, continued to be intermittently operational depending on access – due to deteriorating security conditions, the Agency has been unable to provide health services in Yalda since 25 May 2016.

The Agency continued to face significant challenges in gaining humanitarian access to some of its health facilities, particularly in Khan Eshieh, Ramadan and Muzeirib. As a result, shortages of specific antibiotics resulted in an average 12 per cent of fixed health facilities that reported shortages of at least one of the 12 core drugs on one occasion or more. It is worth noting, however, that following a truce between armed groups and the Government of Syria, an UNRWA humanitarian convoy managed to reach the HC in Khan Eshieh and resupply essential medicines on 16 December 2016. Despite those challenges, the majority of UNRWA HCs and HPs did not report any stock ruptures in 2016.

<sup>123</sup> Excluding reimbursements for hospitalization costs.

<sup>124</sup> Medical stock-outs in Syria were solely a result of access constraints deriving from the volatile security situation and other administrative restrictions. In areas such as Mzeirib in Dera t authorized to bring in medication (or any other supplies) to its facilities, although the HCs in both locations are functioning. Patients receive medical consultations and prescriptions in these areas but then have to travel to the nearest accessible HC/HP in order to obtain medication. In Mzeirib for instance, this means a 4 to 5 hour journey across the front lines to obtain medicine at the UNRWA HC in Dera to cover the needs of additional patients.

The rollout of the Agency e-Health system in Syria was successfully completed in three of the targeted six health facilities while the remaining HCs will be targeted throughout 2017. This will enhance and better facilitate the management of information and decision making.

The Agency continued to provide referrals to secondary and tertiary care, subsidizing between 75 and 95 per cent of hospitalization services. A total of 11,996 patients were referred to 17 contracted hospitals across Syria, reaching over 80 per cent of the annual target.

| Outcome/Output   | Indicator   | Actual | Target (2016) |
|--|---|--------|---------------|
| <b>Emergency Education</b>   |   |        |               |
| Palestine refugees in Syria are able to continue their education despite conflict and displacement | Number of Palestine refugee students graduating from basic education  | 2,961  | 3,900         |
|  | Number of Palestine refugee students completing end-of-year exams (Grades 1-8)  | 39,422 | 39,900        |
| Palestine refugee students have access to education through regular/catch-up classes               | Percentage of schools with adequate equipment (furniture, heating, other equipment)   | 100%   | 100%          |
|  | Number of school-age children enrolled in regular classes in UNRWA schools  | 46,733 | 43,000        |
| Palestine refugee students are provided with psychosocial support (PSS)                            | Average number of school-age children receiving psychosocial support per month  | 9,532  | 7,000         |
| Palestine refugee students are provided with educational and recreational materials and activities | Number of Palestine refugee students provided with educational/recreational materials (self-learning materials, back-to-school kits, PSS / recreational kits, stationery) | 46,733 | 43,000        |
|  | Number of Palestine refugee students participating in recreational/catch-up learning activities   | 12,750 | 10,000        |

UNRWA in Syria provides education to Palestine refugees students in 45 Agency schools and 56 non-Agency schools provided by the Ministry of Education to compensate for the loss of school buildings due to the conflict (academic year 2016-17). The total number of UNRWA schools increased from 99 in 2015-16 to 101 in 2016-17, suggesting an increasing demand for education services. Most schools are still operating on double shifts and in 2016, one school in Khan Dannoun operated on a triple shift basis.

During the reporting period, enrolment in Agency-managed schools in Syria remained relatively stable at approximately 46,733 pupils enrolled, surpassing the target of 43,000. Of the 3,705 students enrolled in ninth grade, 3,672 sat the final exam and 2,961 graduated from basic education with a pass rate of over 80 per cent. This included students from Yarmouk and Lebanon who managed to travel to Damascus to take their exams through UNRWA support and the facilitation of the Lebanese and Syrian authorities.

The provision of quality education in Syria remains considerably challenged by access issues, and particularly for an estimated 5,933 children who remain trapped in besieged or otherwise hard-to-reach areas, including Yarmouk, Khan Eshieh, Muzeirib, Jilin, Douma, and Jobar. Other areas such as Adra, Ramadan and Dera -wide multidimensional EiE approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth continued to build on the existing education system while introducing innovations to sustain the delivery of quality education. Also in 2016, 46,733 Palestine refugee students were provided with educational and/or recreational materials including back to school kits, self-learning materials and recreational kits.

During the reporting period, the Agency trained and stationed 61 psychosocial support (PSS) counsellors in active schools in support of the well-being of 9,532 students. In the summer of 2016, the education programme in Syria provided recreational activities and catch up classes to 12,750 students. In May, 144 UNRWA teaching staff received training on a variety of subjects, including basic group and individual PSS counselling, basic PSS training for art and sport teachers, and training on quality assurance for teachers and principals organized by the Inter-Agency Network of Education in Emergency (INEE).

| Outcome/Output   | Indicator  | Actual               | Target (2016) |
|--|--|----------------------|---------------|
| <b>Protection</b>  |  |                      |               |
| Protection of vulnerable and at-risk Palestine refugees is strengthened  | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance | 95.35%               | 100%          |
| Strengthened prevention and protection response for Palestine refugees (physical security and violence, in particular GBV)   | Number of Palestine refugees provided with legal advice  | 1,078 <sup>125</sup> | 200           |
|  | Number of UNRWA staff members trained on protection  | 744                  | 450           |
| <p>In 2016, UNRWA focused on developing its protection mainstreaming programme and improving case management in Syria. It is interesting to note that the 5,072 documented protection cases identified by the different programmes and Area Support Offices exceeded year end targets due to: (i) the expansion of the protection response into general and child protection; (ii) the enhanced capacity of front-line staff to identify protection cases; and (iii) protection mainstreaming efforts within the Agency that enabled staff to become more involved in the identification of protection cases.</p> <p>In 2016, the Agency GBV protection response in Syria was expanded to include general and child protection. During this period, 2,860 individuals (1,666 women, 251 men, 628 girls, 315 boys and 93 persons with disabilities) were identified as having GBV protection needs, out of whom 95.4 per cent received assistance through the provision of UNRWA assistance and/or referrals to external service providers. In addition, the Agency focused on front line staff training, strengthening the general understanding of protection and improving the identification and referral of cases. UNRWA exceeded its target and trained 744 staff during the reporting period.</p> <p>During the reporting period, Palestine refugees were able to seek advice through the Agency Family Support Offices in Alliance, Dera Staffed by volunteer lawyers, social workers and counsellors, UNRWA Family Support Offices provided assistance to women on family issues, particularly those related to law, as well as psychosocial support for family members and sufferers of conflict-related trauma. During the year, Family Support Officers assessed 5,074 legal, social and psycho-social cases. This new system will facilitate enhanced data collection and analysis of indicator baselines and targets. Further, 1,078 individuals (843 females and 235 males) received legal assistance, with court interventions registered in 150 cases relating to civil status and birth registration. Finally, for a more effective and efficient response to protection cases, a protection incident tracking and case management system is currently being developed by the Protection Unit that will be finalised in 2017.</p> |  |                      |               |

| Outcome/Output   | Indicator   | Actual  | Target (2016) |
|--|---|---------|---------------|
| <b>Environmental Health</b>  |   |         |               |
| Public health needs of the affected population are met   | Percentage of accessible Palestine refugee camps receiving repair, rehabilitation or reconstruction of water and sanitation networks by UNRWA | 100%    | 100%          |
| Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.  | Percentage of IDPs receiving adequate potable water during displacement in UNRWA shelters   | 100%    | 100%          |
| Affected populations have reduced risk of WASH related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis  | Number of Palestine refugees (women, men and children) with access to hygiene items to maintain health, dignity and well-being                | 280,000 | 280,000       |
| <p>The conflict in Syria has resulted in the deterioration of WASH services, in particular with regard to water supply and sewage networks. In 2016, UNRWA remained the primary WASH service provider in official and accessible Palestine refugee camps and collective shelters (where 2,354 displaced Palestine refugees and Syrians were residing at the end of the year). During the reporting period, all targets were fully achieved as the Agency continued to deliver potable water; maintain the sewerage network; and provide solid waste management, municipal cleaning and maintenance services to Palestine refugee camps and UNRWA collective shelters in Syria. In this regard, all seven accessible camps (out of twelve) benefited from the repair, rehabilitation or</p> |   |         |               |

<sup>125</sup> This is the average value in 2016 as was the target planned in the 2016 EA appeal

reconstruction of their water and sanitation networks, while IDPs in UNRWA collective shelters were guaranteed potable water through public water distribution systems or water trucking. In addition to the delivery of potable water, UNRWA extended support to Palestine refugees affected by water shortages through the provision of water treatment and storage equipment. Finally, as referenced above, the Agency provided a wide range of hygiene items including 17,375 packs of adult diapers, 13,100 packs of baby diapers, 451,832 hygiene kits and 29,788 sanitary products.

### 4.2.3. Strategic priority 3: strengthen humanitarian capacity, coordination and management

| Outcome/Output  | Indicator   | Actual | Target (2016) |
|---|---|--------|---------------|
| <b>Safety and Security</b>  |   |        |               |
| UNRWA is able to provide services to Palestine refugees with appropriate security arrangements                    | Percentage of Security Risks Assessments completed for programmes and projects at field level | 100%   | 100%          |
| Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees | Percentage of security risk management plans updated and adhered to                           | 100%   | 100%          |

During 2016, UNRWA continued to provide assistance to Palestine refugees within a volatile security environment. This required the Agency to sustain substantial investments in security infrastructure, personnel and equipment, reducing the risk faced by staff and beneficiaries while maintaining operational integrity. UNRWA also continued to ensure that organizational security practices and procedures are responsive to the context, based on acceptance models known to staff. During the reporting period, the Agency recruited two international Security Officers and local positions to strengthen its coordination capacity. Other international positions will be recruited in 2017.

Throughout 2016, the UNRWA Safety and Security Department (SSD) continued to issue daily situational reports and monthly mission and staff movement reports to both internal and external partners. In addition, SSD maintained regular safety and security briefings to staff and visitors to the field and facilitated Safe and Secure Approaches in Field Environments (SSAFE) training courses to recently recruited staff.

UNRWA works under the umbrella of the inter-agency country security plan for Syria. The Agency is an active member of the UN Security Management Team and works with UN Department of Safety and Security (UNDSS) to ensure missions are undertaken in strict accordance with security processes. The UNRWA SSD also provides security for all staff, activities and installations through the use of armoured vehicles, personal protection equipment kits (PPEs), radio equipment, the issuance of regular security advisories and mission briefs. In addition, three operations rooms (in Damascus, the Central Area and the Northern Area) monitor staff movement, receive incident briefs, disseminate advisories and track vehicles and personnel.

| Outcome/Output   | Indicator   | Actual | Target (2016) |
|--|---|--------|---------------|
| <b>Emergency Repair and Maintenance of UNRWA Installations</b>   |   |        |               |
| UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services | Percentage of operational installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated | 100%   | 100%          |

In 2016, UNRWA premises, as well as Palestine refugee camps and Agency collective shelters, required regular maintenance and emergency rehabilitation to facilitate the delivery of humanitarian assistance to Palestine refugees, granting them access to basic services within a protective environment. Many installations have been damaged or destroyed by the conflict, with ongoing armed violence and indirect fire serving as a continuous threat to dozens of facilities.

During the reporting period, UNRWA undertook a range of maintenance and repair activities in all of its 112 accessible facilities, including schools and HCs. In spite of these efforts, conditions within the nine Agency installations that serve as collective shelters have deteriorated due to overutilization. All facilities used for shelter purposes require constant maintenance to ensure that minimum WASH standards are applied in order to mitigate the risks of communicable diseases. These buildings will require complete renovation should shelter activities cease. Numerous other UNRWA facilities also require maintenance and upgrades in order to better respond to operational needs.

## 4.3. Lebanon: sector-specific interventions

### 4.3.1. Strategic priority 1: preserve resilience through the provision of humanitarian assistance

| Outcome/Output   | Indicator  | Actual         | Target (2016)                   |
|--|--|----------------|---------------------------------|
| Cash Assistance for Essential Needs, Including Food, Shelter and NFIs  |  |                |                                 |
| Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises  | Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions                          | 100%           | 97%                             |
| PRS are provided with relief assistance (food assistance, NFI and shelter assistance)  | Average number of individuals receiving cash assistance for food, NFI and shelter per round (gender disaggregated) | 32,042         | 42,000                          |
|  | Number of families provided with winterization assistance (cash and in-kind)                                       | 9,214          | 12,000 (11,200 PRS and 800 PRL) |
|  | Total amount of cash distributed per round   | US\$ 1,748,066 | US\$ 1,134,000                  |
| <p>During 2016, humanitarian support in the form of cash grants was provided towards the food, housing and winterization needs of 32,042 PRS, including 16,770 females and 15,272 males in Lebanon. During the year, the number of PRS beneficiaries declined, as indicated by a headcount that was conducted in July 2016 and was followed by a household assessment of every PRS family residing in Lebanon. The purpose of the headcount and survey were to verify the physical presence of PRS and to update the profile of each household. Through 12 distribution rounds (with each covering needs for one month), US\$ 20,976,788 (US\$ 1,748,066 per round) was disbursed in instalments of US\$ 100 per family for housing assistance and US\$ 27 per person for food assistance.</p> <p>As part of the UNRWA winter support programme, cash grants were also extended to PRS families exposed to particularly harsh winter weather conditions. The value of assistance provided varied with elevation, with those living more than 500 metres above sea level receiving US\$ 147 per month for a four-month period and those residing below this level receiving US\$ 100 per month over the same timeframe. A total of 9,214<sup>126</sup> PRS families received winterization assistance valued at US\$ 3,996,404.</p> |  |                |                                 |

<sup>126</sup> The assistance was for four months covering November and December 2016 and January and February 2017. The payment was made in one instalment in November 2016.

## 4.3.2. Strategic priority 2: provide a protective framework for Palestine refugees and help mitigate their vulnerability

| Outcome/Output  | Indicator   | Actual            | Target (2016) |
|---|---|-------------------|---------------|
| <b>Livelihoods and Social Cohesion</b>  |   |                   |               |
| Enhanced livelihoods of PRS   | Percentage of applications by vulnerable PRS accepted at UNRWA training centres | 100%              | 100%          |
| Improved access to employment opportunities for PRS and PRL   | Number of training opportunities provided to PRS and PRL                        | 314               | 632           |
|   | Numbers of local businesses receiving business grants from UNRWA                | NC <sup>127</sup> | 300           |
| <p>In 2015, the unemployment rate amongst PRL was 23 per cent (31 per cent for women), and 52.5 per cent for PRS (68.1 per cent women). In light of these discouraging figures, UNRWA sought to increase PRS employment opportunities by facilitating their access to quality vocational training alongside PRL.</p> <p>Throughout 2016, the Agency offered 18 short-term vocational courses (five days per week over a six month period, covering a range of topics including secretarial skills, arts and crafts, cosmetics and beauty, general carpentry, photography and video editing) benefiting a total of 314 students (38 per cent of whom were women), of whom 47 were PRS (24 females and 23 males). Actual targets were not met due to the shortage of resources.</p> <p>Self-employment start-up-kits were provided to 41 women, including 10 PRS who graduated from cosmetics and beauty courses. Further, 1,033 students (1,005 PRL and 28 PRS) enrolled in regular trade and semi-professional courses during the 2015-16 scholastic year, 482 of whom graduated in August 2016 (294 males, 188 females). In addition, 189 students received coaching services at UNRWA Employment Service Centres, comprising 167 PRL (47 females, 120 males) and 22 PRS (15 females, 7 males). More PRL received coaching services because the UNRWA Sibling Training Centre has a higher quota for PRL enrolment than other training centres. PRS onward migration and/or return to Syria from Lebanon, as well as the common willingness of the PRS youth to take up employment in the informal labour market, whenever the opportunity arises, are thought to be the primary reasons for their decreasing and generally lower enrolment rates.</p> <p>In support of social cohesion efforts, UNRWA, in collaboration with UNICEF and local partners, staged the <i>Yadi Yadi</i> 2016 in succession. This was a three-day sports event which brought together more than 300 PRL and PRS children living in Palestine refugee camps and gatherings.</p> |   |                   |               |

| Outcome/Output  | Indicator  | Actual  | Target (2016)                     |
|---|--|---|-----------------------------------|
| <b>Emergency Health</b>   |  |   |                                   |
| The impact of the crisis on health services for refugees is reduced | Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care) | 234,985   | 155,000                           |
| PRS have access to primary health care services                     | Number of PRS visits to UNRWA health facilities (disaggregated by gender)                    | Male (94,882)<br>Female (140,103)   | 150,000<br>(40% male, 60% female) |
|   | Percentage of Agency health centres and mobile health points operational                     | 100%  | 100%                              |
| PRS have access to hospital care (secondary and tertiary)           | Number of UNRWA hospitalizations accessed by PRS patients                                    | 4,540 (Secondary/Tertiary) and 1,862 patients received emergency room and outpatient services | 5,000                             |
| PRS have access to essential drugs and medical supplies             | Percentage of HCs with no stock-out of 12 tracer items                                       | 100%  | 100%                              |

<sup>127</sup> Actuals are marked as numbers of local businesses receiving business grants from UNRWA collected. This indicator should not have been included in the 2016 EA as emergency funding was not sought in this area.



UNRWA has adopted the strategy of equal treatment and equal access for PRS with regard to both hospitalization (secondary and tertiary care) and all PHC services at 27 UNRWA HCs in Lebanon. Any PRS who approaches the Agency for PHC is provided with assistance, even if she/he is not recorded in the UNRWA database as living in Lebanon.

Over the course of 2016, PRS benefitted from 234,985 consultations encompassing all three levels of health care, including repeat visits by the same patient (94,882 visits by a male and 140,103 visits by a female patients), indicating that more than 96 per cent (30,958 out of 32,042 PRS) attended an UNRWA clinic. Services included the provision of medical consultations, essential laboratory tests, oral health including specialist consultations, and medication. The respective target was considerably exceeded as PRS continue to face poor socio-economic conditions which encompass relatively higher poverty and food insecurity rates than their PRL counterparts. Moreover, PRS also grapple with poor dwelling conditions due to significant overcrowding in camps and gatherings, as well as improper sewage networks, and are less able to access to potable water. These conditions tend to exacerbate chronic health issues and give rise to the spread of communicable disease among PRS gatherings, thereby contributing to a greater need for health care services.

The presence of PRS in Lebanon continues to place a considerable strain on existing UNRWA health care services. In 2016, UNRWA recruited 30 additional health staff (six family health teams composed of doctors, nurses, pharmacists and health assistants) in all areas to provide the additional quality care needed by PRS.

Over the course of 2016, 4,540 patients received in-patient care (secondary/tertiary), 36 per cent fewer than in 2015 - largely due to the notable decrease in the number of PRS in Lebanon while 1,862 patients received emergency room and outpatient services. These achievements indicate that 91 per cent of the target for the year has been reached. In total, 232 patients received tertiary health care, 24 per cent more than 2015. Moreover, there were no stock outs of 12 tracer items (i.e. essential medical items) in HCs during 2016.

In the second half of 2016, a revised hospitalization policy was introduced in order to improve efficiency in health care service delivery. As per the new policy, UNRWA now provides 100 per cent coverage for in-patient admission at Palestine Red Crescent Society hospitals and 90 per cent coverage at governmental and private hospitals with the exception of additional expensive medication and prosthetic devices, in which case UNRWA covers 30 per cent of the total cost up to US\$ 500. Under the new policy 2,375 hospitalization cases were accessed out of the total 4,540 for the whole year. Moreover, UNRWA has developed mechanisms to ensure that the most vulnerable patients are able to meet their hospitalization needs through the MHF. The MHF fully covers secondary hospitalization care for patients considered most vulnerable (PRL under the UNRWA SSNP and PRS). For tertiary level care, the MHF also provides financial support to patients suffering from catastrophic conditions and whose cost of admission for in-patient treatment is US\$ 8,000 and above. The percentage of support depends on the total value per admission. Thus far, five commitment letters were provided given to PRS patients which guarantee financial support for hospitalization expenses, depending on the level of care (secondary vs. tertiary), the total cost of admission and type of treatment required. In 2016, one PRS patient received MHF assistance for tertiary level care. In addition, a new hospitalization e-health database was rolled out to improve the monitoring, reporting and assesment of trends related to health care services. The data and respective analyses are helping to make results-based decisions which will have a positive impact on health care service efficiency.

| Outcome/Output  | Indicator   | Actual | Target (2016) |
|---|---|--------|---------------|
| <b>Emergency Education</b>  |   |        |               |
| PRS are able to continue their education despite conflict and displacement                                  | Number of PRS students graduating from basic education                          | 152    | 193           |
| PRS students have access to education through regular / special classes and alternative learning modalities | Number of UNRWA schools hosting PRS   | 64     | 65            |
|   | Number of UNRWA double-shift schools hosting PRS                                | 2      | 3             |
|   | Number of schools provided with equipment (furniture, heating, other equipment) | 18     | 15            |
|   | Number of PRS school-age children enrolled in regular classes in UNRWA schools  | 5,251  | 6,000         |
|   | Number of schools rehabilitated   | 7      | 5             |
| PRS students are provided with psychosocial support   | Number of school-age children receiving psychosocial support                    | 4,060  | 2,650         |



|  |   |                  |       |
|--|---|------------------|-------|
|  | Number of education staff trained in delivering psychosocial support  | 75               | 76    |
| Palestine refugee students are provided with educational and recreational materials and activities | Number of PRS students provided with educational / recreational materials (back-to-school kits, PSS / recreational kit, stationery) | 5,318<br>2015-16 | 6,000 |
|  |   | 5,251<br>2016-17 |       |
|  | Number of PRS students participating in recreational/catch-up learning activities   | 5,318<br>2015-16 | 6,000 |
|  |   | 5,251<br>2016-17 |       |

In 2016, 95.39 per cent of PRS students attended classes with their PRL counterparts while only 4.60 per cent attended separate afternoon (double) shifts at two schools. In total, 5,318 PRS students were enrolled during the 2015-16 school year, with the caseload dropping to 5,251 at the start of the 2016-17 school year. All students were provided with back to school kits and textbooks. In order to promote the integration of PRS into the Lebanese school system while facilitating academic performance and social cohesion, UNRWA continued its integrated education response mechanism that includes: (i) learning support activities; (ii) comprehensive recreational / extra-curricular activities (targeting both PRL and PRS); (iii) health education activities; and (iv) advocacy with the Ministry of Education to allow grade nine PRS students to sit for official exams and receive official certification. Thanks to the advocacy effort, during school year 2015-16, 152 grade nine PRS students were able to sit for the official exams.

During the reporting period, UNRWA provided support for the psychosocial needs of all students (PRS and PRL) through the provision of (i) individual PSS for 4,060 students, including 3,153 PRL (2,482 males and 671 females) and 907 PRS (678 males and 229 females); (ii) group PSS for 6,230 students, including 3,955 PRL (2,220 males and 1,735 females) and 2,275 PRS students (630 males and 1,645 females); (iii) recreational activities for 8,604 male and 7,833 female PRS and 31,533 male and 17,754 female PRL students; and (iv) PSS awareness sessions (392 group sessions and 1,532 individual sessions) during which counsellors provided parents with enhanced knowledge to deal more effectively with their children. Learning was facilitated through remedial classes in 48 schools for the 2015-16 school year, to support students with special needs and those struggling to keep pace.

With regard to the number of PRS students graduating from basic education, of the 160 students who were enrolled in grade nine by June 2016, 156 students (62 males and 94 females) registered for the end of year Brevet examinations and 152 sat the exam. Out of this group of PRS students, 94 passed and 58 failed (61.2 per cent in comparison to 42.36 per cent in the previous year). Onward migration and return to Syria are thought to be the primary reasons for the decrease in the number of grade nine PRS students (160 students enrolled in school year 2015-16 as opposed to 175 in the previous year).

| Outcome/Output  | Indicator  | Actual | Target (2016)                             |
|---|--|--------|---|
| <b>Protection</b>   |  |        |   |
| Protection of vulnerable and at-risk PRS individuals is strengthened  | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance | 93%    | 97%                                       |
| Strengthened prevention and protection response for PRS (refoulement; physical security; violence, in particular GBV) | Number of Palestine refugees provided with legal advice  | 6,606  | 9,346 <sup>128</sup> (8,662 PRS; 684 PRL) |
|   | Percentage of children (boys/girls) identified as experiencing a protection risk   | 53%    | 45%                                       |
|   | Number of UNRWA staff members trained on protection  | 773    | 960                                       |

<sup>128</sup> The target for the number of Palestine refugees provided with legal advice (9,346) encompasses legal counselling as well as legal awareness and representation services; however, the actual result of 6,606 is only reflective on the number of refugees who benefited from legal counselling exclusively. A total of 8,070 refugees benefited from all legal services including representation and awareness. In this regard, the actual results are closer to the target than indicated.

Protection staff responded to the needs of over 696 Palestine refugees during 2016, of whom 54 per cent were PRS, 54 per cent were women and 53 per cent were children. Most PRS reported incidents of violence, exploitation and abuse, such as GBV and child protection, often a direct result of heightened vulnerability and displacement. While UNRWA was able to respond to most protection concerns, including through referrals to specialized services, the situation of some individuals was particularly complex and the Agency faced difficulties in providing adequate response services. Specific problems were encountered in responding to child protection cases where specialized services in Lebanon remain limited, including case management and alternative care arrangements for high-risk cases.

In 2016, UNRWA provided legal advice to 6,606 Palestine refugees, in addition to other forms of legal assistance, awareness and representation with over 8,000 reached, of whom more than 66 per cent were PRS, and 35 per cent were women. PRS counselling and assistance mostly focused on legal status, civil registration and documentation in Lebanon as well as migration and cross-border movements; for PRL, the main focus was on family law, labour law, housing land and property matters and civil registration. These trends were consistent with the main protection and human rights related concerns facing the Palestine refugee community in Lebanon. The Agency addressed these protection challenges through systematic coordination and advocacy efforts with protection partners and stakeholders including the Lebanese authorities and the donor community.

During 2016 UNRWA continued to work on building the capacity of its frontline staff through various training activities to understand and adhere to core guiding principles for the safe identification and referral of individuals confronted with a protection risk, with 773 frontline staff reached.

| Outcome/Output  | Indicator  | Actual | Target (2016) |
|---|--|--------|---------------|
| <b>Environmental Health</b>   |  |        |               |
| Public health needs of the affected population are met  | Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities                           | 89%    | 90%           |
| Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene  | Percentage of PRS with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene | 89%    | 90%           |
| Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis | Percentage of PRS (women, men and children) with access to hygiene items to maintain health, dignity and well-being      | 78%    | 80%           |

UNRWA is committed to provide equivalent environmental health services both to PRS and PRL. In 2016, efforts were put in place to meet the public health needs of the affected population and the Agency provided safe and equitable access to WASH resources and facilities to 89 per cent of PRS in the camps. During the reporting period, UNRWA focused on the extension and rehabilitation of existing water, sewerage and rain water supply networks. Palestinian refugee camps in Lebanon are struggling to cope with overcrowding, water supply shortages and malfunctioning sewage and waste disposal networks, factors that heighten the risk of disease among an already vulnerable population. During the year 89 per cent of PRS were provided sufficient quantity of water for drinking, cooking, and personal and domestic hygiene. In order to reduce risk of WASH-related diseases, hygiene items were provided to 78 per cent of PRS (women, men and children).

UNRWA activities during 2016 also focused on repairing damaged roads, alleyways and the rehabilitation of boreholes to improve living conditions in camps and assure that a sufficient quality and quantity of water was available. Additional sanitation labourers were employed to meet the growing needs for garbage collection and solid waste vehicles, tools, fogging machines and insecticides were acquired. In addition, the Agency also launched an environmental health strategy to help identify the precise needs and interventions required to further improve conditions in the camps.

### 4.3.3. Strategic priority 3: strengthen humanitarian capacity, coordination and management

| Outcome/Output   | Indicator   | Actual | Target (2016) |
|--|---|--------|---------------|
| Safety and Security / Capacity and Management Support  |   |        |               |
| UNRWA is able to provide services to PRS with appropriate security arrangements  | Percentage of Security Risks Assessments completed for programmes and projects at field level | 25%    | 100%          |
| Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS   | Percentage of security risk management plans updated and adhered to                           | 100%   | 100%          |
| <p>Through SSD in Lebanon, the Agency continuously monitors the country delivery by actively identifying potential deteriorations which could negatively impact the safety and security of the population and/or the Agency community acceptance due to reforms to the hospitalization programme. This resulted in multiple demonstrations and ultimately, the closure of various Agency installations within Palestine refugee camps, area offices and the UNRWA Field Office in Beirut. During 2016, there were 10 recorded incidents of vandalism of Agency installations along with other ongoing safety and security concerns within the camps. In Ein Eel Hilweh Camp, armed conflict remains a main threat to UNRWA staff and assets while in Shatila, the drug trade is contributing to high crime rates and a deteriorating operating environment.</p> <p>In 2016, UNRWA continued to enhance staff capacity to manage conflict situations. Trainings in 2016 included: (i) SSAFE training for 35 international staff and 17 front line senior area staff; (ii) guard force management training; (iii) fire evacuation drills; (iv) crisis management refresher trainings; and (v) driver training. Austerity measures impacted the capacity of SSD, leaving it with fewer professional security officers covering Agency operations at a time when protests against UNRWA intensified.</p> |   |        |               |

## 4.4. Jordan: Sector-specific interventions

### 4.4.1. Strategic priority 1: preserve resilience through the provision of humanitarian assistance

| Outcome/Output  | Indicator  | Actual                                    | Target (2016) |
|---|--|---|---------------|
| <b>Cash Assistance for Essential Needs, Including Food, Shelter and NFIs</b>                      |  |   |               |
| Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises | Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions                                  | 100%                                      | 100%          |
| PRS are provided with relief assistance (food assistance, NFI and shelter assistance)             | Average number of individuals receiving cash assistance per round (disaggregated by type of cash assistance and by gender) | 14,548<br>(8,015 Males,<br>6,533 Females) | 14,000        |
|   | Number of PRS families receiving one-time cash assistance  | 1,157                                     | 900           |
|   | Amount of cash distributed per month (for basic food and NFI needs)  | US\$ 581,916                              | US\$ 560,000  |
|   | Number of PRS families provided with winterisation assistance  | 3,422                                     | 4,500         |

During 2016, UNRWA provided emergency cash assistance to all PRS in Jordan categorized as vulnerable and extremely vulnerable on the UNRWA emergency database, i.e. 14,593 persons (8,068 males and 8,784 females) out of the total caseload of 16,814 PRS recorded at the end of December 2016. This corresponded to 87 per cent of the total PRS caseload. Each vulnerable individual received US\$ 40 per month, with assistance distributed on quarterly basis throughout the year. Distributions in the second and third quarters were delayed by almost a month and a half due to a lack of funds. A total of US\$ 6,982,987 was distributed in 2016 under this programme.

Due to funding constraints, winterization support to cover the costs of heating, fuel and clothing during the cold season was provided to 3,422 of a total eligible 4,066 families;<sup>129</sup> with priority being given to the most vulnerable. The value of assistance ranged from US\$ 277 – 453, depending on family size, replacing the flat rate of US\$ 340 per family that was distributed in previous years. This approach is consistent with that used by other agencies that support non-Palestinian refugees from Syria.

During 2016, one-off emergency cash grants were distributed to 1,157 (656 female headed households, 501 male) extremely vulnerable PRS families to help absorb shocks and respond to specific protection concerns including documentation issues, households with adolescent females at risk of early marriage, elderly people living alone, households lacking basic furniture, costs associated with deaths / funerals and emergency support for GBV victims and evictions. The target was exceeded due to pointed interventions to provide emergency cash to female headed households with adolescent females at risk of early marriage and for vulnerable single elderly persons living alone; the former being carried out with the support of the Danish Refugee Council.

<sup>129</sup> The remaining cases were distributed to in early 2017.

## 4.4.2. Strategic priority 2: provide a protective framework for Palestine refugees and help mitigate their vulnerability

| Outcome/Output  | Indicator  | Actual                   | Target (2016)                |
|---|--|--------------------------|------------------------------|
| <b>Emergency Health</b>   |  |                          |                              |
| The impact of the crisis on health services for refugees is reduced | Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care) | 17,465                   | 20,000 <sup>130</sup>        |
| PRS have access to primary health care services                     | Number of PRS visits to UNRWA health facilities (disaggregated by gender)                    | 7097 male<br>9861 Female | Male 10,490<br>Female 15,734 |
|   | Number of Agency health centres and mobile health points operational                         | 29                       | 29                           |
| PRS have access to hospital care (secondary and tertiary)           | Number of UNRWA hospitalizations accessed by PRS patients                                    | 507                      | 775 <sup>131</sup>           |
| PRS have access to essential drugs and medical supplies             | Percentage of HCs with no stock out of 12 tracer items                                       | 74%                      | 100%                         |

In 2016, UNRWA provided health care for PRS residing in Jordan. On the whole, the continuity of care remained consistent with PRS being able to access the same quality of services they enjoyed in the previous year with full access to UNRWA 25 HCs and 4 mobile clinics and full support for secondary and tertiary care.

Seasonal illnesses such as respiratory tract infections are common amongst both PRS and the registered Palestine refugees population in Jordan (PRJ). There is also a relatively high rate of digestive system diseases and musculoskeletal illnesses among PRS at Cybercity/King Abdullah Park. These could be stress induced.

During 2016, there were 17,465 PRS patient consultations. Gender disaggregated data demonstrates that patterns of attendance (42 per cent male and 58 per cent female) are similar to those of PRJ. An ongoing partnership with the Jordan Health Aid Society has allowed UNRWA to provide ongoing primary health services to the PRS and the Syrian population residing in Cyber City who were moved to King Abdullah Park in October. The Agency continued to support the health costs of PRS with secondary and tertiary health care, supporting 507 patients (501 secondary / 6 tertiary). Hospitalizations were conducted on a needs basis and all cases that were referred were responded to.

A stock rupture during Q3 2016 was observed in 11 HCs due to late delivery from UNRWA contracted supplies. In Q4, 12 HCs experienced stock rupture due to late delivery of some medicines from suppliers. This affected 14 of the 25 HCs. There were no epidemics or disease outbreaks during 2016.

The 2016 consultation and hospitalisation targets were adjusted during mid-year to better reflect on the ground realities.

| Outcome/Output  | Indicator   | Actual | Target (2016)        |
|---|---|--------|----------------------|
| <b>Emergency Education</b>  |   |        |                      |
| PRS are able to continue their education despite conflict and displacement                                  | Number of PRS and Syrian students graduating from basic education                           | 48     | 1,477 <sup>132</sup> |
| PRS students have access to education through regular / special classes and alternative learning modalities | Number of UNRWA schools hosting PRS and Syrians   | 127    | 141                  |
|   | Number of UNRWA double-shift schools hosting PRS and Syrians                                | 114    | 140                  |
|   | Number of schools provided with equipment (furniture, heating, other equipment)             | 86     | 17                   |
|   | Number of PRS and Syrian school-age children enrolled in regular classes in UNRWA schools   | 1,352  | 1,800                |
|   | Number of education staff trained in delivering emergency education based on INEE standards | 46     | 40                   |

<sup>130</sup> This target was revised down from 27,116 consultations.

<sup>131</sup> This target was revised down from 891 hospitalizations accessed by PRS.

<sup>132</sup> The listed target of 1,477 students graduating from basic education was registered in error in the EA.

|  |  |       |       |
|--|--|-------|-------|
| PRS students are provided with PSS support   | Number of school-age children receiving psychosocial support   | 1,396 | 1,477 |
|  | Number of education staff trained in delivering psychosocial support   | 40    | 176   |
| PRS students are provided with educational and recreational materials and activities | Number of PRS and Syrian students provided with educational / recreational materials (back-to-school kits, PSS / recreational kit, stationary) | 1,352 | 1,800 |
|  | Number of PRS and Syrian students participating in recreational / catch-up learning activities   | 984   | 400   |

Out of the 171 UNRWA elementary and preparatory schools in Jordan, 127 facilities provided education to 1,352 PRS and Syrian students enrolled at the beginning of the 2016-17 school year. Over the course of 2016, some families left the country and some moved their children to government schools. Also, by the end of the year, a recount revealed that the number of school aged children enrolled in regular classes had reduced by 15 to 1,337.

During the reporting period, 86 schools were provided with equipment including sports equipment and furniture such as chairs and cupboards. This is above the target set in the EA due to additional funding secured for this activity. In addition, work is ongoing to equip rooms to support psychosocial support in 80 UNRWA schools hosting PRS. After the participation of 584 PRS in a fun day event on 5 April 2016, recreational activities were implemented at a number of schools increasing the results achieved to 984.

Measures initiated to accommodate the specific educational and emotional needs of PRS in the first half of 2016 continued during the second half of the year as including: (i) the continued employment of an additional 107 teachers to support PRS with special learning needs; (ii) the continued implementation of the skills, deal with trauma and psychosocial support; and (iii) the provision of recreational kits, schoolbags and textbooks. These back-to-school kits were distributed at the start of the first semester of 2016.

Counselling services were provided to all PRS students who were enrolled<sup>133</sup>. By the end of the scholastic year 2015-16, all 1,396 students enrolled at UNRWA schools had received PSS. During the reporting period, 40 education staff were trained in the provision of PSS. This was lower than anticipated due to programmatic changes introduced by JFO and a shift away from teacher counsellors to full-time school counsellors. Of the 52 school counsellors who were in post, 43 had been trained on how to deliver psychosocial assistance by the end of the year. These changes resulted in an increase to the amount of exposure time between school counsellors and students. Finally, the target concerning INEE capacity building of a group of Professional Development Unit Coordinators was achieved with the training of 46 school principals and education specialists.

<sup>133</sup> the figure of 1,441 within the mid-year progress report was mistakenly reported as a cumulative total of the sessions that were conducted rather than the number of students who received psychosocial support

| Outcome/Output  | Indicator  | Actual | Target (2016) |
|---|--|--------|---------------|
| <b>Protection</b>   |  |        |               |
| Protection of vulnerable and at-risk PRS individuals is strengthened  | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance | 99%    | 95%           |
| Strengthened prevention and protection response for PRS (refoulement; physical security; violence, in particular GBV)   | Number of Palestine refugees referred to legal advice  | 113    | 150           |
|   | Number of protection incidents of alleged violations of international law documented by UNRWA                                | 9      | 35            |
|   | Number of UNRWA staff members trained on protection  | 781    | 500           |
| <p>During 2016, UNRWA Protection Unit continued to provide individual advice, consultations, referrals and follow-up to vulnerable PRS. In this regard, UNRWA identified 120 international protection cases, 14 GBV cases, 33 child protection cases, and 26 cases of barriers to accessing services that involved PRS.</p> <p>During the reporting period, 113 PRS were referred for legal advice (57 related to the risk of refoulement, legal status and civil documentation issues, 11 GBV cases, 38 child protection cases and 7 related to barriers to accessing services. Among the 113 cases referred, there were 59 females and 54 males. In some cases the Agency was unable to refer cases for legal advice as the beneficiaries did not give their consent.</p> <p>There were nine reported incidents of alleged violations of international law, of which eight were refoulement cases and one was an incident of arbitrary detention that, because of the length of detention period, was reported as an alleged violation of international law.</p> <p>UNRWA provided assistance to 99 per cent of all individuals identified as experiencing a protection risk, either through referrals to UNRWA programmes, referrals to external organizations and service providers, or through the provision of counselling and information. In three protection cases no assistance was provided (with four PRS forcibly returned to Syria. The Agency was made aware of these cases after the refoulement had already taken place and was therefore unable to provide assistance). Protest letters were sent to the Ministry of Foreign Affairs and there were communications with the International Committee of the Red Cross, the UN High Commissioner for Refugees and the Syrian Refugee Assistance Directorate to advocate for the rights of PRS.</p> <p>From July to September 2016 UNRWA provided protection training for 631 frontline staff at schools, HCs and other Agency installations. This training covered protection indicators and how to report against them, in addition to Agency-wide definitions related to general protection, GBV and child protection. Other trainings were provided on database management, case management, protection information management systems, GBV detection and basic and advanced psychological first aid. The total number of staff trained on protection in 2016 was 781.</p> |  |        |               |

### 4.4.3. Strategic priority 3: strengthen humanitarian capacity, coordination and management

| Outcome/Output  | Indicator   | Actual | Target (2016) |
|---|---|--------|---------------|
| Safety and Security / Capacity and Management Support   |   |        |               |
| UNRWA is able to provide services to PRS with appropriate security arrangements   | Percentage of Security Risks Assessments completed for programmes and projects at field level | 38%    | 100%          |
| Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS  | Percentage of security risk management plans updated and adhered to                           | 98%    | 100%          |
| <p>The security situation in Jordan remained stable although a number of isolated incidents were reported. Through a 98 per cent compliance rate of updating and adhering to security risk management plans during the reporting period, the Agency continued to operate in accordance with UNDSS guidelines in Jordan and maintained a solid relationship with government security organs. The target was not met with regard to security risk assessments for programmes and projects at the field level due to a combination of both funding and human resources gaps.</p> |   |        |               |



# Chapter Five:

## Annual Reporting under the 2016-2018 Resource Mobilisation Strategy

## 5.1. Results analysis: RMS strategy goals 1-5

In 2016, UNRWA launched its 2016-18 Resource Mobilization Strategy (RMS), which is designed to ensure that the Agency has the necessary resources to deliver on its mandate and implement MTS strategic outcomes across the five fields of operation. Against ambitious fundraising targets for 2016, performance did not fully meet expectations, especially with regard to overall resource mobilisation, deepening partnerships and diversification of the donor base.

During 2016, the UNRWA External Relations and Communications Department (ERCD) led Agency efforts to successfully raise US\$ 1.238 billion across programme budget, emergency appeal and project funding portals that delivered core services and humanitarian assistance to 5.3 million refugees. The funding environment confronted by the Agency during the course of the year proved difficult as UNRWA and its partners struggled to keep the plight of Palestine refugees on governmental agendas whose finite political and financial resources were stretched across the region absence of any meaningful political horizon and the number of other conflicts in the region has made it all the more difficult to secure sufficient, predictable and sustained funding. Against this backdrop, the Agency adopted a range of measures to contain costs while ensuring continuity in the scale and quality of service delivery. In this regard, stringent fiscal controls involving all UNRWA programmes and departments were maintained. These measures resulted in a zero-growth budget for 2016 despite increased need due to population growth, annual inflation and continuing emergencies across the oPt and Syria. At the beginning of the year, the Agency forecast a deficit of US\$ 131 million, however, austerity measures reduced this figure to US\$ 74 million. Unfortunately, due to a significant drop in expected income because of a decrease in contributions from some individual Member States, the budget shortfall stood at US\$ 96.5 million at the time of an extraordinary session of the Advisory Commission in September. The extraordinary session was called for UNRWA and its partners to consider how the Agency could secure the needed funds. UNRWA redoubled its resource mobilization efforts with existing partners, re-engaged former partners and attempted to further diversify the contributions base. Through this considerable effort, the Agency and its partners once again closed the deficit; however, this was not achieved within the parameters established by the RMS.

The central groupings of UNRWA donors are the Traditional Donor<sup>134</sup> group and the diversified sources that make up all other donor groups. Traditional Donors have continuously made up the majority of contributions to the Agency although in recent years UNRWA has successfully worked to increase contributions from a diversified base. One of the themes running through the RMS is to see the broad Member State support for UNRWA mandate, which is derived from the UN General Assembly, better and more evenly reflected in its contributions. This translates into increasing the share of income from diversified sources. In 2016, the Traditional Donor share of programme budget income increased by 1 per cent, making up 84 per cent (US\$ 525.1 million) of contributions to this funding portal, against a target of 82 per cent. This, however, should be understood in the context of the deficit and the broadly successful strategy implemented to close it. In this regard, the increase of the shortfall during the reporting period precipitated Agency efforts to approach other long standing partners, specifically within the Traditional Donor and Regional Partner groups, to cover the shortfall. Fortunately, the generosity of both groups provided the Agency with additional assistance.

During the reporting period, the collective contributions of diversified sources to UNRWA was below RMS targets. For many Member States in the diversified sources group, weak global economic growth impacted government expenditure. These macro-level economic trends translated into downgraded contributions for the Agency. This also highlights deficiencies within the UNRWA funding model where the relatively predictable needs of Palestine refugees are met by the relatively unpredictable nature of the voluntary-contribution funding model. This imbalance creates significant problems on an annual basis for the Agency, its partners and the Palestine refugee population. Internally, it forces UNRWA to spend a disproportionate amount of time, energy, and political capital to secure a significant yet proportionally small sum against total income; for 2016 the deficit represented 7.79 per cent (US\$ 96.5 million deficit) of total income and yet it dominated much of the Agency with partners. Externally, uncertainty linked to the sustainability of UNRWA operations creates humanitarian, political and security tensions in a region already wrought by division and instability.

<sup>134</sup> Traditional donors are those who were members of the Agency da, Denmark, Finland, France, Germany, Ireland, Italy, Japan, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom, the United States of America and the European Union.

In recognition of the role played by the Agency towards maintaining regional stability and the wellbeing of Palestine refugees while confronting a perilous financial situation on an annual basis, funding modes beyond the voluntary contribution model are now being explored. To this end, in 2016 Member States requested the UN Secretary-General with host governments, members of the UNRWA Advisory Commission, Member States and other donors including international financial institutions. Here, the mandate is to explore all potential ways and means, including through voluntary and assessed contributions, to ensure that Agency funding is sufficient, predictable and sustained for the duration of its mandate.<sup>135</sup> In the meantime, UNRWA will continue efforts to deepen its relations with existing donors and further diversify the donor base among the diversified sources group.

## 5.2. RMS Goal 1: More effective and efficient resource mobilization that provides requisite funding

| Indicator   | Baseline 2016 (%)         | Target 2016 (%)        | Actual 2016 (%)                      | Target 2018 (%) |
|---|---------------------------|------------------------|--------------------------------------|-----------------|
| Share of Programme Budget (PB) income pledged by second quarter   | 78                        | 79                     | 62<br>(US\$ 388.05m / US\$ 625.11 m) | 83              |
| Share of total Emergency Appeal (EA) <sup>136</sup> income pledged by second quarter, against total annual income | 90                        | 90                     | 66.8<br>(US\$ 258.5m / US\$ 386.9m)  | 90              |
| EA <sup>137</sup> contribution level  | 49                        | 50                     | 47.4 (US\$ 386.9m / US\$ 817.05m)    | 52              |
| Nahr el-Bared funding gap closed over period of RMS   | 60% <sup>138</sup> funded | Tracked <sup>139</sup> | 4.6<br>(US\$ 15.9m / US\$ 345m)      | Tracked         |
| Gaza Reconstruction funding gap closed over the period of the MTS   | 49% <sup>140</sup> funded | Tracked                | 4.8<br>(US\$ 34.6m / US\$ 720m)      | Tracked         |

Source: ERCD / Contributions Office database and records

Frequency: Tracked

The overall purpose of RMS Goal One is to enhance predictability of programme budget, emergency and project funding by securing all pledges by the end of the second quarter. In turn, fund predictability allows the Agency to more effectively plan expenditure against budgeted requirements. In 2016, performance did not meet Goal 1 targets with the Agency receiving fewer pledges and a lower total dollar amount across all funding portals by the end of the second quarter, compared to 2015. In addition, where 2016 results were comparable to the previous year, there was regression against the baseline. The share of programme budget for core UNRWA service provision - received at the end of the second quarter of 2016 was 62 per cent (US\$ 388 million), 17 per cent below the target and 15 per cent below the 78 per cent baseline from 2015 (a US\$ 96 million reduction in year-on-year pledges secured by end of the second quarter). This was not due to increased Agency expenditure as UNRWA held a zero growth budget in 2016. On the supply side, by mid-year, the Agency revised donor income forecasts downwards, compounding an already anticipated sizable deficit. By way of response, UNRWA engaged key partners to close the shortfall. The successful impact of these efforts materialized after the second quarter of the year, outside of the reporting parameters established through the above listed indicators.

With regard to UNRWA emergency programming, the overall combined total contributions to the 2016 Syria and oPt EAs reached 47.4 per cent (US\$ 386.9 million against the required US\$ 817 million), 2.6 per cent below the target of 50 per cent. The 2016 Syria EA was 57.2 per cent (US\$ 236,870,154) funded, with the oPt EA funded to a level of 37.81 per cent (US\$ 152.4). While

<sup>135</sup> General Assembly Resolution A/RES/71/93, paragraph 32,

<sup>136</sup> Syria and oPt Emergency Appeals.

<sup>137</sup> Ibid.

<sup>138</sup> US\$ 208 million/US\$ 345 million as of April 2016.

<sup>139</sup> Please note that

es as soon as they occur as opposed to recording on a monthly, quarterly or annual basis.

<sup>140</sup> US\$ 247/US\$ 720 million as of April 2016.

additional funds were raised through projects, these monies did not meet emergency refugee needs, nor did they bridge the gap for Gaza and NBC reconstruction needs where UNRWA was able to secure only US\$ 34.6 million and 15.9 million respectively.

### 5.3. RMS Goal 2: Traditional donor partnerships are strengthened

| Indicator  | Baseline 2016 (%) | Target 2016 (%) | Actual 2016 (%)                    | Target 2018 (%) |
|--|-------------------|-----------------|------------------------------------|-----------------|
| Traditional Donors   | 83                | 82              | 84<br>(US\$ 525.1m / US\$ 625.11m) | 80              |
| Signed PB multi-year framework agreements  | 9                 | 10              | 12 (7 new agreements in 2016)      | 12              |
| Traditional Donors subscribing to AOR to reduce contribution specific reporting requirements | 9                 | 10              | 18                                 | 12              |

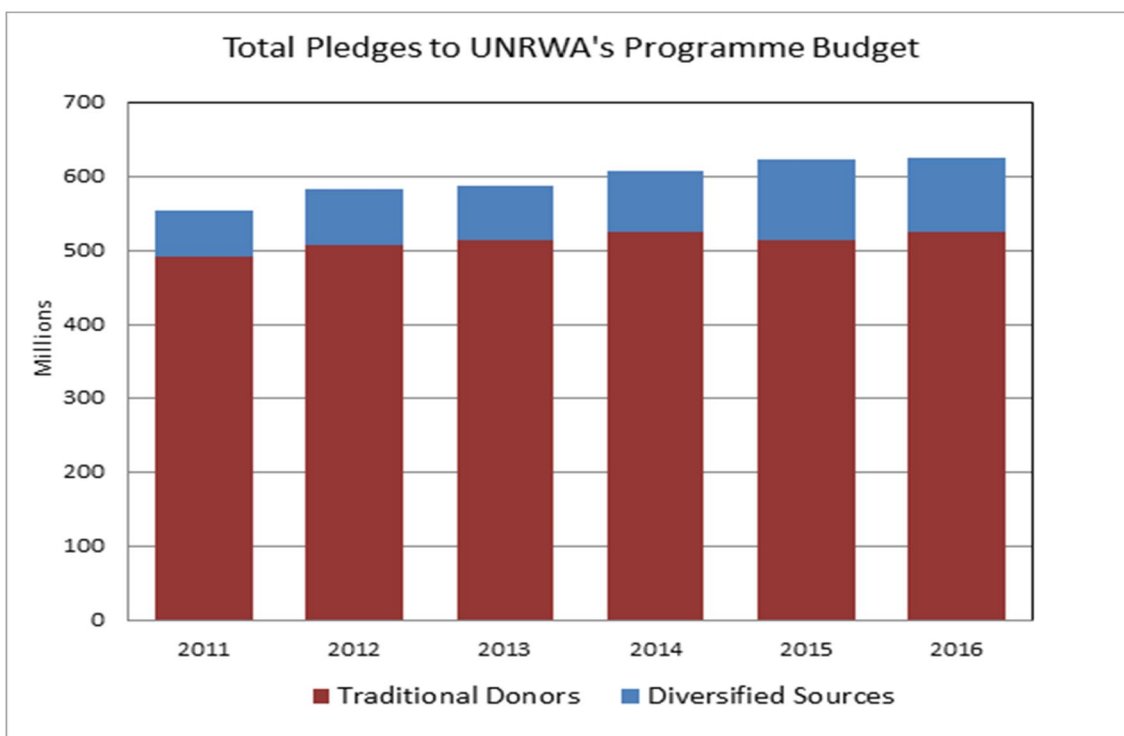
Source: ERCD/Contributions Office records and database

Frequency: Tracked

Despite efforts to securing a larger portion of income from diversified sources, UNRWA continues to primarily rely on the commitment of a core group of Traditional Donors that allow the Agency to conduct its day-to-day operations and respond to both rapid-onset and more chronic crises in its areas of operation. The 2016 target for the Traditional Donor share of the programme budget was 82 per cent, a target that was underachieved by 2 per cent (US\$ 10.5 million), breaking a trend under the previous RMS that saw a gradual decline in the share of the programme budget funded by Traditional Donors. While programme budget contributions of some Traditional Donors declined in 2016, the re-emergence of former donors, coupled with substantial contributions from other Member States allowed UNRWA to address a US\$ 96.5 million shortfall. It should be noted that while the share of the programme budget funded by Traditional Donors increased in 2016, it still remains the second lowest share of programme budget contributions from Traditional Donors on record.

The extension of multi-year funding for UNRWA has the potential for numerous benefits that lead to not only a more efficient response, but also better outcomes for beneficiaries through: (i) lower operational costs – multi-year funding can result in decreased costs of assistance through, for example, reduced procurement and staff costs and savings on proposal writing and reduced currency risks; (ii) flexibility for early response – the Agency can react more appropriately and quickly to changing conditions, resulting in reduced caseloads, levels of need and loss of life; and (iii) predictability of funding that facilitates more strategic partnerships and better planning that can facilitate the pre-positioning of stocks, pooling orders, the leverage of additional funds / cost savings to make long term investments and facilitate choice with regard to the most appropriate interventions. Seven multiyear agreements were signed in 2016, bringing the number of total multiyear agreements currently in place to 12. This is a welcome development in line with the 2016 Grand Bargain commitment to increase collaborative humanitarian multi-year planning and funding.

The AOR reflects a holistic approach towards the reporting of both regular and emergency programming against the results frameworks contained within the MTS 2016-21, the 2016 Syria and oPt EAs and the RMS. This reporting framework was developed under guidance offered by the Harmonized Results Working Group, with the collective aim of enhancing transparency and reducing transaction costs. At the end of 2016, 18 donors subscribed to the AOR. The Agency will continue to work with donors to increase the number subscribing to the current reporting framework.



#### 5.4. RMS Goal 3: A diversified donor base that increasingly contributes to resource needs

| Indicator   | Baseline 2016 (%) | Target 2016 (%) | Actual 2016 (%)                       | Target 2018 (%) |
|---|-------------------|-----------------|---------------------------------------|-----------------|
| Overall PB contribution from diversified sources <sup>141</sup> | 17                | 18              | 16<br>(US\$ 99.99m / US\$ 625.11m)    | 20              |
| Share of overall income from diversified sources                | 24.4              | 24.6            | 23.3<br>(US\$ 288.8m / US\$ 1,238.8m) | 25              |
| Regional Member States  | 9                 | 12              | 7.6<br>(US\$ 47.7 m / US\$ 625.1 m)   | 13              |
| Regional Member States income                                   | 16.4              | 16.8            | 14.5<br>(US\$ 179.4m / US\$ 1,238.8m) | 18              |
| Emergent Donors   | 0.9               | 1.3             | 0.5<br>(US\$ 3.01 / US\$ 625.1m)      | 2               |
| ED share of overall income                                      | 0.8               | 1.2             | 0.4<br>(US\$ 5.4m / US\$ 1,238.8m)    | 2               |
| Non-Traditional Donor (NTD) share of PB income                  | 1.7               | 2               | 1.6<br>(US\$ 10.02m / US\$ 625.1m)    | 3               |
| NTD share of overall income                                     | 1.25              | 1.3             | 0.9                                   | 2               |

<sup>141</sup> In this context, diversified sources refers to all sources of income, excluding the traditional donor group.

|                                     |     |     |   |   |
|-------------------------------------|-----|-----|---|---|
|                                     |     |     | (US\$ 11.2m /<br>US\$ 1238.8m)          |   |
| Private Partnerships <sup>142</sup> | 0.9 | 0.9 | 0.8<br>(US\$ 5.09m /<br>US\$ 625.1m)    | 2 |
| PPs <sup>143</sup>                  | 1.7 | 1.8 | 1.2<br>(US\$ 15.16m /<br>US\$ 1,238.8m) | 3 |

Source: ERCD/Contributions Office records and database

Frequency: Tracked

Regional Member States continue as the second largest contributor to UNRWA among donor groups and serve as the largest contributor among the diversified sources. In 2016, Regional Member States provided 7.6 per cent of the programme budget, a figure that rose to 8.18 per cent if contributions from non-governmental institutions are included.<sup>144</sup> This fell short of the ambitious target of 12 per cent and largely explains why the whole of the diversified sources donor group came in below target for overall contributions to the programme budget. This noted, the contributions of Regional Member states are in-line with an Arab League commitment for its members to provide 7.8 per cent of the Agency programme budget for a second year in a row, a commitment that sets UNRWA relationship with regional partners on a positive trajectory.

By the end of 2016, the share of overall UNRWA income provided by Regional Member States, across all funding portals, stood at 14.5 per cent (US\$ 179.4 million), against a target of 16.8 per cent. Again, if contributions from non-governmental institutions are included, 17.39 per cent (US\$ 215.4 million) of all Agency funding came from regional partners, which is 0.6 per cent above target. The majority of the funding from regional partners was for projects; they provided a full 65.8 per cent (US\$ 147.8 million) of total project funding in 2016.

During the reporting period, the share of programme budget income provided by Emergent and Emerging Donors<sup>145</sup> was 0.5 per cent (US\$ 3 million), 0.8 per cent below the 2016 target of 1.3 per cent and down US\$ 1.4 million on funds received in 2015. This decline in revenue is explained by weak global economic growth and deflated commodity prices, coupled with relatively new and less institutionalized relationships - frequently under no formal cooperation framework, policy guidance or legislation that specifically concerns UNRWA. Often, relations with Emerging and Emergent Donors develop in tandem their own official development assistance (ODA) institutions, many of which are comparatively recent in origin. UNRWA outreach and advocacy is key to ensuring that the issue of Palestine refugees is prioritized on Emerging and Emergent Donor agendas and the Agency will continue to place significant importance on furthering cooperation with these Member States.

In 2016, Non-Traditional Donors<sup>146</sup> provided 1.6 per cent (US\$ 10 million) of the programme budget against a 2 per cent target, down 0.1 per cent on the 2015 baseline. Contributions from this group of donors have held relatively steady with the same being true of overall (programme budget, emergency and project) Non-Traditional Donor contributions to the Agency, that amounted to 0.9 per cent (US\$ 11.2 million) by the end of the year.

During the reporting period, for the first time, ERCD developed a Private Sector Partnerships and Growth Strategy which looks at systems and capacity-building to grow leadership and individual giving income to US\$ 35 million by 2022. Although ERCD would have liked to be more ambitious in setting targets (than 2 per cent of overall income), a series of internal assessments and evidenced based market studies conducted in 2016 indicated that UNRWA lacks key building blocks for private sector growth, gaps that have led to ad hoc donor stewardship, declining private sector income and diminished brand credibility. To remedy this situation, the Agency will assume a more systematic, business-like approach, including professionalizing key functions, investing in the required architecture and systems and setting aside adequate investment funding to increase revenue and further build brand equity.

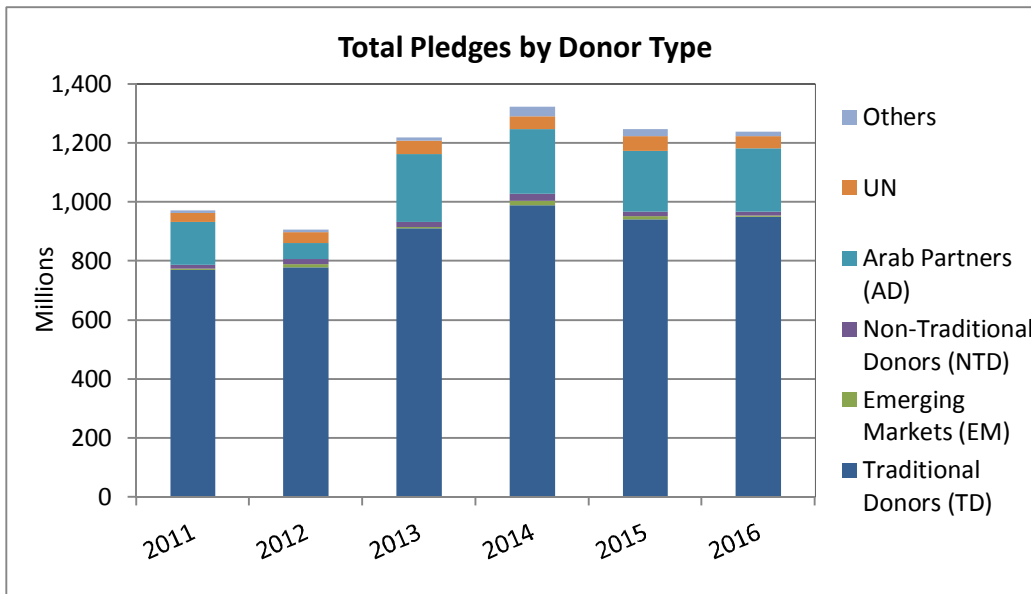
<sup>142</sup> Provisional target pending development of an overarching private partnerships strategy.

<sup>143</sup> Ibid.

<sup>144</sup> Historically, UNRWA has recorded non-governmental institutions from Arab states like Dubai Cares, Kuwait Patient Helping Fund, and the United Arab Emirates Red Crescent have been recorded under Regional or Arab partner income bracket.

<sup>145</sup> Azerbaijan, Brazil, Brunei, Chile, China, Colombia, India, Indonesia, Jamaica, Kazakhstan, Korea, Malaysia, Maldives, Mexico, Namibia, Pakistan, Russia, South Africa, Sri Lanka, Thailand, Trinidad & Tobago, Turkmenistan, Uzbekistan and Vietnam.

<sup>146</sup> Austria, Bulgaria, Czech Republic, Estonia, Greece, Holy See, Hungary, Iceland, Latvia, Lichtenstein, Luxembourg, Malta, Monaco, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia and Turkey.



## 5.5. RMS Goal 4: An enabling environment is established that supports donor relationship management

| Indicator  | Baseline 2016 | Target 2016 | Actual 2016 | Target 2018 |
|--|---------------|-------------|-------------|-------------|
| Annual corporate resource mobilization (RM) work-plans | In place      | Tracked     | Yes         | Tracked     |
| ACRA sets framework for RM priorities                  | In place      | Tracked     | Yes         | Tracked     |
| Annual communication work-plan                         | In place      | Tracked     | Yes         | Tracked     |
| Publication of bi-weekly e-newsletter                  | 26            | 26          | 26          | 26          |

Source: ERCD/Contributions Office records and database

Frequency: Tracked

During the reporting period, UNRWA put in place a series of operational measures to facilitate resource mobilisation over the 2016-18 period. As referenced above, the RMS sets out how UNRWA plans to raise the resources required for delivering on Agency obligations to Palestine refugees. Operationally, this strategy has been translated into annual work plans for ERCD. In addition, partnership and engagement strategies have been established for each Member State. The bi-weekly newsletter, commonly referred to as the donor communiqué, was published 26 times in 2016. As aligned with specific events to increase relevance and reach, the 2016 target was fully reached and the communiqué is viewed as a useful tool to highlight the Agency's work and achievements to donors.

## 5.6. RMS Goal 5: Working capital and staff safety and security are resourced

| Indicator   | Target 2016 | Actual 2016 | Target 2018 |
|---|-------------|-------------|-------------|
| Working capital <sup>147</sup> restored (US\$ 165 million over six years) | Tracked     | 0           | Tracked     |
| Resources in place for adequate staff safety and security                 | TBD         | 0           | TBD         |

Source: ERCD

Frequency: Annual

UNRWA is committed to the restoration of working capital and the provision of resources necessary for adequate staff safety and security. Internal consultations are ongoing to establish the most effective means of raising the necessary capital for both initiatives while maintaining that the priority for the Agency will remain a fully funded programme budget with emergency appeals and projects funded to the fullest extent possible.

In 2016 the funding priorities for UNRWA, as outlined above, were to ensure the programme budget was sufficiently funded. Given the scale of the funding shortfall, ERCD and the wider Agency  
 so the Agency could remain operational. unds

<sup>147</sup> Working capital provides advances necessary to finance budgetary appropriations, pending the receipt of contributions, and to cover unforeseen and extraordinary expenses.



## Annex 1: List of contributors

UNRWA would like to thank the following Donors for their contributions to the Programme Budget, Projects, Syria Regional Crisis Emergency Appeal and the oPt Emergency Appeal in 2016:

|  |                                       |
|--|---------------------------------------|
| Al-Jazeera Media Network                       | Probitas Foundation                   |
| ANERA  | Qatar                                 |
| Argentina                                      | Qatar Red Crescent                    |
| Australia                                      | Queen Margaret University             |
| Austria  | Real Madrid Foundation                |
| Belgium  | Results Japan                         |
| Brazil   | RKK                                   |
| Bulgaria                                       | Romania                               |
| Caja Navarra Foundation                        | Saudi Arabia                          |
| Canada   | Slovenia                              |
| Cesvi  | South Africa                          |
| Chile  | Spain                                 |
| China  | Spain, Abadiño City Council           |
| Croatia  | Spain, Alcobendas City Council        |
| Cyprus   | Spain, Andalusia                      |
| Czech Republic                                 | Spain, Aragon                         |
| Denmark  | Spain, Aretxabaleta City Council      |
| Dubai Cares                                    | Spain, Astigarraga City Council       |
| ECHO   | Spain, Asturias Government            |
| ESCWA  | Spain, Avilés City Council            |
| Estonia  | Spain, Balear Government              |
| European Union                                 | Spain, Basque Government              |
| Fast Retailing Co. LTD                         | Spain, Beasain                        |
| Finland  | Spain, Berrioplano Local Council      |
| France   | Spain, Bizkaia Regional Government    |
| Germany  | Spain, Castilla la Mancha Government  |
| Government of Flanders                         | Spain, Castilla y Leon Government     |
| Human Appeal International (HAI)               | Spain, Castrillón City Council        |
| Hungary  | Spain, Catalonia Government           |
| Iceland  | Spain, Extremadura                    |
| IDB  | Spain, Fons Català                    |
| India  | Spain, Fons Valencia                  |
| Indonesia                                      | Spain, Galicia Government             |
| Interpal                                       | Spain, Gipuzkoa Regional Government   |
| Ireland  | Spain, Gran Canaria Government        |
| Islamic Relief USA                             | Spain, Madrid Local Council           |
| Italian National Committee for UNRWA           | Spain, Meliana City Council           |
| Italy  | Spain, Navarra Government             |
| Japan  | Spain, Oviedo City Council            |
| Jordan   | Spain, Pamplona Local Council         |
| Jordan Hashemite Charity Organization          | Spain, Siero City Council             |
| Kazakhstan                                     | Spain, Valencia Regional Government   |
| Khalifa Bin Zayed Al Nahyan Foundation         | Spain, Valladolid Regional Government |
| King Salman Humanitarian Aid and Relief Centre | Spanish National Committee for UNRWA  |
| Korea  | Sweden                                |
| Kuwait   | Switzerland                           |
| Kuwait Patients Helping Fund                   | Syria                                 |
| Kuwaiti Fund for Arab Economic Development     | Thailand                              |

Lebanon  
Liechtenstein  
Lithuania  
Luxemburg  
Malta  
Medical Aid for Palestinians (MAP)  
Mexico  
Morgan Foundation  
National Committee for UNRWA in Switzerland  
Netherlands  
New Zealand  
Norway  
Norwegian Refugee Council (NRC)  
OCHA  
Oman  
Padico  
Pakistan  
Palestine  
Palestinian American Bridge (PAB)  
Poland  
Porticus  
Portugal

Tkiyet UM Ali  
TOMS Shoes  
Turkey  
Turkish Red Crescent  
UAE  
UAERCS  
UK  
UNESCO  
UNFPA  
UNHCR  
UNICEF  
UNRWA USA National Committee  
USA  
Various Private Donors  
Vitamin Angels  
Waldensian Evangelical Church  
WFP  
WHO  
World Diabetes Foundation  
World Federation of KSIMC  
Zakat Foundation of America

## Annex 2: Syria regional crisis response results framework

| Syria Sector-Specific Interventions   |  |                               |
|---|--|-------------------------------|
| Strategic Priority 1: Preserve Resilience through Provision of Humanitarian Assistance                            |  |                               |
| Outcome/ Output   | Indicator  | Target                        |
| Palestine refugees are able to meet their essential lifesaving needs and to cope with sudden crisis               | Percentage of targeted Palestine Refugees in Syria receiving one or more UNRWA emergency assistance interventions            | 100%                          |
| Palestine Refugees in Syria are provided with relief assistance (Food assistance, NFI and shelter assistance).    | Average number of individuals receiving cash assistance for food and NFI per round (disaggregated gender)                    | 430,000                       |
|   | Average number of Palestine Refugees in Syria individuals receiving in kind food assistance per round                        | 430,000                       |
|   | Number of Palestine Refugees in Syria individuals receiving NFIs   | 280,000                       |
|   | Average duration of cash distribution rounds   | 8 weeks                       |
|   | Total amount of cash distributed   | US\$ 200,371,045              |
| UNRWA temporary collective shelters contribute to the protection, health and wellbeing of displaced refugees      | Percentage of temporary UNRWA collective shelters meeting UNRWA emergency shelter standards (including protection standards) | 100%                          |
|   | Number of displaced refugees receiving shelter at UNRWA facilities   | 7,000                         |
| Strategic Priority 2: Provide A Protective Framework for Palestine Refugees and Help Mitigate Their Vulnerability |  |                               |
| Livelihoods (Microfinance and Vocational Training)  |  |                               |
| Palestine Refugees in Syria receive microenterprise and consumer loans for small businesses and households        | Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)                          | 39,750                        |
| Young Palestine Refugees in Syria receive vocational training and are supported with job placements               | Number of Palestine Refugee youth who complete short or long-term vocational courses through UNRWA                           | 2,066                         |
|   | Number of Palestine refugee youth who receive career guidance through UNRWA  | 2,900                         |
| Emergency Health  |  |                               |
| The impact of the crisis on health services for refugees is reduced   | Number of consultations supported by UNRWA (primary, secondary and tertiary health care)                                     | 960,000                       |
| Palestine Refugees have access to primary health care services  | Number of Palestine Refugee consultations to UNRWA health facilities (disaggregated by gender)                               | 440,000 male / 520,000 female |
|   | Number of Agency health centres and mobile health points operational   | 26                            |
| Palestine Refugees in Syria have access to hospital care (secondary and tertiary)                                 | Number of UNRWA hospitalizations accessed by PRS patients  | 17,000                        |
| Palestine Refugees in Syria have access to essential drugs and medical supplies                                   | Percentage of health centres (HCs) with no stock out of 12 tracer items  | 100%                          |
| Emergency Education   |  |                               |
| Palestine Refugees in Syria are able to continue their education despite conflict and displacement                | Number of Palestine refugee students graduating from basic education   | 3,900                         |
|   | Number of Palestine refugee students completing end-of-year exams (Grades 1-8)   | 39,900                        |
| Palestine refugee students have access to education through regular/catch up classes                              | Percentage of schools with adequate equipment (furniture, heating, other equipment)  | 100%                          |
|   | Number of school age children enrolled in regular classes in UNRWA schools   | 43,000                        |
| Palestine refugee students are provided with psycho-social support  | Average number of school aged children receiving psychosocial support  | 7,000                         |

|  |   |         |
|--|---|---------|
| Palestine refugee students are provided with educational and recreational materials and activities   | Number of Palestine refugee students provided with educational/ recreational materials (self-learning materials, back to school kits, PSS/recreational kit, stationary) | 43,000  |
|  | Number of Palestine refugee students participating in recreational/catch-up learning activities   | 10,000  |
| <b>Protection</b>  |   |         |
| Protection of vulnerable and at risk Palestine refugees individuals is strengthened  | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance  | 100%    |
| Strengthened prevention and protection response for Palestine refugees (physical security, violence in particular GBV)   | Number of Palestine refugees provided with legal advice   | 200     |
|  | Number of UNRWA staff members trained on protection   | 450     |
| <b>Environmental Health</b>  |   |         |
| Public health needs of the affected population are met   | Percentage of accessible Palestine refugee camps receiving repair, rehabilitation or reconstruction of water and sanitation networks by UNRWA                           | 100%    |
| Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene  | Percentage of IDPs receiving adequate potable water during displacement in UNRWA shelters   | 100%    |
| Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices, to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis | Number of Palestine refugees (women, men and children) with access to hygiene items to maintain health, dignity and wellbeing   | 280,000 |
| <b>Strategic Priority 3: Strengthen Humanitarian Capacity, Coordination and Management</b>   |   |         |
| <b>Safety and Security</b>   |   |         |
| UNRWA is able to provide services to Palestine refugees with appropriate security arrangements   | Percentage of Security Risks Assessments completed for programmes and projects at field level   | 100%    |
| Enhanced safety and security to UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees  | Percentage of security risk management plans updated and adhered to   | 100%    |
| <b>Emergency Repair and Maintenance of UNRWA Installations</b>   |   |         |
| UNRWA installations and UNRWA managed facilities repaired and maintained for continued provision of services   | Percentage of operational installations and facilities (including collective shelters and UNRWA managed facilities) maintained and / or rehabilitated                   | 100%    |

## Lebanon Sector-Specific Interventions

### Strategic Priority 1: Preserve Resilience through Provision of Humanitarian Assistance

| Outcome/ Output   | Indicator   | Target                          |
|---|---|---------------------------------|
| Palestine refugees are able to meet their essential lifesaving needs and to cope with sudden crisis | Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions                 | 97%                             |
| PRS are provided with relief assistance (Food assistance, NFI and shelter assistance)               | Average number of individuals receiving cash assistance for food and NFI per round (disaggregated gender) | 42,000                          |
|   | Number of families provided with winterisation assistance (cash and in kind)                              | 12,000 (11,200 PRS and 800 PRL) |
|   | Total amount of cash distributed per round  | US\$1,134,000                   |

### Strategic Priority 2: Provide A Protective Framework for Palestine Refugees and Help Mitigate Their Vulnerability

|   |  |                                     |
|---|--|-------------------------------------|
| Livelihoods and Social Cohesion   |  |                                     |
| Enhanced livelihoods of PRS   | Percentage of applications by vulnerable PRS accepted at UNRWA training centres  | 100%                                |
| Improved access to employment opportunities for PRS and PRL   | Number of training opportunities provided to PRS and PRL   | 632                                 |
|   | Numbers of local businesses receiving business grants from UNRWA   | 300                                 |
| Emergency Health  |  |                                     |
| The impact of the crisis on health services for refugees is reduced                                       | Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)                                     | 155,000                             |
| PRS have access to primary health care services   | Number of PRS visits to UNRWA health facilities (disaggregated by gender)  | 150,000<br>(40% Males, 60% Females) |
|   | Percentage of Agency health centres and mobile health points operational   | 100%                                |
| PRS have access to hospital care (secondary and tertiary)   | Number of UNRWA hospitalizations accessed by PRS patients  | 5,000                               |
| PRS have access to essential drugs and medical supplies   | Percentage of HCs with no stock out of 12 tracer items   | 100%                                |
| Emergency Education   |  |                                     |
| PRS are able to continue their education despite conflict and displacement                                | Number of PRS students graduating from basic education   | 193                                 |
| PRS students have access to education through regular/special classes and alternative learning modalities | Number of UNRWA schools hosting PRS  | 65                                  |
|   | Number of UNRWA double shift schools hosting PRS   | 3                                   |
|   | Number of schools provided with equipment (furniture, heating, other equipment)  | 15                                  |
|   | Number of PRS school age children enrolled in regular classes in UNRWA schools   | 6,000                               |
|   | Number of schools rehabilitated  | 5                                   |
| PRS students are provided with PSS support  | Number of school aged children receiving psychosocial support  | 2,650                               |
|   | Number of education staff trained in delivering psychosocial support   | 76                                  |
| PRS students are provided with educational and recreational materials and activities                      | Number of PRS students provided with educational/ recreational materials (back to school kits, PSS/recreational kit, stationary) | 6,000                               |
|   | Number of PRS students participating in recreational/catch-up learning activities  | 6,000                               |

|  |  |                            |
|--|--|----------------------------|
| Protection   |  |                            |
| Protection of vulnerable and at risk PRS individuals is strengthened   | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance | 97%                        |
| Strengthened prevention and protection response for PRS (refoulement, physical security, violence in particular GBV)   | Number of Palestine refugees provided with legal advice  | 9,150 (8,510 PRS; 680 PRL) |
|  | Percentage of children (boys/girls) identified as experiencing a protection risk   | 45%                        |
|  | Number of UNRWA staff members trained on protection  | 960                        |
| Environmental Health   |  |                            |
| Public health needs of the affected population are met   | Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities                               | 90%                        |
| Affected populations are ensured with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene   | Percentage of PRS with access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene      | 90%                        |
| Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices, to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis | Percentage of PRS (women, men and children) with access to hygiene items to maintain health, dignity and wellbeing           | 80%                        |
| Strategic Priority 3: Strengthen Humanitarian Capacity, Coordination and Management  |  |                            |
| Safety and Security  |  |                            |
| UNRWA is able to provide services to PRS with appropriate security arrangements  | Percentage of Security Risks Assessments completed for programmes and projects at field level                                | 100%                       |
| Enhanced safety and security to UNRWA staff to facilitate the provision of humanitarian aid to PRS   | Percentage of security risk management plans updated and adhered to  | 100%                       |

| Jordan Sector-Specific Interventions   |   |                             |
|--|---|-----------------------------|
| Strategic Priority 1: Preserve Resilience through Provision of Humanitarian Assistance                               |   |                             |
| Outcome/ Output  | Indicator   | Target                      |
| Palestine refugees are able to meet their essential lifesaving needs and to cope with sudden crisis                  | Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions   | 100%                        |
| PRS are provided with relief assistance (food assistance, NFI and shelter assistance)                                | Average number of individuals receiving cash assistance per round (disaggregated by type of cash assistance and by gender)                  | 14,000                      |
|  | Number of PRS families receiving one-time cash assistance   | 900                         |
|  | Amount of cash distributed (for basic food and NFI needs)   | US\$ 560,000                |
|  | Number of PRS families provided with winterisation assistance   | 4,500                       |
| Strategic Priority 2: Provide A Protective Framework for Palestine Refugees and Help Mitigate Their Vulnerability    |   |                             |
| Emergency Health   |   |                             |
| The impact of the crisis on health services for refugees is reduced  | Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)  | 27,116                      |
| PRS have access to primary health care services  | Number of PRS visits to UNRWA health facilities (disaggregated by gender)   | Male 10,490 / Female 15,734 |
|  | Number of Agency health centres and mobile health points operational  | 29                          |
| PRS have access to hospital care (secondary and tertiary)  | Number of UNRWA hospitalizations accessed by PRS patients   | 891                         |
| PRS have access to essential drugs and medical supplies  | Percentage of HCs with no stock out of 12 tracer items  | 100%                        |
| Emergency Education  |   |                             |
| PRS are able to continue their education despite conflict and displacement   | Number of PRS and Syrian students graduating from basic education   | 1477                        |
| PRS students have access to education through regular/special classes and alternative learning modalities            | Number of UNRWA schools hosting PRS & Syrians   | 141                         |
|  | Number of UNRWA double shift schools hosting PRS & Syrians  | 140                         |
|  | Number of schools provided with equipment (furniture, heating, other equipment)   | 17                          |
|  | Number of PRS and Syrian school age children enrolled in regular classes in UNRWA schools   | 1,800                       |
|  | Number of education staff trained in delivering emergency education based on INEE standards   | 40                          |
| PRS students are provided with PSS support   | Number of school aged children receiving psychosocial support   | 1477                        |
|  | Number of education staff trained in delivering psychosocial support  | 176                         |
| PRS students are provided with educational and recreational materials and activities                                 | Number of PRS and Syrian students provided with educational/ recreational materials (back to school kits, PSS/recreational kit, stationary) | 1,800                       |
|  | Number of PRS and Syrian students participating in recreational/catch-up learning activities  | 400                         |
| Protection   |   |                             |
| Strengthened prevention and protection response for PRS (refoulement, physical security, violence in particular GBV) | Number of Palestine refugees referred to legal advice   | 150                         |
|  | Number of protection incidents of alleged violations of international law documented by UNRWA   | 35                          |
|  | Number of UNRWA staff members trained on protection   | 500                         |

| Strategic Priority 3: Strengthen Humanitarian Capacity, Coordination and Management   |   |      |
|---|---|------|
| Safety and Security   |   |      |
| UNRWA is able to provide services to PRS with appropriate security arrangements   | Percentage of Security Risks Assessments completed for programmes and projects at field level | 100% |
| Enhanced safety and security to UNRWA staff to facilitate the provision of humanitarian aid to PRS  | Percentage of security risk management plans updated and adhered to                           | 100% |
| Capacity and Management Support   |   |      |
| UNRWA is able to effectively and efficiently plan, communicate, manage and monitor humanitarian response activities under increasing demands and operational complexity | Degree to which planned results/targets are on track  | 100% |
|   | Degree to which the communication plan for the Syria crisis is achieved                       | 100% |
| Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination        | No. of internal periodic reviews of regional humanitarian response plans                      | 2    |
|   | Timely reporting of emergency interventions   | 2    |



# Annex 3: Status-Updated Syria Regional Crisis Response EA Risk Register

| Event  | Causes   | Consequences  | Mitigation/Coping Mechanisms  | Risk Management Monitoring   | Status Update  |  |  |
|--|--|---|---|--|--|--|--|
|  |  |   |   |  | Syria  | Lebanon  | Jordan   |
| Strategic/Programmatic   |  |   |   |  |  |  |  |
| <ul style="list-style-type: none"><li>• Continuous and unpredictable changes in the operating environment</li><li>• Programmatic and implementation targets partially achieved</li><li>• Effectiveness in management and governance declines</li><li>• Delays in reform implementation</li></ul> | <ul style="list-style-type: none"><li>• Political and security realities of the protracted conflict in Syria</li><li>• Inadequate operational or programmatic capacity to implement plans</li><li>• Lack of proper assessment, planning and/or monitoring of plans</li><li>• Lack of ownership, inadequate accountability and resistance to targeted results</li><li>• Interference and weak capacity</li><li>• Referral service needs unmet qualitatively and/or quantitatively</li></ul> | <ul style="list-style-type: none"><li>• Higher risk of exposure to violence and an insecure environment</li><li>• Failure to meet and demonstrate results to stakeholders</li><li>• Programme quality is compromised</li><li>• Policy decisions not based on evidence or reliable data</li><li>• Legal cases against UNRWA</li><li>• Stakeholder confidence in UNRWA declines</li></ul> | <ul style="list-style-type: none"><li>• Develop and utilize assessment and conflict analysis to inform management decisions</li><li>• Enhance partnership with national and international organizations for efficiency and effectiveness</li><li>• Strengthen adherence to project cycle management (PCM) cycle (develop and utilize work plans and logical framework)</li><li>• Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring</li><li>• Strengthen communication with key stakeholders</li><li>• Continuous capacity-building provided to staff</li></ul> | <ul style="list-style-type: none"><li>• Monitoring security updates</li><li>• Periodic monitoring undertaken through Quarterly Management Reviews (QMR) and semi-annual Results Reviews</li><li>• Regular programme and financial monitoring through monthly management meetings</li><li>• Regular monitoring of reform strategies through annual work plans and reporting</li><li>• Periodic review and updating of the UNRWA risk register</li></ul> | <ul style="list-style-type: none"><li>• QMRs continued to be implemented throughout 2016 and assisted in: (i) tracking and quality assuring results; and (ii) improving programme management and decision-making. Four QMRs for each programme were conducted at the end of each quarter in 2016</li><li>• Programme Monthly Meetings were carried out as supporting the monitoring of activities, reforms, budgets and programme related issues</li><li>• An Issue Log was maintained to assist the SFO Front Office and the Programme Support Office in tracking/solving identified problems (obstacles to programmes/project implementation)</li><li>• A Budget Expenditure Working Group was established to coordinate amongst departments on issues that cut across programme and support departments</li></ul> | <ul style="list-style-type: none"><li>• Due to several demonstrations in Lebanon, a number of UNRWA installations were closed for a period of four months in 2016.</li><li>• Funds received for the Emergency Appeal were based on a population of 42, 000 PRS registered with UNRWA in Lebanon. As these numbers have dropped significantly to approximately 32, 000 PRS, the funds allocations have been revisited</li><li>• Education and health targets have been adjusted to reflect the decreasing number of PRS registered with UNRWA</li><li>• Post-Distribution Monitoring reports were regularly conducted to track programme outputs and outcomes</li><li>• Quarterly Result Reviews were conducted in line with programmatic reviews</li><li>• Oversight and management measurements have been implemented</li></ul> | <ul style="list-style-type: none"><li>• The political and security situation remained largely unchanged from 2015</li><li>• Monthly and quarterly reviews were ongoing during 2016 to monitor and assess progress towards achievements of planned targets</li><li>• JFO is a member of working groups organized by UNHCR and WFP that support coordination between UN agencies and NGOs engaged in assisting refugees from Syria in Jordan</li><li>• All identified protection cases were supported by the JFO protection unit through the provision of legal information and referrals to other service providers</li><li>• The Jordan data collection component of the vulnerability assessment was completed in 2016 and finalisation of the report and targeting system is</li></ul> |

|   |   |   |   |  |  |  |   |
|---|---|---|---|--|--|--|---|
|   |   |   |   |  |  | since 2015 and in line with all respective agreements  | expected at the end of Q1 2017  |
| <b>Financial</b>  |   |   |   |  |  |  |   |
| <ul style="list-style-type: none"> <li>Deficit in donor aid commitment to the regional response plan</li> <li>Decline in purchasing power (exchange rate fluctuation and inflation)</li> <li>Efficiency of expenditures declines</li> </ul>   | <ul style="list-style-type: none"> <li>Donor fatigue and de-prioritization of the humanitarian response in Syria</li> <li>Humanitarian needs exceed the international response</li> <li>Competition from other emergencies or regional issues</li> <li>Limitations in adequacy of audit and oversight functions</li> <li>Ongoing economic contraction, aggravated by insecurity and/or sanctions</li> </ul> | <ul style="list-style-type: none"> <li>Shortfall in donor contributions for Syria</li> <li>Inability to respond adequately to the increased needs of PRS</li> <li>Increase in staff dissatisfaction</li> <li>Fiduciary risks in operational implementation</li> </ul>   | <ul style="list-style-type: none"> <li>Intensive and regular engagement with donors and international stakeholders</li> <li>Strategic approach to fundraising</li> <li>Prioritization of key projects</li> <li>Robust financial and management systems in place</li> <li>Audit and oversight provided and recommendations are implemented</li> </ul>  | <ul style="list-style-type: none"> <li>Communication with donors (private / institutional) is more consistent and of higher quality</li> <li>Audit and oversight monitored through UNRWA systems of review and response</li> <li>Budget hearings and project prioritization processes held annually</li> <li>Regular budget monitoring processes are held</li> </ul> | <ul style="list-style-type: none"> <li>SFO participated in the full range of budget monitoring activities, including budget hearings throughout 2016 (to prepare for 2017). The PMM and BEWG also support the monitoring of project and programme budget expenditure rates</li> <li>Over one hundred projects were funded in 2016, the vast majority of which responded to priorities outlined in the Syria Humanitarian Assistance Response Plan</li> <li>Regular communication with donors is maintained by the PSO and Front Office through meetings, emails and the organization of visits, when feasible</li> </ul> | <ul style="list-style-type: none"> <li>Fund allocations received under the EA have been revisited due to a significant reduction in the number of PRS registered with UNRWA in Lebanon from approximately 42,000 to 32,000 beneficiaries</li> <li>The Agency has received funding in the amount US\$ 30 million out of the requested 63 million</li> <li>Additional donor funding allowed for cash assistance to be reinstated in March 2016, following an eight month suspension</li> </ul> | <ul style="list-style-type: none"> <li>The JFO Emergency Coordination Unit faced a financial shortfall of US\$ 838,200 that affected cash assistance distributions for 6,985 PRS in South Amman and Zarqa in Q2. This was addressed retroactively in Q3 when funds became available. Similarly, due to a lack of available funds, Q3 assistance was distributed later in Q4</li> <li>The timing of receipt of donor funds impacts on the UNRWA ability to carry out its commitments to PRS</li> </ul> |
| <b>Hazards</b>  |   |   |   |  |  |  |   |
| <ul style="list-style-type: none"> <li>Escalated conflict and/or natural disasters</li> <li>Heightened physical threats to refugees, staff and UN facilities (personal safety)</li> <li>Further displacement of Palestine refugees from camp and gatherings</li> <li>Area staff rules and regulations for safety and security are not covered by the UN security framework</li> </ul> | <ul style="list-style-type: none"> <li>No peaceful resolution to conflict</li> <li>Local staff safety and security are not covered by the UN security framework</li> <li>Lack of financial investment in maintenance</li> </ul>   | <ul style="list-style-type: none"> <li>Increased threat, violence-related injuries and displacement of UNRWA refugees</li> <li>Increased staff flight and fatigue</li> <li>Damage to and loss of UNRWA assets; violations of UNRWA Privileges and Immunities</li> <li>Reduced access to beneficiaries,</li> </ul> | <ul style="list-style-type: none"> <li>Establish field-specific plans to mainstream safety and security</li> <li>All staff are fully trained on security and safety</li> <li>Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes</li> <li>Coordination with authorities; the Office of the Special Envoy;</li> </ul> | <ul style="list-style-type: none"> <li>Regular use of security updates and the information management system</li> <li>Ongoing analysis and collection of security information</li> <li>Close coordination with UN Security Management Team and other UN security teams</li> </ul>  | <ul style="list-style-type: none"> <li>The Security Information Management System (SIMS) is fully operational in Syria. It is completed at the Field Office level by the SSD. All incidents affecting UNRWA staff, assets, and installations that are reported to SSD are entered into SIMS as soon as a clear picture</li> </ul>  | <ul style="list-style-type: none"> <li>Growing concerns exist over recurrent violence in Ein El Hilweh camp and its impact on the civilian population, UNRWA staff, as well as safe access to UNRWA services.</li> <li>As per UNDSS guidelines and in line with the UNRWA security policy, safety measures training and measures were</li> </ul>   | <ul style="list-style-type: none"> <li>Through a 98 per cent compliance rate, JFO continues to operate in accordance with UNDSS guidelines.</li> <li>As per DSS guidelines, regular safety and security advisories and updates were provided to UNRWA staff in Jordan.</li> <li>JFO maintained solid relationships</li> </ul>   |

|   |  |   |  |  |  |   |  |
|---|--|---|--|--|--|---|--|
| <ul style="list-style-type: none"> <li>Deteriorating infrastructure leads to unsafe working conditions</li> </ul> |  | installations, camps and gatherings <ul style="list-style-type: none"> <li>Lack of adequate duty of care standards on safety and security</li> <li>Partial or complete evacuation of international staff</li> </ul> | and, as possible, other parties controlling access |  | of the incident is available <ul style="list-style-type: none"> <li>In 2016, two Safety Support Officers (P2) were recruited. The recruitment for the Field Safety Support Officer (P4) is ongoing. SSAFE training is compulsory for all international staff working in Syria. Such trainings are convened on a regular basis</li> </ul> | undertaken to mitigate risks, support preparedness response and ensure the safety of staff. | with relevant government security organs. <ul style="list-style-type: none"> <li>Due to prioritisation of cash assistance, education, protection and health activities, no funds were allocated to cover the safety and security component of the 2016 Syria regional crisis EA.</li> <li>Only 38 per cent of risk assessment were conducted for programmes and projects at field level</li> </ul> |
|---|--|---|--|--|--|---|--|

## Operational

|  |  |  |  |   |  |   |  |
|--|--|--|--|---|--|---|--|
| <ul style="list-style-type: none"> <li>Lack of adequate human resources/capacity</li> <li>Sustained disruption and/or inadequacy of power supply</li> <li>Access and transportation routes to areas compromised by insecurity</li> <li>Lack of adequate and reliable suppliers for essential supplies and services within Syria</li> <li>National banking systems reduce in capacity or collapse</li> <li>Sustained disruption of information, communication and technology services</li> <li>Procurement-related fiduciary risks</li> <li>Breach (real or perceived) in neutrality and staff code of conduct</li> </ul> | <ul style="list-style-type: none"> <li>Displacement of staff families and destruction of homes</li> <li>Flight of technically qualified staff from Syria</li> <li>Lack of reliable markets combined with crippling impact of economic sanctions</li> <li>Expanding areas of insecurity and/or limited access in Syria</li> <li>Lack of adequate state and financial institutional capacity to support operations</li> <li>Lack of capacity and/or resources in ICT support functions</li> <li>Lapses in adherence to Agency policies and procedures</li> <li>Misuse of goods or assets for activities other than those intended</li> </ul> | <ul style="list-style-type: none"> <li>Inability to respond adequately and timely to growing needs with quality services and assistance</li> <li>Constant feeling of insecurity and low morale and recruitment challenges</li> <li>Unstable local markets undermine the Agency procure goods and services locally</li> <li>Disruption to business continuity</li> <li>Poor systems in place to support service delivery, mgmt. and oversight and informed decision-making</li> </ul> | <ul style="list-style-type: none"> <li>Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response</li> <li>Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies</li> <li>Business continuity plans in place dealing with emergency and crisis situations</li> <li>Establish contingency remote and decentralized mgmt. structure</li> <li>Develop options and alternative transportation and importation routes</li> <li>Maintain dual procurement tracks</li> </ul> | <ul style="list-style-type: none"> <li>Emergency staff rosters regularly updated</li> <li>Regular review of business continuity plan</li> <li>Periodic review of programme criticality and essential staff</li> <li>Periodic review of procurement contracts</li> </ul> | <ul style="list-style-type: none"> <li>In 2016, SFO continued to face a range of staffing issues as turnover continued to increase and operations were impacted. As of end of Q4 2016, 474 staff members were on special leave without pay. Amongst these are a number of senior and long-serving staff that have been replaced by junior colleagues. This has impacted the quality of service. Key technical staff, such as medical officers and teachers, are being replaced by daily paid workers</li> <li>Daily paid workers remain the most common engagement mechanism to fill existing vacancies and new functions</li> </ul> | <ul style="list-style-type: none"> <li>Despite a number of protests in Lebanon and recurrent violence in Ein El Hilweh camp in 2016, the UNRWA humanitarian response was carried out without major disruption</li> <li>UNRWA facilities were closed on a needs basis to mitigate operational risks and ensure the safety of all relevant staff</li> </ul> | <ul style="list-style-type: none"> <li>Staff turnover is relatively high on the emergency programme as many staff prefer fixed term contracts in the regular programmes. This resulted in several staff leaving their positions. Furthermore, the protection social workers who were originally seconded from RSSP returned to their original posts</li> </ul> |
|--|--|--|--|---|--|---|--|

|  |  |   |  |   |  |   |   |
|--|--|---|--|---|--|---|---|
|  |  | <ul style="list-style-type: none"> <li>• UNRWA becomes target for violence; the inviolability of Agency premises is compromised</li> </ul>  | (local and international)<br><ul style="list-style-type: none"> <li>• Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts</li> </ul>   |   | <ul style="list-style-type: none"> <li>• There was no industrial action in 2016</li> </ul>   |   |   |
| <b>Sociopolitical</b>  |  |   |  |   |  |   |   |
| <ul style="list-style-type: none"> <li>• Higher expectations from refugees than UNRWA capacity and mandate allows for</li> </ul> | <ul style="list-style-type: none"> <li>• Lack of understanding of UNRWA mandate and capacity</li> <li>• Constrained operational environment resulting from limited funding and lack of access</li> <li>• Inadequate/misinformation regarding UNRWA service provisions</li> <li>• Expanding needs as a result of the protracted crisis</li> </ul> | <ul style="list-style-type: none"> <li>• Growing administrative burden as a result of increased appeals/complaints</li> <li>• Unfavourable social media coverage</li> <li>• Exposure of staff to threats and violence</li> <li>• Interference with programme delivery</li> <li>• Demonstrations and protests</li> </ul> | <ul style="list-style-type: none"> <li>• Strengthen relationship with and participation of community and IDP leaders and committees</li> <li>• Maintain dialogue with all stakeholders</li> <li>• Improve communication with staff, beneficiaries, host communities, donors and governments</li> <li>• Active outreach activities</li> </ul> | <ul style="list-style-type: none"> <li>• Assessments and informal survey of Palestine refugees satisfaction</li> <li>• Effective complaint and appeal mechanism</li> <li>• Staff reporting on incidents and complaints</li> </ul> | <ul style="list-style-type: none"> <li>• SFO provided regular updates to the MCM and a range of other internal and external coordination bodies</li> <li>• Both RONY and ROEU offices are engaged on a very regular basis, particular on advocacy issues. Engagement with RONY is particularly strong on issues related to regular reports to the SG on resolutions 2139/2165/2191. SFO engages with ROEU on issues related to EU-funded projects</li> <li>• A combination of international sanctions and strict government regulation continued to present a range of challenges to service delivery. International procurement, local insecurity, access issues and slow clearance procedures introduced regular delays</li> </ul> | <ul style="list-style-type: none"> <li>• Regular focus groups, Post-Distribution Monitoring and satisfaction surveys concerning humanitarian needs were conducted to inform relevant decision-making and ensure the inclusion of PRS beneficiaries in the process</li> <li>• Close liaison with PRS beneficiaries continued to be maintained through Area Officers, Area Communications Officers and RSS staff</li> <li>• A complaints mechanism for cash assistance continued to be implemented</li> </ul> | <ul style="list-style-type: none"> <li>• On a continuous basis, UNRWA in Jordan receives feedback, including complaints from PRS, especially the most vulnerable that receive cash assistance. Complaints tend to concern: (i) PRS inability to locate employment as enabling them to purchase food and pay rent; (ii) the level of assistance offered by UNRWA; and (iii) the non-provision of assistance (a complaint received from the less vulnerable who were found to not qualify for assistance)</li> <li>• SMSs were disseminated informing PRS of late distributions in addition to regular contact with social workers</li> </ul> |

## Annex 4: oPt emergency appeal results framework

| Gaza Sector -Specific Interventions  |  |   |                 |
|--|--|---|-----------------|
| Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food |  |   |                 |
| Specific Objectives  | Outcomes   | Indicator   | Target          |
| Emergency Food Assistance  |  |   |                 |
| Food-insecure households and those facing acute shocks have increased economic access to food                        | Food-insecure households meet their most basic food requirements through food assistance   | Percentage of caloric needs of refugees living beneath the poverty line of US\$ 1.74 met through food distribution (on average per quarter) | 80%             |
|  |  | Percentage of caloric needs of refugees living beneath the poverty line of US \$3.87 met through food distribution (on average per quarter) | 40%             |
|  |  | Percentage of UNRWA students receiving a daily nutritious school snack  | 100%            |
|  |  | Percentage of pregnant refugee women and children < 24 months with access to complementary nutrition inputs                                 | 100%            |
|  | The severity of refugee food insecurity is tempered  | Number of food-insecure refugees receiving food assistance  | 830,000         |
|  |  | Number of students receiving a daily nutritious school snack  | 250,000         |
|  |  | Number of pregnant, breastfeeding refugee women receiving complementary nutrition inputs  | 160,000         |
| Emergency Cash Assistance  |  |   |                 |
| Food-insecure households and those facing acute shocks have increased economic access to food                        | Enabling abject-poor households to close their -food assistance gap and protecting vulnerable households from food consumption shocks through complementary unconditional cash transfers | Percentage of households receiving cash assistance that have exhausted coping mechanisms following material loss                            | 100%            |
|  |  |   |                 |
|  | The severity of refugee food insecurity is tempered  | Percentage of eligible abject-poor families receiving family income supplement  | 100%            |
|  | Total value of unconditional cash transfers to eligible families   | US\$ 10,000,000   |                 |
| Emergency Cash-for-Work (CfW)  |  |   |                 |
| Food-insecure households and those facing acute shocks have increased economic access to food                        | Food-insecure refugee households have increased economic access to cover basic food needs through Cash-for-Work  | Percentage of CfW beneficiaries using earnings to cover basic food needs  | 80%             |
|  |  | Percentage of CfW beneficiaries using earnings to pay debts   | 40%             |
|  | Men and women earn wages, short-term, to cover their basic food needs and restore their coping capacities  | Number of refugees benefiting from short-term CfW   | 45,870          |
|  |  | Total value provided to CfW beneficiaries   | US\$ 54,000,000 |
|  |  | Percentage of skilled contacts awarded to women   | 35%             |
| Support for Resilient Livelihoods  |  |   |                 |
| Food-insecure households and those facing acute shocks have increased economic access to food                        | Livelihoods for women and youth supported  | Number of employment opportunities for youth and women created  | 225             |
|  |  | Percentage of youth and women who received trainings are employed (including self-employment)   | 80%             |
|  | Employment opportunities leading to sustainable livelihoods for women and youth created  | Number of young graduates receiving training and income opportunities through G-Gateway   | 25              |
|  |  | Number of self-employment opportunities for skilled women through Sulafa  | 200             |

| Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services |   |   |           |
|--|---|---|-----------|
| Emergency Health   |   |   |           |
| Crisis-affected refugees enjoy their basic rights to services                        | The impact of the crisis on health services for refugees is mitigated   | Number of poor refugees among total beneficiaries having their secondary or tertiary health care covered              | 260,000   |
|  | The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care | Percentage of health centres with no 'stock-out' of one tracer item   | 0         |
|  |   | Number of poor refugee patients receiving secondary or tertiary health care   | 750       |
|  | Students with special needs are able to participate in educational activities   | Number of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination | 11,300    |
|  |   | Percentage of children identified with special needs who receive relevant support                                     | 100%      |
| Education in Emergencies   |   |   |           |
| Crisis-affected refugees enjoy their basic rights to services                        | The effects of violence and poverty are countered by addressing students within a supportive learning environment   | Percentage of students unable to participate in class due to lack of learning materials                               | 0%        |
|  |   | Percentage of summer-learning students who pass their end-of-summer learning exam                                     | 81%       |
|  | Students have the essential materials to participate in learning to the fullest extent  | Number of students at UNRWA schools provided with essential materials   | 250,000   |
|  | Students whose learning abilities are undermined by their environment fulfil their educational potential  | Percentage of students failing key subjects who enroll in summer learning   | 100%      |
| Emergency Water and Sanitation   |   |   |           |
| Crisis-affected refugees enjoy their basic rights to services                        | A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions  | Percentage of diarrhea cases among children below 5 years of age  | < 13%     |
|  | Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented  | Number of WASH facilities supported by UNRWA (disaggregated by UNRWA/non-UNRWA WASH facilities)                       | 290       |
|  |   | Total litres of fuel provided to support WASH facilities  | 4,200,000 |
|  |   | Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported        | 100%      |
|  | Exposure of refugee population to disease transmitters and breeding grounds reduced   | Number of identified mosquito-breeding sites cleared  | 3         |
|  |   | Tons of waste removed from unofficial dumping sites   | 50,000    |
| Emergency Shelter and Shelter Repair   |   |   |           |
| Crisis-affected refugees enjoy their basic rights to services                        | Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld   | Percentage of affected families receiving shelter assistance  | 100%      |
|  |   | Number of refugee families receiving TSCA   | 9,500     |

|   |  |   |         |
|---|--|---|---------|
|   | Displaced refugee families have increased means to access a temporary housing solution   | Percentage of housing cost coverage by TSCA   | 80%     |
|   | Refugee families affected by military operations or natural disaster are able to return to their homes   | Number of families receiving shelter repairs assistance   | 53,276  |
|   |  | Number of refugee families in need of winterization items provided with required materials  | 10,000  |
| Strategic Objective 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy |  |   |         |
| Operations Support Office   |  |   |         |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy                        | Agency access and neutrality is safeguarded, and respect for human rights and international humanitarian law is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation | Percentage of protection incidents of alleged violations of international law documented by UNRWA   | 100%    |
|   | Agency neutrality and integrity is safeguarded   | Percentage of UNRWA installations receiving four or more neutrality inspections   | 100%    |
|   |  | Number of staff members being trained to respect UN principles of neutrality  | 800     |
|   | Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza  | Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists) | 36      |
|   | Refugees services protected  | Percentage of cases where a breach in access to services, identified by OSO, received a response  | 100%    |
| Community Mental Health Programme   |  |   |         |
|   | The psychosocial well-being of vulnerable refugees, households and in vulnerable communities is promoted   | Percentage of cases showing improved psychosocial well-being, out of the total number of individual counselling cases                               | 70%     |
|   | Psychosocial well-being in targeted vulnerable communities is increased  | Number of children benefiting from structured psychosocial interventions  | 15,200  |
|   |  | Number of children at UNRWA schools receiving individual counselling and case management support  | 13,100  |
|   |  | Number of adults benefiting from psychosocial and protection interventions at UNRWA health facilities   | 17,150  |
|   |  | Number of Palestine refugees benefiting from public awareness sessions in UNRWA schools, health Centres and other facilities                        | 215,000 |
| Protection  |  |   |         |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy                        | Protection of vulnerable and at-risk Palestine refugees is strengthened  | Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance                        | 100%    |
|   | Strengthened prevention and protection response for Palestine refugees   | Number of individuals identified as experiencing a protection risk (women, girls, boys and men)   | 1,200   |
|   |  | Number of UNRWA staff members trained on protection   | 1,000   |

|  |   |  |         |
|--|---|--|---------|
| Explosive Remnants of War Risk Education   |   |  |         |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy | UXO-ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff    | Number of UNRWA education staff that receive advanced ERW training   | 1,260   |
| Gaza Summer Fun Weeks  |   |  |         |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy | The physical and emotional well-being of children, both girls and boys, is supported. | Number of children participating in Summer Fun Weeks   | 120,000 |
|  |   | Percentage of children indicating a positive effect in their well-being from participating in Summer Fun Weeks | 85%     |



| West Bank Sector -Specific Interventions  |   |   |                 |
|---|---|---|-----------------|
| Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food                          |   |   |                 |
| Specific Objectives   | Outcomes  | Indicator   | Target          |
| Emergency Food Assistance   |   |   |                 |
| Food-insecure households and those facing acute shocks have increased economic access to food   | The severity of refugee food insecurity is tempered   | Number of food-insecure refugee households receiving voucher food assistance  | 25,833          |
|   |   | Number of food-insecure refugees receiving food assistance  | 155,000         |
|   |   | Total value of electronic vouchers provided to food-insecure refugees   | US\$19,158,000  |
|   |   | Number of individuals benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder communities in Area C                             | 32,000          |
|   |   | Number of Bedouin and herder communities benefiting from the joint WFP-UNRWA food distribution for vulnerable Bedouin and herder community households in Area C | 85              |
| Emergency Cash-for-Work   |   |   |                 |
| Food-insecure households and those facing acute shocks have increased economic access to food   | Food-insecure refugees living in refugee camps earn wages, short term, to cover their basic food needs and restore their coping capacities                    | Number of refugees engaged in short-term Cash-for-Work  | 10,000          |
|   |   | Total number of refugees benefiting from Cash-for-Work assistance   | 60,000          |
|   |   | Total value provided to Cash-for-Work beneficiaries   | US\$ 12,600,000 |
|   |   | Number of Cash-for-Work projects realized in the camps  | 19              |
| Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services  |   |   |                 |
| Mobile Health Clinics   |   |   |                 |
| Crisis-affected refugees enjoy their basic rights to services   | Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services | Percentage of regular visits conducted per community, as scheduled  | 100%            |
|   | Access to health services for the vulnerable in remote areas is ensured   | Number of people provided with improved access to health services through mobile health clinics   | 132,766         |
|   |   | Number of patient consultations provided in mobile health clinics   | 108,000         |
| Strategic Objective 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy |   |   |                 |
| Community Mental Health   |   |   |                 |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy                        | The psychosocial well-being of vulnerable refugees, households and in vulnerable communities is promoted  | Percentage of targeted vulnerable communities provided with counselling or psychosocial activities  | 100%            |
|   | Psychosocial well-being in targeted vulnerable communities is increased   | Number of group psychosocial activities/sessions  | 660             |
|   |   | Number of individual, group or family counselling sessions  | 600             |
|   |   | Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)                    | 9,913           |

|  |   |  |      |
|--|---|--|------|
|  |   | Number of community members trained in prevention and response to crises and psychosocial emergencies  | 400  |
| Operations Support Office  |   |  |      |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy | Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict / occupation | Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods, services  | 60%  |
|  | Agency neutrality and integrity is safeguarded  | Percentage of UNRWA installations receiving four or more neutrality inspections  | 100% |
|  |   | Number of staff members being trained to respect UN principles of neutrality   | 600  |
|  | Agency access is facilitated and infringements of humanitarian space countered  | Percentage of reported access incidents raised with relevant authorities   | 100% |
|  |   | Percentage of access incidents to which OSO teams dispatched   | 10%  |
| Protection   |   |  |      |
| Protection of Palestine refugees from the effects of the conflict and violence through access to services and advocacy | Palestine refugees receive protection from the immediate effects of the conflict / occupation, respect for IHL and IHRL is promoted, and the humanitarian consequences of abuses are mitigated  | Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities   | 20%  |
|  | Enhanced systematic follow-up of authorities responsible for IHL violations   | Percentage of documented incidents/issues presented to the relevant authorities  | 100% |
|  |   | Number <sup>48</sup> of protection incidents of alleged violations of international law documented by UNRWA  | 100  |
|  | Delegations are better equipped / informed to advocate on the protracted crisis affecting the refugee population in West Bank   | Number of protection (advocacy) interventions targeting external actors  | 65   |
|  | The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed  | Percentage of refugee families suffering displacement due to demolition who received emergency cash assistance according to the Crisis Intervention Model                    | 100% |
|  |   | Percentage of refugee families suffering from violence and/ or damage to their private property who received emergency assistance according to the Crisis Intervention Model | 50%  |
|  | The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased  | Number of at-risk communities supported through community-driven protection projects   | 12   |

<sup>148</sup> Due to an error, this indicator was incorrectly named as requiring a percentage figure. The indicator has now been revised to request an absolute figure.

| Gaza, West Bank & Headquarters  |  |  |      |
|---|--|--|------|
| Strategic objective 4: <i>effective management and coordination of emergency response</i> |  |  |      |
| Coordination, Safety, Security and Management   |  |  |      |
| Effective management and coordination of emergency response                               | The Agency has adequate response capacity for protracted crisis and sudden onset emergencies | Degree to which planned results/targets are met  | 100% |
|   |  |  |      |
|   | The response, as funded, is effectively implemented and managed                              | Emergency response and preparedness plans updated  | 2    |
|   |  | Periodic review of emergency response and preparedness plans   | 2    |
|   |  | Percentage of trained staff who demonstrate increased knowledge in emergency preparedness and response | 100% |

## Annex 5: Status updated oPt EA risk register

| Event  | Consequences  | Mitigation / Coping Mechanisms  | Monitoring   | Status Update  |  |
|--|---|---|--|--|--|
|  |   |   |  | Gaza Strip   | West Bank  |
| Hazards  |   |   |  |  |  |
| <ul style="list-style-type: none"><li>Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitarian vulnerability and possible interruptions to UNRWA services/assistance</li><li>An increase in internal Palestinian division leading to greater instability in the oPt</li></ul> | <ul style="list-style-type: none"><li>Increased humanitarian needs among Palestine refugees</li><li>Protection issues, violations of IHL/IHRL, fatalities and injuries due to law enforcement operations or armed conflict</li><li>Restrictions in the movement of people and materials in the Gaza Strip</li></ul> | <ul style="list-style-type: none"><li>GFO and WBFO have strengthened their emergency and rapid response capacity through the review and improvement of relevant systems. GFO uses lessons from the 2014 conflict towards revised emergency preparedness</li><li>During 2013-2014, WBFO field and area staff participated in emergency response training focusing on needs assessments, response plan preparation, and the management of personal security in the field. There are plans to extend emergency response training in 2016</li><li>UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis</li><li>GFO and WBFO have minimum-preparedness steps in place such as updated emergency supply lists, critical/essential staff lists, and the ability to utilize the Agency roster</li><li>UNRWA coordinates with UNCT/UNDSS to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops</li><li>The UNWRA Safety and Security Division (UNRWA SSD) works with UNDSS to closely and continuously monitor the political and security situation to allow, where possible, pre-emptive planning for escalations</li><li>Security briefings for incoming staff support conduct and behavior that reduces risk, both to the individual and to the Agency</li></ul> | <ul style="list-style-type: none"><li>Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation</li><li>Regular use of the SIMS, including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell</li><li>Daily media reviews</li></ul> | <ul style="list-style-type: none"><li>During 2016 GFO continued to monitor the political environment to detect possible increases in humanitarian needs. This was done in coordination with other UN agencies through the cluster system</li><li>GFO Field Security and Risk Management team trained 5,864 UNRWA employees in a variety of topics, including fire and evacuation, first aid, basic guard training and SSAFE</li><li>GFO rolled out emergency preparedness and response simulations both at central operations room level and in the areas, strengthening integrated management and coordination in case of emergency</li></ul> | <ul style="list-style-type: none"><li>Throughout 2016, UNRWA WBFO has continued to monitor the political environment to detect possible increases in humanitarian needs. This has been conducted in coordination with other UN agencies through the cluster system</li><li>During the reporting period, UNRWA noted that the situation remains tense and violence has been prevalent during this period. UNRWA has identified that the number of IHL and IHRL violations remains high, including demolitions. UNRWA will continue to follow and monitor IHL and IHRL violations through international coordination and internal mechanisms</li></ul> |
| Strategic  |   |   |  |  |  |
| <ul style="list-style-type: none"><li>Inadequate funding level to meet rising needs (donor fatigue)</li></ul>  | <ul style="list-style-type: none"><li>Service delivery to refugees interrupted</li></ul>  | <ul style="list-style-type: none"><li>More effective resource mobilization</li><li>Community outreach/communication</li><li>Resource rationalization</li></ul>  | <ul style="list-style-type: none"><li>Engagement with ERCD to track income/pledges</li></ul>   | <ul style="list-style-type: none"><li>Full efforts were maintained by GFO on supporting resource mobilisation</li></ul>  | <ul style="list-style-type: none"><li>WBFO noted in the beginning of 2016 increased needs among beneficiaries affected by</li></ul>  |

|  |  |   |   |   |  |
|--|--|---|---|---|--|
|  | <ul style="list-style-type: none"> <li>• Not meeting expected results due to the reduction in donor assistance</li> <li>• Negative impact on public perceptions of UNRWA</li> <li>• Threats to staff/service delivery</li> </ul> | <ul style="list-style-type: none"> <li>• Contingency planning</li> </ul>  | <ul style="list-style-type: none"> <li>• Monitoring of service interruptions and refugee satisfaction</li> </ul>  | <p>and engagement with ERCD</p> <ul style="list-style-type: none"> <li>• GFO was in daily contact with beneficiaries, both through the OSO teams circulating on field visits and through the implementation of core programme activities</li> <li>• Through the Communicating with Communities approach, GFO increased communication and outreach activities/efforts, including by holding quarterly meetings with Palestine Refugees Committees (PRC) that review GFO activities and the rationale behind the distribution of available funds</li> </ul> | <p>demolitions, displacement, and the destruction of private property. This needs were prevalent throughout 2016. Despite of the strained funding situation, UNRWA was able to provide services to support to people affected by demolitions, damages to private property through the Crisis Intervention Model</p> <ul style="list-style-type: none"> <li>• WBFO has had continuous dialogue with ERCD on attracting and expanding the donor base to respond to potential funding gaps</li> </ul> |
| <b>Operational</b>   |  |   |   |   |  |
| <ul style="list-style-type: none"> <li>• Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks</li> <li>• No clear separation between the responsibilities and authority of the National Consensus Government, the de facto authorities and armed groups</li> </ul> | <ul style="list-style-type: none"> <li>• Industrial action interruptions</li> <li>• Misuse of materials and assets</li> </ul>  | <ul style="list-style-type: none"> <li>• Headquarters and field office management have regular meetings with the Area Staff Unions to discuss specific issues of staff concern</li> <li>• In case of industrial action, within 48 hours, both offices are capable of relocating to remote locations with necessary support</li> <li>• Regular updates with stakeholders (staff and institutional partners) are provided to ensure understanding of reforms and structural reorganization requirements</li> <li>• Through consultations between supervisors, supervisees and HR representatives, constructive staff dialogue is promoted</li> <li>• Access to and use of staff portal for GFO and WBFO staff as a tool for effective communication with staff</li> </ul> | <ul style="list-style-type: none"> <li>• Monitoring/documenting of key issues to the union and of union messaging</li> <li>• Updates to donors on key developments affecting Agency operations</li> <li>• Periodic review of business continuity plans</li> <li>• Regular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations Adviser</li> <li>• Regular updates through communication with field management</li> </ul> | <ul style="list-style-type: none"> <li>• GFO increased outreach efforts through the implementation of: (i) the Communicating with Communities approach; (ii) the Communication for Development approach; and (iii) a strengthened communications strategy that engaged communities as to UNRWA activities, service access rights</li> </ul>   | <ul style="list-style-type: none"> <li>• UNRWA has, during the reporting period, continued a close dialogue with UNRWA staff on programmatic changes to avoid employee dissatisfaction and the interruption of support provided to refugees</li> <li>• During 2016, a number of industrial actions occurred, which resulted in closing of UNRWA installations for shorter period of times. As a result of the close dialogues between</li> </ul>   |

|  |  |  |   |  |  |
|--|--|--|---|--|--|
|  |  |  | <ul style="list-style-type: none"> <li>• Periodic monitoring and review of staff survey results</li> </ul>  | and the rationale for the distribution of available funds  | UNRWA WBFO management and the ASU, implementations could be implemented without disturbance of services to beneficiaries, and issues were addressed by the end of 2016 between UNRWA WBFO management and ASU   |
| <b>Financial</b>   |  |  |   |  |  |
| <ul style="list-style-type: none"> <li>• Fiduciary risks in operational implementation</li> </ul>  | <ul style="list-style-type: none"> <li>• Donors reduce their contributions</li> <li>• Financial viability of projects/programmes compromised</li> </ul>  | <ul style="list-style-type: none"> <li>• Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning system in 2016</li> <li>• Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes</li> <li>• UNRWA systems are monitored and audited to identify and correct operational and financial risks</li> <li>• Continued bilateral and ad hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support</li> </ul>                              | <ul style="list-style-type: none"> <li>• Monthly meetings in GFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions</li> <li>• Quarterly results-based monitoring of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected</li> <li>• In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs</li> </ul> | <ul style="list-style-type: none"> <li>• GFO continued budgetary and financial monitoring to ensure effective implementation</li> <li>Funding received under the oPt EA was insufficient for GFO to implement much needed activities, such as emergency cash assistance, school feeding, and the pregnant and lactating mothers nutrition programme</li> </ul> | <ul style="list-style-type: none"> <li>• WBFO has continued its monitoring of the budget and financial documents, together with quarterly reviews of EA programmes to ensure effective implementation</li> </ul>   |
| <b>Socio-Political</b>   |  |  |   |  |  |
| <ul style="list-style-type: none"> <li>• Real or perceived breach of UNRWA neutrality as a humanitarian actor</li> <li>• Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance</li> </ul> | <ul style="list-style-type: none"> <li>• Death or injury of refugees accessing services/UNRWA staff</li> <li>• Donors reduce financial support</li> <li>• Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries</li> <li>• Incursions in UNRWA installations create general insecurity in the refugee community</li> <li>• Unstable/unfavorable community relationships</li> <li>• Obstruction of services</li> </ul> | <ul style="list-style-type: none"> <li>• In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place through OSOs. Incidents are protested in writing to relevant interlocutors</li> <li>• Controls are in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft/misuse of Agency vehicles</li> <li>• Staff outreach through communications, annual/biannual presentations, and workshops on neutrality/access/protection. OSOs in WBFO</li> </ul> | <ul style="list-style-type: none"> <li>• Tracking and analysis of neutrality violations in UNRWA installations.</li> <li>• An updated record of staff members trained on humanitarian principles, including neutrality, is kept.</li> <li>• Media analysis &amp; follow-up.</li> <li>• Regular donor contact.</li> <li>• Results of internal surveys and evaluations from non-UNRWA sources.</li> <li>• Staff expectations recorded as part of Appeal programme design.</li> </ul>  | <ul style="list-style-type: none"> <li>• GFO regularly monitored the movement of people and goods to and from the Gaza Strip and noted the limited impact of the partial easing of import/export restrictions implemented by Israel</li> <li>• The GFO OSO team conducted the required quarterly</li> </ul>  | <ul style="list-style-type: none"> <li>• WBFO has been conducted workshops with staff members on maintaining neutrality, humanitarian and UN principles to maintain and uphold its standing as a neutral humanitarian actor</li> <li>• OSO has conducted neutrality inspections according to plan and has taken action when neutrality has been</li> </ul> |

|  |                                    |   |  |  |   |
|--|------------------------------------|---|--|--|---|
|  | Exposure of UNRWA staff to threats | <p>and GFO play a key role in safeguarding neutrality</p> <ul style="list-style-type: none"> <li>• Proper inductions are provided for newly hired staff that includes training on UN privileges and immunities and humanitarian principles, including neutrality</li> <li>• Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant</li> <li>• Interventions with key interlocutors, sometimes jointly with other UN agencies</li> <li>• Update and implement communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees, and the PA</li> <li>• Seek feedback and address stakeholder concerns and improve transparency through stronger community-level engagement</li> <li>• The WBFO emergency unit opened a hotline to enable refugees to inquire about their poverty status and eligibility for CfW or food vouchers and to request household visits for new applications and updates. This improves transparency and has reduced frustration, especially at the camp level. It also limits the extent to which camp service officers and other front-line staff are exposed to/deal with complaints regarding emergency assistance</li> <li>• GFO and WBFO conduct protection audits to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and security for staff guaranteed</li> <li>• The GFO Monitoring and Evaluation Unit conducts independent beneficiary satisfaction surveys that both increase management awareness of areas of discontent among target groups and improves effectiveness and targeting</li> <li>• The GFO Operations Support Office team maintains regular contact with beneficiaries, explaining their service access rights, as well as the reasons for any cuts implemented</li> <li>• The GFO-reformed Poverty Assessment System will enable the field to refine its poverty-targeting mechanism to identify Gaza and most marginalized families.</li> </ul> | <ul style="list-style-type: none"> <li>• Media analysis.</li> <li>• SIMS reporting on incidents and complaints.</li> </ul> | <p>visits to all Gaza installations. GFO is currently participating, with OSO teams in the other fields, in a harmonization process related to installation visits and monitoring and reporting on neutrality concerns</p> <ul style="list-style-type: none"> <li>• 19 Neutrality and Social media trainings conducted</li> <li>• Neutrality violations of UNRWA installations with security implications (e.g. incursions) were recorded in the SIMS. New staff were oriented with regard to violation identification and reporting</li> <li>• During 2016, 473 safety and security incidents either directly or indirectly affecting UNRWA personnel, installations or assets were recorded</li> <li>• FSRM staff was trained on how to respond and deal with the mounting frustration, desperation and anger of the population</li> </ul> | <p>considered compromised</p> <ul style="list-style-type: none"> <li>• WBFO management and field staff have continued to have close dialogue with beneficiaries, the CSC etc. on UNRWA assistance under the 2016 oPt EA. CSCs and CSOs have expressed concerns on reduced assistance provided by UNRWA. UNRWA has responded to these concerns through regular dialogue and communication with concerned stakeholders</li> </ul> |
|--|------------------------------------|---|--|--|---|

|  |  |   |  |  |  |
|--|--|---|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>• Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed.</li> <li>• UNRWA TV is utilized through DUO/CG/DCG programmes on broad issues and answering broader questions from refugees.</li> <li>• GFO communications has dedicated Communications with Communities/outreach stream to ensure better flow of two-way dialogue with refugees.</li> </ul> <p>Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS.</p> |  |  |  |
|--|--|---|--|--|--|

## Risks Specific to GFO

| Event  | Consequences   | Mitigation/Coping Mechanisms   | Monitoring   | Status update   |
|--|--|--|--|---|
| <b>Sociopolitical</b>  |  |  |  |   |
| <ul style="list-style-type: none"> <li>• Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza</li> </ul> | <ul style="list-style-type: none"> <li>• Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies</li> </ul> | <ul style="list-style-type: none"> <li>• Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays of commodities</li> <li>• Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays</li> <li>• Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza</li> <li>• Support is sought from the international community and donors to use their position in advocating for the unhindered access of humanitarian assistance into Gaza</li> <li>• As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained</li> </ul> | <ul style="list-style-type: none"> <li>• Clear external reporting on the impact of access barriers on programme delivery</li> <li>• Regular communication with the Israeli authorities</li> <li>• Analysis of incidents and trends</li> <li>• Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel</li> </ul> | <ul style="list-style-type: none"> <li>• GFO monitored the recent partial easing of restrictions, particularly regarding the export of goods, via the media and through consultations with local economic actors. The impact of these measures on the population and economy has not been tangible. In addition, GFO noted a series of newly introduced restrictive measures, including the temporary ban on entry of construction materials for the private sector under the GRM and an increase in the number of individuals being blocked while seeking to depart the Gaza Strip</li> <li>• Through the continued work of the OSO, issues related to breaches in neutrality were identified and responded to. GFO successfully used Chief Area Offices to reach out to community stakeholders</li> </ul> |
| <ul style="list-style-type: none"> <li>• Political interference by government in UNRWA activities</li> </ul>                         | <ul style="list-style-type: none"> <li>• Delays in the implementation of activities, with possible cancellations</li> </ul>                                      | <ul style="list-style-type: none"> <li>• The humanitarian purpose and neutrality of UNRWA interventions is highlighted</li> <li>• Open communication channels with stakeholders who advocate for the Agency humanitarian mandate</li> <li>• Close observance of and constant reminders provided on the UNRWA mandate and scope of work</li> </ul>  | <ul style="list-style-type: none"> <li>• Record and ensure analysis of incidents</li> <li>• Maintain regular contacts with key stakeholders, including donors</li> <li>• Depending on the case, and if required, communicate publicly</li> </ul>   | <ul style="list-style-type: none"> <li>• UNRWA in Gaza did not experience political interference by government in its work during the reporting period. As part of Agency-wide efforts, GFO continued to engage staff on neutrality</li> </ul>  |



|  |   |  |  |   |
|--|---|--|--|---|
|  |   | <ul style="list-style-type: none"> <li>• Reporting mechanisms from all programmes and installations to inform on incidents of interference by government representatives in UNRWA activities</li> <li>• Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions</li> </ul>  |  |   |
| Financial  |   |  |  |   |
| <ul style="list-style-type: none"> <li>• Decline in purchasing power</li> </ul>                    | <ul style="list-style-type: none"> <li>• Increased needs among Palestine refugees</li> <li>• Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries</li> </ul>  | <ul style="list-style-type: none"> <li>• Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified</li> <li>• UNRWA has moved from a status to a poverty-based targeting system, with beneficiaries in Gaza targeted solely through a proxy line with international best practice. The Agency initiated a large process for its food assistance caseload to best capture and respond to the needs of families coping with unexpected shocks that affect their ability to meet basic caloric requirements</li> <li>• Strengthened/planned procurement processes ensure better anticipation of requirements and thus lower prices</li> </ul> | <ul style="list-style-type: none"> <li>• The UNRWA weekly price monitoring system (collection of prices for 15 key commodities)</li> <li>• Analysis carried out by the UNRWA Programme Support Unit (PSU) using PCBS data on labour force, national accounts, poverty and prices</li> <li>• Information provided by other humanitarian actors</li> </ul> | <ul style="list-style-type: none"> <li>• The GFO PSU strengthened its socioeconomic analysis capacity and developed an internal monthly Economic Update. The GFO monitoring and evaluation team continued food price monitoring with biweekly frequency</li> <li>• GFO continued the rollout of its enhanced PAS to determine the eligibility for assistance under its poverty-based programming and to ensure that assistance is provided to those most in need. Since the restart of the PAS in May 2015 until the end of June 2016, 132 RSSP social workers assessed a total of 69,053 families through daily home visits</li> <li>• Active participation within the humanitarian Food Security Sector, especially for the production of the new oPt Socio-Economic and Food Security (SEFSec) survey. The final report will be published in August 2016</li> <li>• Regular risk analysis and assessment of sustainability with regard to the two mechanisms used by GFO to import needed construction materials and other dual-use items (i.e. the GRM for imports of cement for the private sector and the bilateral coordination with COGAT)</li> </ul> |
| <ul style="list-style-type: none"> <li>• Disruption to effective functioning of the GRM</li> </ul> | <ul style="list-style-type: none"> <li>• Increased monitoring/implementation costs for UNRWA</li> <li>• Increased/ongoing TSCA caseload</li> <li>• Public frustration over stalled recovery/reconstruction</li> </ul> | <ul style="list-style-type: none"> <li>• Enhanced efforts to secure funding for self-help repair/reconstruction</li> <li>• Possible use of contracted construction to meet shelter needs</li> </ul>  | <ul style="list-style-type: none"> <li>• Shelter tracker, engagement with GRM stakeholders</li> </ul>  | <ul style="list-style-type: none"> <li>• Between 3 April and 23 May 2016, UNRWA continued to monitor the suspension of GRM by Israeli authorities that led to the more than threefold increase of the price of cement (from NIS 560 to NIS 1,800 per ton), preventing families from purchasing materials and forcing stoppage of their reconstruction activities, as well as stalling the overall pace of reconstruction in Gaza for projects using the GRM</li> <li>• UNRWA continued to assist eligible families in the preparation of their documentation and to submit them to the GRM for clearance. The PA continued to upload families submitted by UNRWA to the</li> </ul>  |

|   |  |   |   |   |
|---|--|---|---|---|
|   |  |   |   | system and UNRWA beneficiaries were being cleared by the Government of Israel   |
| <b>Environmental</b>  |  |   |   |   |
| <ul style="list-style-type: none"> <li>Worsening of environmental problems</li> </ul> | <ul style="list-style-type: none"> <li>Water crisis becomes irreversible (Gaza 2020)</li> <li>Steps taken by international actors do not equally benefit refugees</li> <li>Families use makeshift power solutions that put them at risk</li> </ul> | <ul style="list-style-type: none"> <li>Increased focus on environmentally sustainable solutions (e.g. desalination plants, solar panels)</li> <li>Prevention measures, such as those to counter flooding</li> </ul> | <ul style="list-style-type: none"> <li>UNRWA internal installation report</li> <li>Information provided by other humanitarian actors</li> </ul> | <ul style="list-style-type: none"> <li>Water crisis continues to remain unresolved in the absence of any large scale sea desalination and a viable carrier for fair potable water distribution</li> <li>Electricity supply in Gaza Strip is presently at the level of 205 MW, while the needs are double at 400 MW. This continues to result in massive electricity cut-offs and, at best, the provision of 8 hours of electricity per day. This situation impacts backup generators for operating water and wastewater assets and the increase in fuel consumption and costs of replacing spare parts for such generators</li> </ul> |

## Risks Specific to WBFO

| Event   | Consequences   | Mitigation/Coping Mechanisms   | Monitoring  | Status Update   |
|---|--|--|---|---|
| <b>Programmatic</b>   |  |  |   |   |
| <ul style="list-style-type: none"> <li>Further economic deterioration in the West Bank and a decline in purchasing power due to persisting unemployment rates and rising food prices in global and local markets</li> </ul> | <ul style="list-style-type: none"> <li>Increased food insecurity among Palestine refugees</li> <li>Difficulties to meet humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need</li> </ul> | <ul style="list-style-type: none"> <li>Strategy developed and being implemented to move beneficiaries from dependence on humanitarian aid towards economic empowerment through more sustainable programming and an emphasis on livelihoods and self-reliance</li> <li>A more diversified and effective food security programme was implemented in 2014 (to date) to ensure cost-efficiency and a comprehensive response based on priority needs. This included the introduction of electronic food vouchers for food-insecure refugees living outside camps, in partnership with the WFP</li> <li>Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first</li> </ul> | <ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme through the UNRWA RBM system</li> <li>Economic, household and labour market analysis conducted by UNRWA or other actors</li> <li>Following trends and discussions through active participation of UNRWA WBFO in the Food Security Sector and Food Security Analysis Unit</li> </ul> | <ul style="list-style-type: none"> <li>Quarterly monitoring has been conducted internally to follow the economic situation among the Palestine refugees</li> <li>UNRWA WBFO has followed discussions and reports released by relevant external actors</li> <li>UNRWA WBFO has been active in the Food Security Sector to follow trends, as well as to take part in relevant assessment and evaluations, such as the Socio-Economic Food Security evaluation for 2014</li> </ul> |

| Strategic   |   |   |   |   |
|---|---|---|---|---|
| <ul style="list-style-type: none"> <li>Failure in the transition from humanitarian response to resilience-building and sustainable programming</li> </ul>   | <ul style="list-style-type: none"> <li>Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience</li> </ul>            | <ul style="list-style-type: none"> <li>UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programmatic implementation progress</li> </ul>  | <ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme through the UNRWA RBM system</li> <li>Review through EA reporting mechanisms</li> </ul>   | <ul style="list-style-type: none"> <li>UNRWA EA interventions continue the transition process towards resilience building and assures implementation according to plan through regular field visits, reporting and quarterly monitoring. The transition as planned in 2013 is assessed to have been successfully completed</li> <li>UNRWA WBFO has been working towards a harmonized approach on food security in the West Bank. This requires stability with regard to donor funding and a developed communication plan for all relevant stakeholders</li> </ul> |
| Sociopolitical  |   |   |   |   |
| <ul style="list-style-type: none"> <li>Practices of and imposed rules by the Israeli authorities related to the occupation affect the programme implemented in Area C, including closed military areas</li> </ul> | <ul style="list-style-type: none"> <li>Disruptions in service implementation</li> <li>Obstruction of donor-funded structures in Area C due to lack of building permits</li> </ul> | <ul style="list-style-type: none"> <li>WBFO liaises with the Israeli authorities on access/protection issues through OSOs. In some instances, issues are raised at the level of the Director or Commissioner-General with Israeli counterparts, at times jointly with other UN agencies</li> <li>Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops</li> <li>UNRWA has adopted the Humanitarian Country Team Area C Framework Policy</li> </ul> | <ul style="list-style-type: none"> <li>Daily access monitoring through the UNRWA Radio Room</li> <li>Documentation and reporting of access incidents</li> <li>Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT</li> </ul> | <ul style="list-style-type: none"> <li>UNRWA OSOs documents access incidents with regard to Agency staff and work closely with the relevant authorities to minimize programme implementation obstructions</li> <li>WBFO follows-up incidents and tracks overall trends through its International Protection Working Group and inter-agency forums</li> </ul>  |

## Annex 6: UNRWA statistics bulletin 2016

To be inserted