



oPt
emergency appeal
2015



oPt emergency appeal 2015

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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 some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and Gaza to 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.

About Emergency Appeals

This Emergency Appeal outlines the UNRWA programmatic response to the humanitarian needs in the occupied Palestinian territory (oPt) in 2015. The programmes and associated budget are separate from the Agency's regular requirements, which support the core UNRWA services. The '*Strategic response to Gaza 2014 hostilities*' publication, released in October 2014, takes a more holistic approach in an effort to present the Agency's short-, mid- and long-term comprehensive response to the hostilities of July-August 2014. It incorporates three phases: emergency relief and early recovery (components of which overlap this 2015 Emergency Appeal), as well as longer-term reconstruction for development (which is beyond the scope of the present Emergency Appeal).

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foreword by the commissioner-general



This document is the result of political failure – the failure of the international community to address the underlying causes of the conflict in the occupied Palestinian territory, namely the blockade of Gaza, the Israeli occupation of the Palestinian territory and the lack of a just and durable solution for over five million Palestine refugees. This ongoing failure is unsustainable, which is why I have consistently argued that we have moved beyond the realm of humanitarian action alone. Along with financial support for UNRWA emergency interventions, there must be concerted political action to render such interventions redundant. The donors owe it to their taxpayers at a time of almost universal financial crisis. We have a collective moral obligation to the Palestine refugees at a time when the denial of their economic, political, social and cultural rights is having profound and widespread humanitarian consequences. It is these consequences that UNRWA emergency interventions aim to mitigate.

In Gaza, where the recent conflict tragically illustrates the price our beneficiaries are paying for political failure, we aim to deal with the most urgent needs while promoting resilience in the face of continuing political uncertainty and resulting insecurity. We will meet the most basic food requirements of almost 800,000 food-insecure refugees. We will give 245,000 students one small meal per school day. Pregnant women and infants under 2 years old will receive complementary food. There will be emergency cash assistance and support with home repairs, including for those displaced by the recent hostilities (in July and August 2014), many of whom were rendered homeless. With resilience in mind, 365 trained UNRWA counsellors will address the needs of families in trauma; 18,700 refugee children will receive individual and group counselling. Emergency health and education initiatives will build on this work, including an enhanced UNRWA TV capacity, which will increase access to inclusive education. During the 2015 Gaza summer fun week, 130,000 refugee boys and girls will be given an opportunity to enjoy simple childhood pleasures and strengthen their coping capacities. We will mount a concerted effort to raise awareness in the densely populated Gaza Strip about unexploded ordnance, which remain a deadly threat.

In the West Bank, our emergency interventions will continue to offer protection to those affected by the Israeli occupation; families, including many children, are under threat from home demolitions, forced displacement, military operations and access restrictions. Six mobile health clinics and six community mental health teams will target over 50 vulnerable communities. We will bring food assistance and cash-for-work to 35,000 food-insecure refugee households. In addition, UNRWA will provide logistical support to a joint WFP-UNRWA food distribution for vulnerable Bedouin and herder community households in Area C. In the West Bank, as in Gaza, our operations support officers will monitor neutrality violations and work with communities and donors to protect the rights of all our beneficiaries.

I write as Commissioner-General of an Agency that wants nothing more than to fulfil its core human development mandate; essentially, the provision of education, health, relief and social services. But in each of the five areas where we work, political failure is forcing us to reach out to the donor community and appeal for emergency funding. To be clear, we are asking for money to deal with the political failures of the very donor community that has within its grasp the wherewithal to produce a political solution. So I again appeal from a humanitarian perspective to all donors to shoulder their political responsibilities, just as we shoulder our humanitarian responsibilities. None of our emergency work would be necessary if the refugees were granted the fulfilment of the ultimate right, the right to a just and durable solution to their unresolved political plight. The Palestine refugees we serve crave nothing more dearly than to be freed from the indignities and distortions of aid dependency.

Pierre Krähenbühl
Commissioner-General
UNRWA

list of acronyms

CC	collective centre
CCMU	collective centre management unit
CFW	cash-for-work
DES	designated emergency shelter
EA	emergency appeal
ERW	explosive remnants of war
GBV	gender-based violence
GDP	gross domestic product
HPC	humanitarian programme cycle
IDP	internally displaced person
IHL	international humanitarian law
IHRL	international human rights law
MIRA	multi-sector initial rapid assessment
NFI	non-food item
NGO	non-governmental organisation
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
OHCHR	Office of the High Commissioner for Human Rights
oPt	occupied Palestinian territory

OSOs	operations support officers
PA	Palestinian Authority
PCBS	Palestinian Central Bureau of Statistics
PMTF	proxy means test formula
SCSN	special children, special needs
SFW	Gaza summer fun weeks
ToT	training of trainers
TSCA	transitional shelter cash assistance
UN	United Nations
UNDAF	United Nations Development Assistance Framework
UNDP	United Nations Development Programme
UNMAS	United Nations Mine Action Service
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
US\$	United States Dollar
WFP	World Food Programme

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executive summary



An UNRWA school serving as a Collective Centre for IDPs in Gaza © UNRWA/Shareef Sarhan

The year 2014 added to the plight of Palestine refugees in the occupied Palestinian territory (oPt). The key underlying drivers of the humanitarian needs of Palestine refugees in the Gaza Strip and the West Bank, including East Jerusalem, include the absence of a political resolution to the conflict, continued Israeli occupation and recurring escalations of hostilities. These conditions challenge the ability of Palestine refugees to fully enjoy their human rights, including their right to life, liberty and security and adequate standards of living. Having exhibited tremendous resilience for years, the summer 2014 hostilities in Gaza brought desperation to even the more hopeful. Generous international pledges to reconstruct Gaza may turn the tide should conditions be favourable, including access to construction materials in a timely manner and at the required scope. This emergency appeal does not cover the tremendous need for reconstruction, which is outlined in the UNRWA publication *'Strategic response to Gaza 2014 hostilities'*. Yet this appeal does assume reconstruction efforts will be well under way in 2015, including the creation of transitional and durable shelter solutions.

The 2015 Emergency Appeal addresses the priority humanitarian needs of Palestine refugees in the Gaza Strip and West Bank, including East Jerusalem. The Agency will shape its response along three common strategic objectives across the fields: (1) prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support to families who are food insecure or facing acute shocks; (2) promote, protect and uphold the rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services; and (3) implement the Agency humanitarian response effectively and in coordination with relevant stakeholders.

Under this common approach, each geographic field implements unique intervention plans in recognition of the different operating contexts in Gaza and the West Bank, including East Jerusalem. Integrated intervention plans comprise all main sectors and clusters of emergency aid in the occupied Palestinian territory. The emergency requirements are separate from core UNRWA services and reconstruction for development efforts, and amount to **US\$ 414,435,436**.

budget requirements

Programme Interventions	Gaza	West Bank	Headquarters	Total
Emergency food assistance	105,635,493	23,468,100		129,103,593
Emergency cash assistance	19,500,000			19,500,000
Emergency cash-for-work	68,613,360	15,842,609		84,455,969
Community mental health	7,400,800	403,100		7,803,900
Emergency health/mobile health clinics	3,776,000	1,046,739		4,822,739
Operations support officers	2,348,000	2,710,855		5,058,855
Protection	500,000	1,575,783		2,075,783
Emergency education	8,067,800			8,067,800
Explosive remnants of war education	950,000			950,000
Gaza summer fun weeks	5,000,000			5,000,000
Emergency environmental health	5,796,800			5,796,800
Emergency shelter, repair and Collective Centre management	127,000,000			127,000,000
Coordination, safety, security and management	12,000,000	1,942,350	857,647	14,799,997
TOTAL (US\$)	366,588,253	46,989,536	857,647	414,435,436



UNRWA students in Gaza © UNRWA/Shareef Sarhan

planning context

In July 2014, the longstanding and dire humanitarian situation of Palestine refugees in Gaza, caused largely by the Israeli-imposed blockade, turned into a humanitarian tragedy that “shocked and shamed the world”.¹ An estimated 1,564 civilians were reported killed during 50 days of hostilities, including 306 women and 538 children. Around 11,000 injuries were reported, estimated to result in 1,000 long-term or permanent disabilities.² The hostilities caused displacement on an unprecedented scale in Gaza, with up to half a million Palestinians forced to flee their homes at the height of the conflict, including women, children, the elderly and persons with disabilities.

UNRWA declared an emergency in all five areas of the Gaza Strip on 8 July, setting up central and area emergency operation rooms to enable rapid response while maintaining regular operations, as security conditions permitted. At the height of hostilities, up to 300,000 internally displaced persons (IDPs) were hosted by UNRWA in 85 school buildings serving as designated emergency shelters. The Agency provided food and non-food items, water, sanitation and medical services. The concerted efforts ensured that serious outbreaks of widespread water-borne and communicable diseases were avoided.

On at least seven separate occasions, UNRWA schools (six active designated emergency shelters and one evacuated emergency shelter) were hit or struck, directly or in the vicinity, killing and injuring dozens of IDPs sheltering in United Nations schools. The attacks breached the inviolability of United Nations premises, and reinforced the public perception that there was no safe place left to go.³ The Agency lost 11 colleagues in the hostilities and 118 UNRWA installations were confirmed damaged as a direct result of the hostilities, including 84 UNRWA schools and 10 health centres.

Before, during and after the Gaza summer 2014 hostilities, tensions have been rising in the West Bank. Between June and August 2014, an eight-fold increase in clashes in refugee camps was reported, compared to the same period in 2013.⁵ Israeli forces carried out 1,470 search and arrest operations in the same period, 284 of which were in refugee camps.⁶ Rising tensions were further reflected in widespread demonstrations and protests across the West Bank, including East Jerusalem. The combination of events resulted in an increased number of fatalities and injuries among refugees. A total of 11 fatalities and 668 injuries were reported in the first 10 months of 2014, compared with nine fatalities and 439 injuries

in the same period in 2013; in the reference period for 2012, zero fatalities and 12 injuries were reported.⁷

A discriminatory Israeli planning and zoning regime restricts Palestinian access to land in the West Bank, and puts in place the risk of land confiscation and demolitions. Administrative demolitions occurred at an average of 50 structures per month in Area C and East Jerusalem in the first nine months of 2014.⁸ A total of 958 Palestinians were displaced as a result of these demolitions, including more than 500 children; 33 per cent of the displaced were Palestine refugees. Several of the affected structures in Area C had been donated by the humanitarian community. In addition, Israeli military resumed a practice of punitive demolitions with the demolition of suspects’ family houses prior any criminal proceedings, a practice not used since 2005.¹⁰

In 2014, Israeli Authorities continued planning and approving the construction of new settlements and the expansion of existing settlements, “which – as the United Nations has reiterated on many occasions – is illegal under international law and runs totally counter to the pursuit of a two-state solution”.¹¹ At the same time, the Israeli military designates large areas of the West Bank as ‘firing zones’, leading increasingly to the “temporary displacement of entire communities”.¹² The Israeli Civil Administration declared land in the West Bank as ‘state land’ on two occasions, while also advancing a ‘relocation plan’ for rural Bedouin communities living throughout the West Bank – a plan firmly opposed by those affected.¹³ UNRWA Commissioner-General Pierre Krähenbühl noted that: “If such a plan were implemented, this would not only give rise to concerns that it amounts to a ‘forcible transfer’ in contravention of the Fourth Geneva Convention, it might also make way for further Israeli illegal settlement expansion, further compromising the viability of a two state solution”.¹⁴

Since the beginning of the second intifada in September 2000, on the premise of security concerns, “Israel has imposed restrictions on the movement of Palestinians in the West Bank that are unprecedented in scope and duration”, whether through physical obstacles or administratively.¹⁵ The West Bank Barrier, with its permits and gates regime, for example, separates families from each other, farmers from their agricultural lands, labourers from their workplace, patients from health services, and children from educational facilities. The Barrier ferments fragmentation, limiting Palestinian freedom of movement and access to essential services. Prior to the summer 2014 hostilities, a Palestinian National Consensus Government (NCG) consisting of

independents and technocrats had been formed to serve until new elections are held. Although the NCG has shown leadership in reconstruction planning, it has yet to fully establish its authority in the Gaza Strip. The formation and operation of the NCG would likely be positive for the Gaza economy. The Palestinian economy entered into recession in the first quarter of 2014, with a contraction of 1 per cent – undermining national and household income.¹⁶ The blockade on Gaza, which has entered its eighth year, has devastated a previously dynamic trade-oriented economy. Closure of illegal tunnels between the Gaza Strip and Egypt, mid-2013, led to a collapse of the construction sector, a key driver of Gaza's economic activity following years of blockade.¹⁷ As a result, refugee unemployment in Gaza reached 45.5 per cent in the second quarter of 2014, the highest level ever reported in UNRWA records.¹⁸ Refugee women and youth are particularly affected – their employment rate standing at 60.9 and 69.7 per cent respectively.¹⁹

In September 2014, a temporary agreement was reached that allowed machinery and large amounts of basic construction materials to enter into Gaza. The Gaza Reconstruction Mechanism (GRM) aims to enable

the Government of Palestine to lead the reconstruction of housing and infrastructure damaged and destroyed during the latest round of hostilities, implemented by the Gaza private sector. While UNRWA plays no role in the administration of the GRM, it is anticipated that the mechanism will enable the Agency to support shelter self-help activities in the absence of other construction materials on the local market. Although the mechanism is necessary to facilitate reconstruction, it cannot be a substitute for lifting the blockade; UNRWA and the international community continue to demand an end to the blockade.

There is a broad understanding that Israeli movement and access restrictions throughout the occupied Palestinian territory are a key inhibiting factor to higher growth and employment, as well as for recovery and reconstruction.²⁰ Restrictions affect the movement of people and goods within the West Bank, including East Jerusalem, between Gaza and the West Bank, Gaza and Israel, and with the rest of the world. Lifting the restrictions imposed by the occupying power is a precondition for sustainable economic growth, and by extension, for a lasting reduction in poverty and food insecurity.



Access restrictions in the West Bank © UNRWA

needs analysis

In the weeks following the 26 August ceasefire, many internally-displaced families in Gaza were able to return home, albeit often to damaged housing units. An estimated 14,000 housing units are uninhabitable, leaving in excess of 88,000 refugees unable to return home, and forced to remain at UNRWA Collective Centres (CCs), with host families or in other transitional housing arrangements. As of 25 October, UNRWA was still hosting 32,973 IDPs at 18 CCs, of whom 17,182 were under 18 years of age. The number of IDPs sheltering in UNRWA CCs is expected to decrease in the months to come as people are assisted to seek alternative accommodation; while at the same time, harsh winter conditions may force some IDPs to return to the CCs. The UNRWA forecast regarding IDPs is based on a caseload of 30,000 as of 1 January 2015, and an assumption that the number of IDPs at UNRWA CCs gradually decreases during the latter half of the year.

An eligibility assessment by UNRWA social workers revealed that some 90,000 refugee homes were damaged or destroyed in the conflict. As of 3 November, UNRWA engineers had completed 63,472 technical assessments, identifying 57,371 housing units in need of minor or major repairs, while 6,101 units were deemed totally damaged. Estimates based on these primary results indicate that around 10,000 refugees' homes may be completely destroyed, while 7,000 additional homes will require extensive repairs and are uninhabitable.²¹

Recurring armed conflict continues to inflict a major psychosocial toll on the Gaza population, as UNRWA and sister UN organizations have been reporting for the better part of the past decade. The Summer 2014 hostilities exacerbated the situation, with the most vulnerable members of society affected in greater numbers and intensity. The shock of losing a home and family members, and returning to neighbourhoods to find them destroyed, erodes any sense of certainty about the future. Many children witnessed the same extreme destruction and death as adults, with around 3,300 children injured themselves.²² UNRWA school-based counsellors report that refugee children in Gaza exhibit emotional and behavioural problems and academic underperformance in correlation with continuing conflict. An increase in adult stress-related symptoms has also been reported by respondents in all governorates and municipalities questioned in a multi-sector initial rapid assessment (MIRA).

For most IDPs, severely over-crowded living conditions and loss of privacy have become a daily reality for weeks and months-on-end. This particularly affects women

and children. Crowded emergency and transitional shelter conditions, lacking privacy, contribute to increased domestic and gender-based violence (GBV), sexual assault against women and child abuse. The MIRA reported these increases among the general population, in addition to a 44 per cent increase in family disputes, while "women are reporting an urgent need for psychosocial support for themselves and their children".²³

More than 85 per cent of UNRWA schools now operate in double or triple shifts (213 and six respectively), as schools in use as CCs add to an existing shortage of school buildings. This has reduced school days to four hours and leaves little time or space for remedial education and extracurricular activities such as sports, drama or creative arts.

Many explosive remnants of war (ERW) have been left behind in the aftermath of the hostilities. "UN Mine Action Service (UNMAS) estimated that a minimum of 7,000 explosive items remain to be secured or destroyed."²⁴ ERW pose an immediate threat to all Palestinians, particularly children, IDPs returning to their homes, farmers returning to their fields, and humanitarian workers assessing damage and providing relief. In August and September alone, nine civilians lost their lives and 18 were injured by unexploded ordnance.²⁵

The summer 2014 hostilities seriously affected the social fabric of society and endangered the traditional resilience of the Gaza population. It also dealt a heavy blow to the territory's imploding economy, damaging and destroying factories and commercial establishments, agricultural lands, livestock, and wells and irrigation systems, while also halting most other livelihood activities.²⁶ Damage to the only Gaza power plant exacerbated an already severe electricity crisis, with power-outages of up to 18 hours per day.²⁷ General water and wastewater services, already severely constrained after years of blockade, suffered dearly from aggravated electricity and fuel shortages. Damage to water and wastewater networks raised health concerns due to sewage entering water pipes and stagnant pools of wastewater.²⁸ The creation of temporary dumpsites in and near refugee camps and other communities densely populated with refugees requires proper disposal to landfills in order to prevent any further deterioration of the already dire environmental health situation. Similarly, an already stretched health system must deal with extended power cuts, and a lack of generators and fuel. Increased demand for health services comes at the expense of quality care, a backlog



Health care in Gaza © UNRWA/Shareef Sarhan

in elective surgeries, and increases in already chronic shortages of drugs and disposables. More patients with serious or life-threatening illnesses may find that treatment is not available to them in Gaza.

In the West Bank, Israeli occupation-related policies and practices are the root cause of systematic violations of the rights of the Palestinian population, including refugees. Movement and access restrictions contribute to significant economic hardships for Palestine refugees seeking a livelihood (for example, due to the permit regime and access to land). Food security is continually compromised and access to primary health services, including psychosocial and mental health support, is severely limited. More than a decade of armed conflict and exposure to violence (and the threat of violence), home and other demolitions, and displacement have had an accumulated psychosocial impact on Palestinians in the West Bank. In addition to various protection concerns, this creates a need for psychosocial support among women, men and children individually, as well as at the family and community level. The continuing protection crisis in the West Bank has affected refugee men, women, boys and girls differently. Displacement increases the risk of violence and sexual assault for women and children, while families are more likely to resort to negative coping strategies, such as early marriage for girls.²⁹ The inability to provide for their family leaves many men feeling disempowered and subject to severe stress, while young men and teenage boys are disproportionately and directly affected by detentions and arrests, as well as other violence related to Israeli military practices.

Diverse, interrelated and precarious humanitarian conditions throughout the occupied Palestinian territory reinforce the need to monitor, intervene on

and address violations of refugee rights, international human rights law and international humanitarian law, and provide victims and survivors with adequate responses.

A socio-economic food security survey in 2013 found that food insecurity among refugees stood at 20 per cent in the West Bank and was higher than among non-refugees. As in the previous year, West Bank refugee food insecurity in 2013 was significantly higher in camps (29 per cent) than in other urban and rural environments.³⁰ In Gaza, food insecurity has been considerably higher, standing at 57 per cent in 2013. Palestinians generally have physical access to markets where sufficient variety and quality of food is available (excluding periods of increased lock-down or armed conflict), yet they lack the economic means. The majority of Palestinian households spend over 50 per cent of their disposable income on food. This makes households particularly susceptible to increases in food prices. As a result of the summer 2014 hostilities in Gaza, many families reported the loss of their income and livelihood sources, reducing disposable income. Facing increased food prices and reduced disposable income, families are forced to compromise on quality and diversity, and even reduce quantity. Communities reported concern about insufficient nutritious and diverse food intake, particularly among children under five and pregnant and lactating mothers.³¹

As a result, almost 800,000 Palestine refugees in Gaza and 94,000 in the West Bank require UNRWA assistance to meet their basic food needs in 2015. Only lifting the blockade and movement restrictions to allow free market conditions can reduce Gaza and West Bank food insecurity in a structural and more sustainable manner.

planning assumptions

The assumptions about the operating environment during the Appeal period are based on prevailing political, economic, security and social trends, among others. Interventions will be based on what is considered to be the most likely scenario throughout the forthcoming period, taking into consideration the broad capacities required to effectively deliver humanitarian aid. Regionally, UNRWA fields of operation are experiencing significant political, social and economic changes. In terms of the situation on the ground, instability and conflict is expected to characterize the macro-environment for the forthcoming period. While a peaceful, comprehensive and durable solution to the Israeli-Palestinian conflict would address the underlying root cause of the instability and conflict, it is unlikely to be realized during the emergency appeal planning period, and Israeli occupation of the Gaza Strip and West Bank including East Jerusalem will persist. Demand for UNRWA emergency assistance will persist and there will be a rising demand for core services, with a growth in the number of refugees living in poverty, and the absence of a solution to the refugee question.

In Gaza, urgently-needed reconstruction remains the critical priority for a large number of people, and there are high expectations from thousands of families in critical need. As a result, access to building materials is critical and there must be an enabling environment for all actors on the ground to implement reconstruction and recovery activities. The following conditions are required for full achievement of the Agency's objectives set out in this appeal:

- The Government of Palestine exercises authority and governmental oversight in Gaza, including rehabilitation and development in the aftermath of the conflict and the functionality of public services for the public at large;
- UNRWA receives speedy approval for pending and proposed construction proposals from the Coordinating Office for Government Activities in the Territories (COGAT) so that the necessary construction materials enter the Gaza Strip in a timely and predictable manner;
- UNRWA receives the necessary financial contributions and continued understanding and support for the key issues for Palestine refugees in Gaza.

The West Bank is expected to remain under Israeli occupation during the planning horizon. Many Palestine refugees will remain reliant on UNRWA services, despite continued efforts by the State of Palestine to establish itself as a fully-functioning and self-reliant State. Protection challenges as a result of the occupation are expected to continue to affect the daily life of all Palestinians, including refugees, and the economy is expected to continue suffering the effects of systematic movement restrictions that disrupt economic activity and social relations in equal measure, contributing to high rates of unemployment, poverty and food insecurity. This will pose a constant challenge to the Agency's ability to invest in the human development of the refugees. The vulnerability of the refugees in the West Bank to these trends is especially apparent in their higher rates of food insecurity, and in lower rates of labour force participation. Protection will remain a vital element of the UNRWA response in this context.

- The operating environment within Gaza enables access by humanitarian actors to the populations to be served;



Gaza 2014 © UNRWA

strategic approach and priorities

Gaza intervention plan

Emergency food assistance in the form of quarterly in-kind food distributions, tailored by household size, will meet the most basic food requirements of 800,000 food-insecure refugees. To improve child food intake, 245,000 students will be assisted with one small meal per school day. The nutrition of pregnant women and infants under 2 years old will be improved through the provision of complementary food.

Unconditional **emergency cash assistance** is designed to bridge the remaining 'post-assistance' gap in essential food needs; 370,000 abject poor refugees, living on less than US\$ 1.50 per person per day, will be targeted with this assistance.

The Agency will create a total of 52,983 **emergency cash-for-work** opportunities to improve economic access to food, prioritizing abject and absolute poor refugees, and actively seeking the inclusion of the most vulnerable, such as female refugees (in particular, female heads of households) and youth.

Through the **community mental health** programme, 365 trained UNRWA counsellors will attend to refugees' individual, family and communal mental health needs in schools and clinics; 18,700 refugee children will receive individual counselling and over 21,000 will receive specialized group counselling. Survivors of gender-based violence, including sexual violence, will be professionally counselled and additional support services will be provided in accordance with an UNRWA referral system.

The **emergency health** programme will allow the Agency to maintain sufficient levels of medical equipment and supplies in order to continue the provision of quality primary health care, offsetting increased demand and increased shortages in the Gaza health sector resulting from years of blockade and conflict; 11,000 children will be provided with in-depth medical assessments and treatment, while 3,200 poor patients will be given access to life-saving secondary or tertiary care.

Humanitarian principles, including in particular Agency neutrality, will be safeguarded through regular and unannounced visits by a team of **operations support officers** (OSOs) to all UNRWA installations and a series of awareness raising events. The team, consisting of five OSOs and a team leader, further promotes protection of refugees' rights, including access to services, ensuring that diverse and tailored responses are provided to different situations according to principles associated with gender, age and disability. In addition, under

the leadership of the Director's Front Office, the team organises visits by delegations to ensure first-hand understanding of the situation on the ground including violations of refugees' rights.

As part of UNRWA **emergency education**, the Agency will counsel and support teachers, parents and students in the aftermath of the summer 2014 hostilities. The Agency will ensure a minimum degree of equal access to essential learning materials, as well as necessary complementary materials. Summer learning will bridge underperforming students into the next year, while UNRWA TV will ensure continued access to education.

A concerted effort to educate and raise awareness of **explosive remnants of war** (ERW) will particularly target students and staff in order to counter injuries and deaths. Agency staff will be trained on reacting to the discovery of ERW when carrying out work in the community.

As part of the Agency's **protection** mandate, UNRWA will conduct an analysis of existing child protection capacities and response mechanisms within each of the UNRWA programmes in Gaza. This analysis will inform the development of a coordinated and systematic programmatic response to child protection concerns.

The Agency seeks to provide much-needed reprieve for refugee children one year after the 50-day war, by providing a structured, protective environment once school breaks for the summer. During the 2015 **Gaza summer fun weeks**, 130,000 refugee boys and girls will have the chance to strengthen their coping capacities through relief and psychosocial support activities.

The Agency implements an **emergency water and sanitation** response to avoid a critical deterioration in refugee public health. This response includes public health monitoring, the provision of a stop-gap emergency fuel supply to keep essential utilities and services operational, emergency repair of water and sanitation networks, clearing of unofficial solid waste sites and vector control.

Under **emergency shelter, repair of shelters and Collective Centre management**, the Agency will support displaced refugee families to uphold their right to adequate shelter through transitional shelter cash assistance for 17,000 refugee families, emergency repair support for homes and cash reintegration grants. IDPs who remain hosted at UNRWA Collective Centres will continue to be provided with drinking and non-drinking water, food and non-food items, sanitation and other basic services.

West Bank intervention plan

UNRWA will provide **emergency food assistance** for 25,000 food-insecure refugee households living outside camps through the electronic food voucher programme. Inside refugee camps, targeted **emergency cash-for-work** opportunities will be provided to 10,000 food-insecure refugee households. Jobs will be directed towards an improved camp environment, actively promoting female and youth participation. In addition to these two main interventions, UNRWA will provide logistical support to a joint WFP-UNRWA food distribution for vulnerable Bedouin and herder households in Area C.

To ensure Agency integrity and neutrality, **operations support officers** (OSOs) conduct quarterly site inspection visits to all Agency installations, and train staff. The team negotiates access for Agency personnel, vehicles and supplies while keeping record of, and reporting on, all access incidents. Access incidents and neutrality violations are addressed with the Israeli Civil Administration. The OSO field presence adds to the protective impact of Agency operations.

The deployment of six **mobile health clinics** providing preventative and primary care will target at least 56 communities facing significant obstacles to access health services. UNRWA will also deploy six mobile **community mental health teams**, targeting 49 vulnerable Bedouin communities in Area C and the Seam Zone, to respond to mental health problems, support psychosocial well-being and strengthen resilience and coping capacities. At least 14 Bedouin community committees will also be supported to prevent and respond to crises and emergencies.

The Agency will monitor, document and report on **protection** incidents. The Agency will also provide crisis intervention (including material assistance and referral to psychosocial and legal support) in response to home demolitions as well as protection concerns arising from ISF operations. In addition to this response, UNRWA will support particularly vulnerable communities, especially women and children, through community partnership projects that address protection threats and enhance resilience through case tracking and referral of individual cases. Monitoring data and field knowledge will inform private and public advocacy initiatives and briefings to diplomats and other members of the international community, encouraging them to seek accountability and redress. At the same time, relevant authorities are reminded of their obligations under

applicable humanitarian and human rights law, and persuaded to undertake corrective measures. UNRWA will also ensure protection is mainstreamed throughout emergency programme service delivery.

oPt and Headquarters

The scale and scope of this emergency response requires unique and dedicated **management** and support structures, enhanced **legal, safety and security** resources, and **coordination** with other stakeholders. UNRWA Headquarters will support emergency preparedness activities, including continued capacity building of UNRWA humanitarian response resources, as well as support in procurement, logistics, transport and legal, and systems and processes for monitoring implementation activities against expected results, such as the RBM system. Efforts by UNRWA Headquarters will ensure greater consistency between fields in the implementation of emergency activities, and improved Agency capacity to apply lessons learned between fields experiencing emergency situations.



Gaza 2014 © UNRWA/Shareef Sarhan

programme requirements

Objectives and outputs		Gaza	West Bank	UNRWA (HQ)	sub-total	Reconciling EA and HPC
Strategic Objective 1 - Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks						
Emergency food assistance	HPC	105,635,493	6,524,302		112,159,795	West Bank - The HPC budget was too constrained to allow for the inclusion of all food insecure families requiring food voucher assistance outside of camps.
	EA	105,635,493	23,468,100		129,103,593	
Emergency cash assistance	HPC	0			0	Traditionally, this model of assistance is not included within the HPC. The need for cash assistance remains significant following the events of summer of 2014.
	EA	19,500,000			19,500,000	
Emergency cash-for-work	HPC	66,178,966	13,045,409		79,224,375	West Bank - The HPC budget was too constrained to allow for the inclusion of all food insecure families requiring CFW assistance in the camps. Gaza Strip - The additional funding in the EA budget is needed to absorb the reclassification amongst categories and create additional skilled and professional job opportunities.
	EA	68,613,360	15,842,609		84,455,969	
Sub-total	HPC	171,814,459	19,569,711	-	191,384,170	
	EA	193,748,853	39,310,709	-	233,059,562	



West Bank food support © UNRWA

Objectives and outputs		Gaza	West Bank	UNRWA (HQ)	sub-total	Reconciling EA and HPC
Strategic Objective 2 - The rights of refugees facing acute crises, violations of human rights/ IHL and barriers to accessing services are promoted, protected and upheld						
Community mental health	HPC	7,400,800	403,100		7,803,900	No difference.
	EA	7,400,800	403,100		7,803,900	
Emergency health / mobile health clinics	HPC	2,275,000	1,046,739		3,321,739	Additional funding to be directed towards increasing hospitalizations and purchase of medicines.
	EA	3,776,000	1,046,739		4,822,739	
Operations support officers	HPC	2,348,000	2,710,855		5,058,855	No difference.
	EA	2,348,000	2,710,855		5,058,855	
Protection	HPC	500,000	1,575,783		2,075,783	NEW for Gaza Field Office (child protection).
	EA	500,000	1,575,783		2,075,783	
Emergency education	HPC	2,553,000			2,553,000	The additional funding provides much-needed scope for the additional resources required for developing and producing UNRWA TV educational programmes.
	EA	8,067,800			8,067,800	
Explosive remnants of war education	HPC	950,000			950,000	
	EA	950,000			950,000	
Gaza summer fun weeks	HPC	5,000,000			5,000,000	No difference.
	EA	5,000,000			5,000,000	
Emergency environmental health	HPC	4,500,000			4,500,000	Additional funding of approximately US\$ 1.3 million assists Gaza Field Office with extra fuel needs given the current outages in electricity.
	EA	5,796,800			5,796,800	
Emergency shelter, repair and CC management	HPC	127,000,000			127,000,000	
	EA	127,000,000			127,000,000	
Sub-total	HPC	152,526,800	5,736,477	-	158,263,277	
	EA	160,839,400	5,736,477	-	166,575,877	

Objectives and outputs		Gaza	West Bank	UNRWA (HQ)	sub-total	Reconciling EA and HPC
Strategic Objective 3 - Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders						
Coordination, safety, security and management	HPC	12,000,000	1,942,350	857,647	14,799,997	
	EA	12,000,000	1,942,350	857,647	14,799,997	
Sub-total	HPC	12,000,000	1,942,350	857,647	14,799,997	
	EA	12,000,000	1,942,350	857,647	14,799,997	
GRAND TOTAL	HPC	336,341,259	27,248,538	857,647	364,447,444	
	EA	366,588,253	46,989,536	857,647	414,435,436	

gaza key indicators

DEMOGRAPHICS

Source: PCBS estimate based on 2007 census



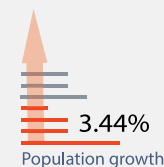
4.4m persons live in the oPt

1.7m Palestinians live in Gaza

72% of people living in Gaza are registered refugees



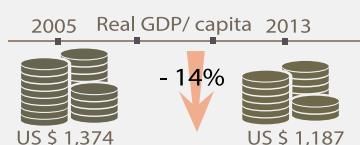
557,870 registered refugees live in camps



Source: UNRWA Quarterly Statistical Bulletin, Sep, 2014

Source: 2014 calculations based on PCBS data

ECONOMY



Source: PCBS online estimates of national accounts, GDP per capita at constant prices, baseline 2004



54% of refugees are food insecure

Source: SEFSec data, 2013



45.5% of refugees are unemployed

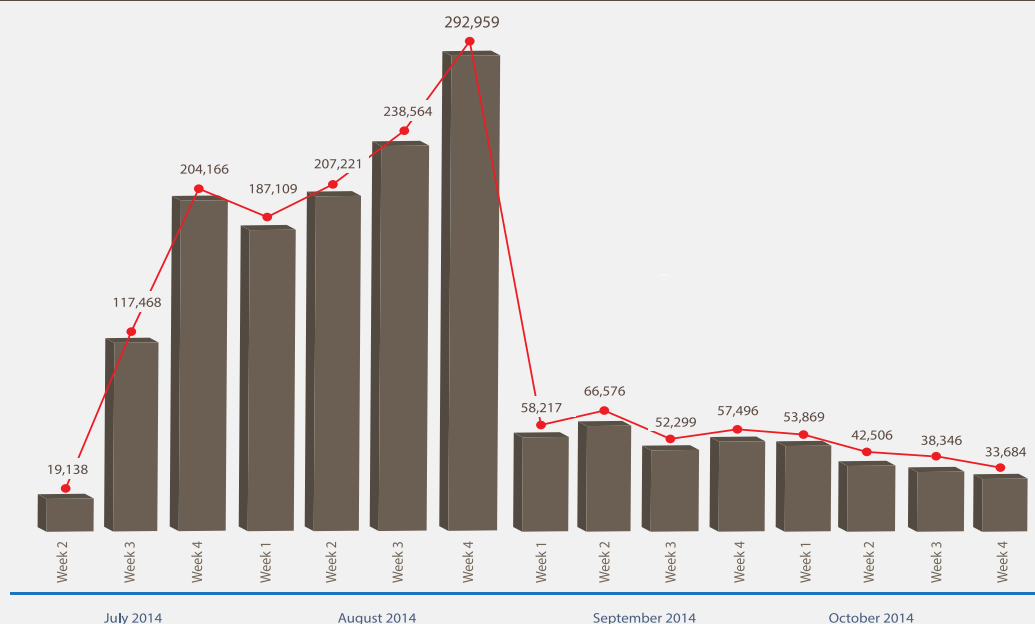
Source: PCBS Labour Force Survey Q2/2014

In mid-2013, 73,000 refugees were unemployed

By mid-2014, number of unemployed had exceeded 136,000 refugees

Source: PCBS Labour Force Survey for Q2/2013 and Q2/2014

50 days of hostilities Number of IDPs from 13 July - 30 October



Number of IDPs in 2008/2009 and 2014 hostilities

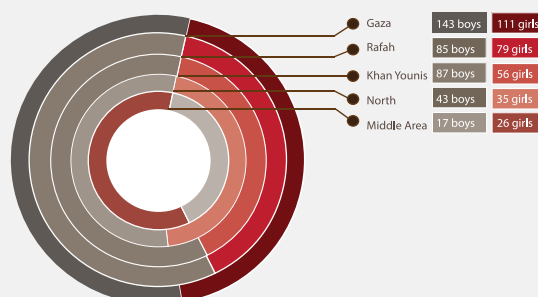
2014 summer hostilities



2008/2009 hostilities



New births within UNRWA shelters from 13 July - 2 September



gaza: sector specific interventions

Strategic Objective 1 - Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

Emergency food

Specific objective	Outcomes	Target	Indicator
Food insecure households meet their most basic food requirements through food assistance.	The severity of refugee food insecurity is tempered.	76%	Percentage of caloric needs of the abject poor met through food distributions (on average per quarter).
		40%	Percentage of caloric needs of the absolute poor met through food distributions (on average per quarter).
		800,000	Number of food-insecure refugees receiving food assistance (gender disaggregated)
		100%	Percentage of food-insecure refugee households receiving in-kind food aid.
	Schoolchildren have improved food intake.	100%	Percentage of UNRWA students guaranteed at least one small meal per day.
		49,525,000	Number of small meals distributed to students
	Nutrition of refugee children < 24 months is optimized.	100%	Percentage of women benefiting from additional food aid receiving guidance on appropriate complementary feeding for infants and young children 6-24 months.
		100%	Percentage of pregnant and breastfeeding refugee women receiving appropriate additional food aid
		100%	Percentage of children 6-24 months receiving complementary food.

Regular in-kind food distributions will reach 370,000 refugees living below the the US\$1.50 per capita, per day abject poverty line who do not have the financial means to complement in-kind food aid. Additionally, 430,000 absolute poor refugees are assessed as living on less than US\$ 1.50 and US\$ 3.63 per capita, per day respectively. This includes approximately 390,000 females as well as 14,400 female-headed households. Food parcels typically contains flour, rice, sugar, sunflower oil, whole milk and canned meat. In addition,

in order to guarantee a daily food intake among UNRWA students, fresh foods will be distributed to all 245,000 students on school days (52 per cent boys and 48 per cent girls), irrespective of their family's food security status.³² Separately, in a doubling effort to address chronic malnutrition and its impact on infants' long-term physical and mental development, the Agency will provide appropriate and high-quality complementary food to both pregnant women and children under 2 years of age.

Emergency cash

Specific objective	Outcomes	Target	Indicator
Enabling abject poor households to close their 'post-food assistance' poverty gap through complementary unconditional cash transfers.	Abject poor families close their 'post-food assistance' poverty gap.	100%	Percentage of 'post-food assistance' poverty gap bridged.
		100%	Percentage of eligible abject poor families receiving family income supplement.

Some 370,000 abject poor do not have the financial means to complement in-kind food aid. UNRWA will provide this exceptional group with tailored cash

assistance adjusted to household size, at an average of US\$ 350 per household per year.

gaza: sector specific interventions

Emergency cash-for-work

Specific objective	Outcomes	Target	Indicator
Food insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.	Food insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	79%	Percentage of CFW beneficiaries using earnings to cover basic food needs.
		38%	Percentage of CFW beneficiaries using earnings to pay debts.
		52,983	Number of refugees benefiting from short-term CFW (gender disaggregated).
		US\$ 61,813,837	Total value provided to CFW beneficiaries (Q).

UNRWA will create 52,983 employment opportunities for the most vulnerable refugees, for a total of 5,419,856 workdays or 18,819 full-time job equivalents, injecting more than US\$ 60 million cash at the household-level and into the local economy.³³ Abject and absolute poor refugee households will be prioritized, targeting 35 per cent female and 25 per cent youth participation. Daily wages are set below the average wage level in the private sector to avoid distorting the local market.³⁴ A total of 344,387 refugee household members will benefit indirectly. Participants will be placed at locations including health facilities, local organizations, NGOs and UNRWA installations, including UNRWA CCs, where they will support the provision of essential services to IDPs. Where feasible, employment opportunities will be directed towards rehabilitation and reconstruction efforts, and the restoration of livelihoods.

UNRWA envisions supporting early recovery for livelihoods, including through the placement of cash-for-work positions within businesses and income-generating ventures, especially those involved in the Gaza reconstruction. The Agency will partner and pioneer reconstruction efforts in the Strip – being cognizant of opportunities for improvement, such as recycling plastic for the manufacture of house wares for shelter reconstruction, harnessing refugee community structures to build resilience, and dedicating the UNRWA supply chain (e.g. solid waste management, local procurement, survey and disposal, clearance of rubble) to the widespread need for income, even if limited to short-term cash injections to households.

Community mental health

Specific objective	Outcomes	Target	Indicator
The resilience and mental health of vulnerable refugees, households and communities is promoted.	Resilience, coping capacities, mental health and psychosocial well-being is increased in targeted vulnerable communities.	60%	Percentage of cases showing improved functionality out of the total number of cases for individual counselling.
		1,330	Number of active cases seen through individual counselling (average open cases at the end of the month).
		11,330	Number of new cases seen through individual counselling.
		9,888	Number of group counselling session.
		17,312	Number of public awareness sessions in schools, health centres and other facilities.

A network of 365 professional psychosocial counsellors will strengthen and (re)build individual, family and community coping capacities and resilience. All 252 UNRWA schools will have psychosocial counsellors to support about 18,700 refugee children through individual and group counselling. A 'one-stop' referral pathway at health centres improves the detection,

counselling and referral of GBV survivors. Five legal counsellors provide GBV survivors with legal advice, education on basic legal rights and referral to legal representation when required. The team of professional psychosocial counsellors will receive support, guidance and training from eight senior mental health professionals, who also provide special assistance for complicated cases.

Emergency health

Specific objective	Outcomes	Target	Indicator
The impact of the crisis on health services for refugees is mitigated.	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.	100%	Percentage of patients referred to contracted secondary and tertiary health care access these services.
		100%	Percentage of patient reimbursement claims for expenses from non-contracted secondary and tertiary health care services are fulfilled.
		100%	Percentage of health centres with no 'stock-out' of 12 tracer items.
		100%	Percentage of poor refugees among total beneficiaries having their secondary or tertiary health care subsidized.
	Students with special needs are identified for tailored assistance allowing them to fully participate in educational activities.	100%	Percentage of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination.
		100%	Percentage of children identified with special needs who receive relevant support.

The well-established and successful UNRWA Special Children, Special Needs (SCSN) initiative will be crucial in child recovery efforts; 11,000 refugee students who are referred through school health team screening or identified with generalized learning difficulties will receive an in-depth medical assessment, and follow-up

medical assistance as needed. Some 3,200 eligible poor patients with high-risk or life-threatening illnesses will receive subsidy for secondary or tertiary health care. The Agency continues to prioritize female-headed households, women with high-risk pregnancies and children.

Operations support

Specific objective	Outcomes	Target	Indicator
Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.	Agency neutrality and integrity is safeguarded.	100%	Percentage of staff working at surveyed facilities indicating appropriate practical understanding of humanitarian principles, including neutrality and integrity.
		100%	Percentage of UNRWA installations receiving four or more neutrality inspections.
		1,500	Number of staff members being trained to respect United Nations principles of neutrality.
	Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza.		Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population.
			Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists).
	Refugees' rights to access UNRWA services protected.	100%	Percentage of cases where a breach in service access rights is resolved.
			Number of claims of breaches in access rights brought to the attention of the OSO team by refugees that are attended by the team.

Operations support officers (OSOs) will conduct four unannounced neutrality inspections to each UNRWA installation in 2015. Training and awareness sessions will enhance staff understanding of humanitarian principles, with particular emphasis on neutrality. OSOs will monitor the humanitarian situation and the Agency's response hereto, report on shortcomings and ensure the relevant departments take corrective measures. The team in Gaza seeks to protect and promote the rights of Palestine

refugees, with special attention to children and women. Humanitarian context analysis, based on field monitoring data, will inform (gender-sensitive) programming. In addition, under the leadership of the Director's Front Office, the team organises visits by delegations to provide them with first hand understanding of the situation on the ground, and position them to better advocate for, and contribute to, addressing the humanitarian and human rights crisis affecting the refugee population in Gaza.

gaza: sector specific interventions

Emergency education

Specific objective	Outcomes	Target	Indicator
The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment.	Students have the essential materials to participate in learning to the fullest extent.	70%	Percentage of students equipped to actively participate in their learning, as reported by the teachers.
		100%	Percentage of students at UNRWA schools provided with essential materials.
	Students whose learning abilities are undermined by their environment fulfil their educational potential.	80%	Percentage of summer-learning students pass their end-of-summer-learning exam.
		100%	Percentage of students failing key subjects who enrol in summer learning.

Throughout 2015, UNRWA will continue to counsel and support teachers, parents and students dealing with the traumatic events of the summer 2014 hostilities. The Agency will strengthen teachers' own coping skills and student support skills through a teacher retreat, as post-traumatic stress symptoms often surface months after a traumatic event. Through the UNRWA summer learning programme, children will receive a second opportunity to move up to the next grade in

the following school year. Children falling behind in class may also be identified for referral to the Special Children, Special Needs programme. UNRWA ensures minimum humanitarian standards in education are upheld by providing all students with essential learning materials and basic complementary school materials at the start of each semester. The Agency will also provide emergency education through the UNRWA satellite TV channel.

Explosive remnants of war

Specific objective	Outcomes	Target	Indicator
ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff, reducing the number of related incidents, deaths and injuries among children and staff.	School children in Gaza have increased protective knowledge regarding ERWs.	80%	Percentage of targeted children and UNRWA staff demonstrating improved knowledge regarding ERW risk education.
		100%	Percentage of students and UNRWA staff who receive ERW risk education.
		13,000	Number of directly- and indirectly-trained UNRWA staff.

Based on a successful pilot programme, training-of-trainers (ToT) courses for UNRWA teachers on ERW risk education will be rolled-out to all 252 UNRWA schools in Gaza. Targeting all nine grades, ERW awareness for 245,000 students will be increased throughout the scholastic year. ERW training will be expanded to cover all UNRWA staff through an

ERW staff ToT course and the compilation of an ERW manual. In 2015, 100 staff will be trained as trainers, and then form the resource base for training up to 13,000 staff. Community-wide dissemination of ERW educational messages will be achieved through UNRWA TV, posters, brochures and radio broadcasts.

Child protection

The protection of children in Gaza against violence, neglect, abuse and exploitation, with full consideration to the different needs of boys and girls, is of paramount importance and part of the Agency's protection mandate. The child protection effort will begin by conducting an analysis of existing child protection

capacities and response mechanisms within each UNRWA programme in Gaza. This analysis will inform the development of a coordinated and systematic programmatic response to child protection concerns, especially focussed on all forms of violence against children.

Summer fun weeks

Specific objective	Outcomes	Target	Indicator
The resilience and coping capacities of children affected by conflict and pervasive violence are strengthened through the provision of an improved protective environment.	The physical and mental health of children, both girls and boys, is enhanced.	85%	Percentage of children indicating a positive effect in their well-being from participating in the summer fun weeks.
		130,000	Number of children participating in the summer fun weeks (gender disaggregated).

The average first-grader in an UNRWA school in Gaza has now lived through three wars, while there are few safe spaces where children can find respite and protection from their harsh environment. Through the Gaza summer fun weeks, boys and girls will be engaged in constructive and fun activities in a protective environment, building

concrete life skills and positive values, while supporting mental, physical and emotional wellbeing. Girls in particular will benefit, as they often face additional movement restriction in conservative communities. A total of 130,000 refugee children will be attending in one of over 100 locations, including UNRWA schools.

Water, sanitation and hygiene

Specific objective	Outcomes	Target	Indicator
A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions.	Outbreaks of waterborne diseases caused by non-functioning water and sanitation systems are prevented.	0	Number of outbreaks of waterborne diseases due to non-functioning water and sanitation systems.
		100%	Percentage of coverage of minimum fuel requirements needed by the local utilities to run WASH facilities.
		100%	Percentage of coverage of additional fuel requirements needed to run UNRWA WASH systems due to electricity shortages.
		100%	Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported.
	Reduced exposure of refugee population to disease-transmitters and breeding grounds.	0	Number of cases of vector-related health problems.
		2	Number of identified mosquito breeding sites cleared.
		12,500	Tons of waste removed from unofficial dumping sites.

UNRWA closely monitors the water and sanitation situation in Gaza, controlling for rising public health risks, through regular site visits by UNRWA sanitary engineers and health department staff. The Agency will provide fuel to public utilities to ensure the functioning of water supply, wastewater treatment and waste management services. The monthly fuel supply is expected to reach 270,000 litres in 2015. UNRWA

will also monitor water and wastewater infrastructure within camps and conduct emergency repairs to sewerage, storm and water drainage systems, as well as damaged pipelines and non-functioning wells, as needed. UNRWA will further cooperate in vector-control campaigns, and support clearing of unofficial dumpsites in and near camps and in areas densely populated by refugees.

gaza: sector specific interventions

Emergency shelter, repair and collective centre management

Specific objective	Outcomes	Target	Indicator
Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld.	Displaced refugee families have increased means to access a temporary housing solution.	70%	Average percentage of temporary housing costs covered by transitional shelter cash assistance (TSCA).
		100%	Percentage of eligible displaced refugee families receiving TSCA.
		30,000	Number of individuals hosted at collective centres.
	Refugee families affected by military operations or natural disaster have their shelters returned to pre-existing conditions.	80%	Percentage of damaged shelters repaired to pre-existing conditions.
		100%	Percentage of repair costs for damaged shelters covered.
		100%	Percentage of refugee families in need of home winterization provided with required materials.
	Displaced or affected refugee families have non-food items to ensure their basic personal comfort and dignity.	100%	Percentage of displaced or affected refugee families receiving non-food items indicating that their immediate needs were met.
		100%	Percentage of eligible displaced or affected refugee families approaching UNRWA for assistance provided with emergency non-food items.
	Households experiencing material loss as a result of military operations have their coping capacities protected.	100%	Percentage of households receiving cash assistance who do not resort to negative coping mechanisms following material loss.
		100%	Percentage of eligible households experiencing shock from military-related destruction assisted with replenishing basic requirements.

UNRWA will help displaced refugee families uphold their right to adequate shelter. In 2015, 17,000 refugee families will be supported with cash assistance to secure transitional shelter until their homes are repaired or reconstructed. The transitional shelter cash assistance value is determined in coordination with UNDP, the Ministry of Housing and Public Works and the Shelter Cluster, and varies between US\$ 200 and US\$ 250 per month, depending on household size.

Eligible refugee families will receive cash grants and technical assistance for restoration works, or a local company may be contracted, contingent on the extent of the damage as assessed by UNRWA engineers. An estimated 23,000 refugee families will receive emergency repair support in 2015.

UNRWA will continue to host IDPs at the CCs who do not have a transitional or durable shelter solution. Refugee and non-refugee IDPs at the CCs will be provided with ready-to-eat food parcels and three hot meals per week, in addition to non-food items, potable and non-potable water. Service provision at the CCs include hygiene, sanitation and waste disposal, winterization, including electricity and heating, primary health and psychosocial support, as well as general management and security. An estimated 30,000 individuals are expected to be hosted at the CCs in 2015, this number is expected to dwindle to 20,000 mid-year and to zero by years' end.

In case of funding shortfalls, priority will be given to female-headed households and households with a disabled family member in all components of the emergency shelter response.

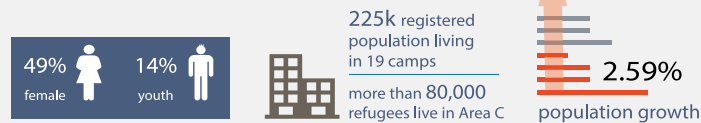


Gaza Collective Centre © UNRWA

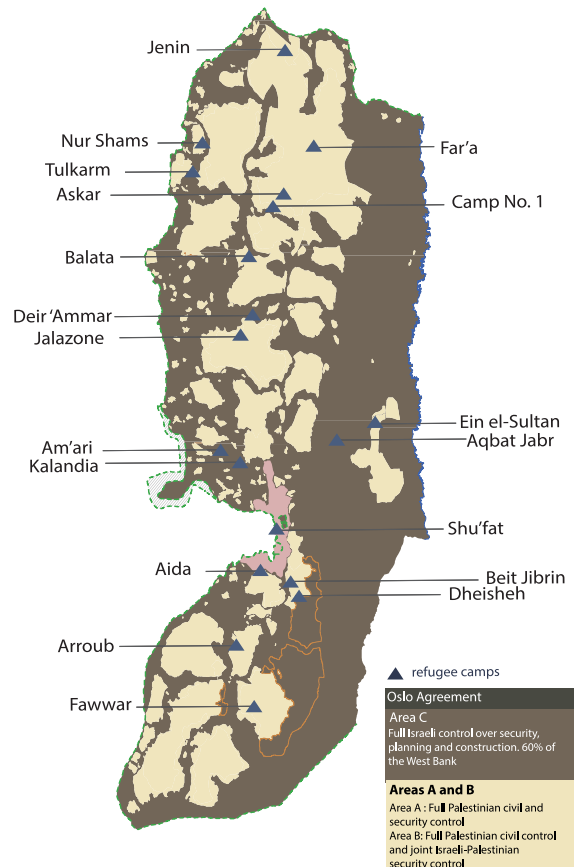
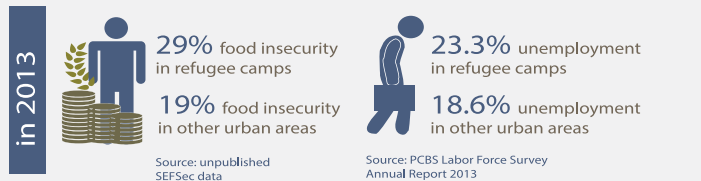
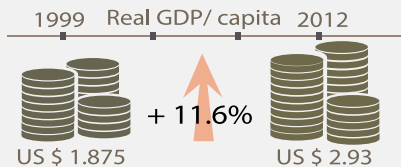
west bank key indicators

DEMOGRAPHICS

Source: PCBS 2014 and UNRWA Quarterly Statistics Bulletin



ECONOMY



PROTECTION THREATS



161 settler-related incidents resulting in damage to Palestinian property or land in 2014

Source: OCHA humanitarian Bulletin, Sep 2014



568 search operations by ISF in West Bank camps during Jan-Sep 2014

477 refugee detainees including 72 minors

11 refugees killed in camps by ISF

650 injured by ISF including 54 minors

Source: UNRWA Operations Support Office data (1 January - 30 September 2014)



958 Palestinians displaced as a result of demolitions in the West Bank, including East Jerusalem during Jan-Sep 2014, of which 33% are Palestine refugees

Source: UNRWA Operation Support Office data



around **7,000** Palestinian Bedouin, of whom over 70% are refugees, are at risk of forcible transfer from their communities in Area C

Source: OCHA 'Bedouin communities at risk of forcible transfer, Sep 2014'

BASIC FACTS



6 UNRWA mobile health clinics and partners providing primary health services to more than **56** communities



59 permanently-staffed military checkpoints and 25 partial checkpoints within the West Bank obstructing access and movement

18% of the West Bank designated as closed military zones, or 'firing zones'

Source: OCHA 'Fragmented Lives Humanitarian Overview 2013', March 2014

ACCESS

105 Access incidents reported to UNRWA during Jan-Sep 2014, resulting in the loss of **199** staff day equivalents

11,000 Palestinians live in the closed area between the Barrier and the Green Line, the 'Seam Zone', and face movement and access restrictions

west bank: sector specific interventions

Strategic Objective 1 - Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

Emergency food

Specific objective	Outcomes	Target	Indicator
Food insecure households meet their most basic food requirements through food assistance.	The severity of refugee food insecurity is tempered.	25,000	Number of food-insecure refugee households receiving food voucher assistance.
		160,000	Number of food-insecure refugees receiving food assistance (gender disaggregated).
		US\$ 19,200,000	Total value of electronic vouchers provided to food insecure refugees.

Palestine refugee households are assessed based on essential household characteristics, using a proxy means test formula (PMTF) to identify and prioritize the food insecure. Camp-based food insecure households will be targeted through emergency cash-for-work, while food insecure households outside camps will be supported through emergency food assistance. UNRWA will continue its electronic food voucher programme, implemented in partnership with the WFP. In 2015,

25,000 households will be supported to purchase fresh produce and staple foods among other items, mainly sourced from Palestinian producers. The voucher value averages US\$ 10 per person per month. For vulnerable Bedouin and herder communities in Area C, existing cooperation between UNRWA and WFP will continue to target refugee and non-refugee households with quarterly food parcels adjusted to household size.³⁵

Emergency cash-for-work

Specific objective	Outcomes	Target	Indicator
Food insecure refugee households have increased economic access to cover basic food needs through cash-for-work.	Food insecure refugees living in and/or outside refugee camps earn short-term wages to cover their basic food needs and restore their coping capacities.	10,000	Number of refugees engaged in short-term cash-for-work (gender disaggregated).
		US\$ 12,600,000	Total value provided to cash-for-work beneficiaries.
		19	Number of cash-for-work projects realized in the camps.

A total of 10,000 refugee households will receive a cash-for-work contract in 2015. A standard contract is valued at US\$ 420 per month for a period of three months, enabling households to meet their most basic food and non-food needs. Work contributes to community infrastructure and sanitation and supports community-based organizations. The Agency will actively seek 35 per cent women and 25 per cent youth participation.



Cash-for-work in the West Bank © UNRWA

Strategic Objective 2 - The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld

Protection

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.

Specific Objective	Outcomes	Target	Indicator
	Enhanced systematic follow-up of authorities responsible for IHL violations.	20%	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities.
		80%	Percentage of documented incidents/issues presented to the relevant authorities.
	Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank.	20%	Percentage of stakeholder awareness-raising initiatives (briefing, field trip etc.) that are followed by concrete measures taken by the stakeholders.
			Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists).
	The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed.	100%	Percentage of refugee families suffering from violence and/or damage to their private property who receive emergency cash assistance according to the Crisis Intervention Model.
		50%	Percentage of refugee families suffering from violence and/or damages to their private property who received emergency assistance according to the Crisis Intervention Model.
	The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	19	Number of at-risk communities supported through community-driven protection projects.



Home demolition in the West Bank
© UNRWA/Christoph Von Toggenburg

UNRWA will monitor, document and report on protection incidents. In response to demolitions, forced displacement and damage to private property inflicted by Israeli forces or settlers, UNRWA provides relief in a coordinated effort with other actors through the Crisis Intervention Model. UNRWA also seeks to support particularly vulnerable communities through project partnerships that address community protection threats and enhance resilience. The UNRWA protection programme uses monitoring data and field knowledge to inform private and public advocacy initiatives. Similarly, diplomats and other members of the international community are briefed on protection issues affecting Palestine refugees, encouraging them to seek accountability. At the same time, UNRWA intervenes with relevant authorities to raise concerns based on obligations under applicable humanitarian and human rights law, and to advocate for accountability and corrective measures to be undertaken.

west bank: sector specific interventions

Operations support

Specific objective	Outcomes	Target	Indicator
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.	Agency neutrality and integrity is safeguarded.	80%	Percentage of recorded neutrality issues are addressed by the relevant department before the following neutrality inspection.
		100%	Percentage of UNRWA installations receiving four or more neutrality inspections.
		600	Number of staff members being trained to respect UN neutrality principles.
	Agency access is facilitated and infringements of humanitarian space countered.	50%	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods or services.
		100%	Percentage of reported access incidents raised with relevant authorities.

In order to ensure Agency integrity and neutrality, OSOs conduct quarterly site inspection visits to all Agency installations, confirming their sole use for humanitarian purposes. Agency staff are engaged in training on neutrality and access issues, as well as the UNRWA mandate. Incidents such as delayed or denied staff access at checkpoints limits the free movement of humanitarian goods and the 4,500 UNRWA West Bank staff members, restricting humanitarian space. The OSO team responds to access incidents, negotiates

access of Agency personnel, vehicles and supplies as and when needed, while keeping record of, and reporting on, all access incidents. Access incidents and neutrality violations are addressed in regular meetings with the Israeli Civil Administration. Further, OSO staff monitor, document and report on protection incidents in the field, providing vital information for the protection response. The OSO field presence adds to the protective impact of UNRWA operations.

Mobile health clinic

Specific objective	Outcomes	Target	Indicator
The impact of the crisis on health services for refugees is mitigated.	Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services.	100%	Percentage of regular visits conducted per community, as scheduled.
		122,256	Number of people provided with improved access to health services through mobile health clinics.
		108,000	Number of patient consultations provided in mobile health clinics (gender disaggregated).

UNRWA mobile health clinics will ensure access to preventative and curative health care services in at least 56 West Bank locations, including East Jerusalem. The selected communities face significant obstacles accessing essential health services. Six mobile health teams, consisting of medical officers, nurses and midwives, provide consultations. Accompanying mental health counsellors help identify individuals in need of mental health or psychosocial counselling. The intervention is coordinated with partner organizations

to ensure harmonization of services and avoid overlap in community outreach. Particular attention is given to women, who tend to bear the burden of seeking care for sick children, the elderly or the chronically ill. Women themselves also suffer from a lack of adequate antenatal and reproductive health services.³⁶ Women and girls make up approximately 61 per cent of the consultations, and children aged below 5 years around 24 per cent.

Community mental health

Specific objective	Outcomes	Target	Indicator
The resilience and mental health of vulnerable refugees, households and communities is promoted.	Increased resilience, coping capacities, mental health and psychosocial wellbeing in targeted vulnerable communities.	416	Number of group psychosocial activities/sessions.
		600	Number of individual, group or family counselling sessions.
		10,528	Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population).
		400	Number of community members trained in prevention and response to crises and psychosocial emergencies.

UNRWA provides community mental health and psychosocial support in 49 Bedouin communities in Area C and the Seam Zone, including the Jerusalem periphery. Communities have been selected due to their vulnerability, threat of displacement and associated stresses. Six mobile community mental health teams work on prevention, detection and response to psychosocial and mental health issues in

the communities through individual, family and group counselling sessions, and group psychosocial activities. Referrals are managed where specialized follow-up is required. In addition, UNRWA supports at least 14 Bedouin community committees, including through training on leadership skills, communication skills, prevention and response to psychosocial and mental health issues, and basic first aid.





coordination, safety and management

Strategic Objective 3 - Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders

Specific objective	Outcomes	Target	Indicator
UNRWA has adequate response capacity for the protracted crisis and sudden-onset emergencies.	The response, as funded, is effectively implemented and managed.	80%	Percentage of outcome indicators that are on track* of the target, adjusted as per funding received.
		100%	Percentage of output indicators that are on track* of the target, adjusted as per funding received.
		100%	Percentage of harmonized reporting done accurately and in a timely fashion.
		*Indicators are on track when 70 per cent or more of the target for the period has been achieved.	

The scale and scope of the UNRWA emergency response requires unique and dedicated management structures, enhanced safety and security resources, and internal and external coordination. With the deployment of key resources, UNRWA Headquarters will continue to support field offices across its emergency programmes in various ways.

UNRWA actively participated in humanitarian coordination, including through the Humanitarian Country Team, Cluster participation and the HCT Advocacy Working Group. UNRWA cooperates in the Food Security Analysis Unit and the Socio-Economic Food Security Survey to better inform refugee needs. As one of the main providers of humanitarian assistance in Palestine, the Agency coordinates for the cross-checking of beneficiary lists and harmonization of aid packages.

During emergencies, UNRWA activates central and area operation rooms to enable rapid response while maintaining regular operations and coordination. UNRWA seeks to strengthen its emergency preparedness and ensure appropriate warehousing and stockpiling. Effective emergency implementation necessitates essential field staff and resources, including office facilities and infrastructure, such as for the import of items under the Gaza blockade.

UNRWA seeks to implement a robust institutional security management system in Gaza that determines acceptable risk and provides adequate and sustainable resources to manage that risk, as well as security policies and procedures that create an enabling environment for effective emergency service delivery.

UNRWA ensures equitable targeting through vulnerability profiling based on a proxy-means test formula. A comprehensive database of refugee household data is maintained for this purpose and updated through regular household visits. UNRWA maintains an online results-based monitoring system, facilitates regular reporting and informs on progress within the Humanitarian Programme Cycle.

UNRWA utilizes a standardized, organization-wide risk management methodology that identifies Top Risk exposures that relate to both internal and external factors. In addition, the Gaza and West Bank fields of operation have several context-specific risks that are integrated into risk monitoring. The Risk Register identifies high risks (i.e., a combination of severity and likelihood) and their expected consequences. Where UNRWA cannot avoid the risk exposure, mitigation and coping mechanisms are instituted and monitored at minimum on a six-monthly basis; however, many risks, especially those that relate to safety and security, are monitored on a daily basis. The Risk Register is provided in the Annex and outlines the risks, real and perceived. It is acknowledged that events materialized during the course of 2014 and consequences were indeed mitigated. With support from UNRWA Headquarters, fields will integrate relevant lessons learned from residual risk exposures after coping mechanisms were enacted. Some of these measures relate to areas of emergency preparedness and updating contingency planning scenarios and interventions.

endnotes

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3. UN premises are inviolable under the 1946 Convention on the Privileges and Immunities of the UN
4. UNRWA (2014), Operations Support Officers database
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10. UN (2014), Statement attributable to the Spokesman for the Secretary-General on Israel, 1 September; as consulted in October on <http://www.un.org/sg/statements/index.asp?nid=7960>
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15. World Bank (2014), Economic Monitoring Report to the Ad-Hoc Liaison Committee, 22 September (II.a.8, page 9)
16. IMF (2014), West Bank and Gaza report on macroeconomic developments and outlook, June (A.6, page 7)
17. UNRWA records are based on data from the Palestinian Central Bureau of Statistics and run back to the year 2000
18. PCBS (2014), unemployment figures for Q2
19. IMF (2014), West Bank and Gaza report on macroeconomic developments and outlook, June (Key Issues, page 1), "A broad-based easing of Israeli restrictions remains a precondition for higher growth and employment"; World Bank (2014), Economic Monitoring Report to the Fiscal Working Group, June (A.3, page 5); UNSCO (2013), Report to the Ad Hoc Liaison Committee, Closing the Gap: Palestinian State-building and Resumed Negotiations, 25 September (III.12, page 6)
20. As of 15 November, 9.3 million dollars have been disbursed towards repairs and Transitional Shelter Cash Assistance (TSCA).
21. UN-OCHA (2014) Gaza Crisis Appeal (page 2)
22. UN-OCHA (2014) Gaza Crisis Appeal (page 23)
23. UN-OCHA (2014), Humanitarian Bulletin, September
24. UN-OCHA (2014), Humanitarian Bulletin, September
25. State of Palestine (2014), The National Early Recovery and Reconstruction Plan for Gaza, October
26. UN-OCHA (2014), Gaza initial rapid assessment, 27 August (page 11); Power Deficit as of 21 August 2014
27. UN-OCHA (2014), Gaza initial rapid assessment, 27 August (page 17)
28. Protection Cluster – Needs Analysis Framework 2014 - 2016
29. PCBS, WFP, FAO and UNRWA (2013), Socio-Economic and Food Security Survey 2012; UNRWA (2014), Press release, Food insecurity in Palestine remains high, 03 June; consulted in August on <http://www.unrwa.org/newsroom/press-releases/food-insecurity-palestine-remains-high>
30. UN-OCHA (2014), Gaza initial rapid assessment, 27 August (page 16)
31. 245,000 is an approximate average of the number of UNRWA students in 2015. In the second half of the 2014/15 school year 240,413 students are enrolled (based on figures in the first half of that school year). The estimate for the first half of the 2015/16 school year is 248,913 (based on known average growth in number of school-attending children)
32. Employment creation will include 13,897 skilled, 38,217 unskilled, and 869 professional positions
33. Average wage rates are as analysed by PCBS in their quarterly labor-force survey. Wages are lower for six-day workweeks as compared to five-day workweeks. Wages are also lower for graduate trainees.
34. The cooperation combines WFP procurement capacity, with UNRWA logistics and community access for distribution
35. "As a precautionary measure, pregnant women often leave their community in the Seam Zone one month before delivery to avoid complications"; UN-OCHA (2011), Special Focus - Barrier Update, July



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