



occupied Palestinian territory

emergency appeal 2016



2016 oPt
emergency appeal

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About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and mandated to provide assistance and protection to some 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 human development potential, pending a just and lasting solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, and microfinance.

About Emergency Appeals

This Emergency Appeal outlines the UNRWA programmatic response to the humanitarian needs in the occupied Palestinian territory (oPt) in 2016. The programmes and associated budget are separate from the Agency's regular requirements, which support the core UNRWA services.

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Cover Photo: Bedouin children from Khan al-Ahmar, located on the periphery of Jerusalem near Jericho. © 2013 UNRWA Photo by Alaa Ghosheh



foreword by the commissioner-general

The outbreak of the September 2000 second intifada initiated an emergency response from UNRWA that has now run for more than 15 years. Throughout, UNRWA has sought to address the worst effects of recurrent violent conflict and draconian restrictions on access and movement, which have severely affected the Palestinian economy and led to dramatic increases in the vulnerability of the Palestine refugee population.

The current living conditions in Gaza and the suffering of its people are an affront to humanity. As a result of the continuing Israeli blockade, almost the entire population is dependent on aid to meet basic needs, as unemployment remains among the highest in the world. The situation has been compounded by repeated cycles of conflict which have led to heavy losses of civilian life and psychological trauma, inflicted major damages to private and public infrastructure, and severely undermined the provision of basic services. Tens of thousands of homes remain in ruins after the most recent conflict in the summer of 2014. Reconstruction is a humanitarian imperative and must be accelerated to enable Gaza to embark on the road to recovery with the support of the international community.

In the West Bank, including East Jerusalem, violence and operations by Israeli security forces, access restrictions, forced displacement, demolitions, and other rights violations increased significantly since October 2015. As a result of this intensified protection crisis, the casualties and injuries

which ensued, as well as the impact of long-term military occupation, Palestinian living standards – and opportunities to improve them – are undermined, and the demand for UNRWA's humanitarian assistance interventions has remained high.

The 2016 Emergency Appeal is a direct reflection of the humanitarian consequences of the unresolved conflict and the occupation. Emergency assistance provided by UNRWA plays a key role in meeting the urgent needs of Palestine refugees, which in turn significantly contributes to maintaining stability in a volatile region. The conflict requires a political solution – to be achieved through adherence to and application of international law, including human rights and humanitarian law. Failing this, the situation will continue to require costly humanitarian interventions. I urge all donors to support this Emergency Appeal. In parallel, the pervasive sense of injustice and degrading treatment of Palestinians across the occupied Palestinian territory must be brought to an end.

A handwritten signature in blue ink, reading 'P. Krähenbühl'.

Pierre Krähenbühl

UNRWA Commissioner-General

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acronyms and abbreviations

CfW	Cash-for-Work	oPt	occupied Palestinian territory
CwC	Communication with Communities	OSOs	Operations support officers
CBO	Community-based organization	PCBS	Palestinian Central Bureau of Statistics
CMHP	Community Mental Health Programme	PMTF	Proxy-means test formula
CG	Commissioner-General	RBM	Results-based monitoring system
DCG	Deputy Commissioner-General	SIMS	Security Information Management System
EA	Emergency Appeal	SFW	Summer Fun Weeks
ERCD	External Relations and Communications Department	SLP	Summer Learning Programme
ERW	Explosive remnants of war	TSCA	Transitional shelter cash assistance
ERW RE	Explosive remnants of war risk education	UNDP	United Nations Development Programme
GFO	Gaza Field Office	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
GRM	Gaza Reconstruction Mechanism	UNCT	United Nations Country Team
GBV	Gender-based violence	UNDSS	United Nations Department of Safety and Security
HPC	Humanitarian programme cycle	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
IHRL	International human rights law	US\$	United States Dollar
IHL	International humanitarian law	WBFO	West Bank Field Office
ISF	Israeli security forces	WFP	World Food Programme
NCG	National Consensus Government	WASH	Water, sanitation and hygiene
NFIs	Non-food items		
NGOs	Non-governmental organizations		

UNRWA student Amal Nasrallah on her first day of school at an UNRWA Gaza Elementary Co-ed A&B School in August 2015.

© 2015 UNRWA Photo by Tamer Hamam.



executive summary

In 2015, Palestine refugees across the occupied Palestinian territory (oPt) faced continued Israeli occupation, repeated violations of human rights and recurring escalations of hostilities. The latest upsurge in violence affected East Jerusalem and other parts of the West Bank in October and resulted in the highest number of casualties witnessed among West Bank Palestinians for more than a decade. Gaza remains crippled by a protracted blockade and the impacts of recurring conflict, which have severely impacted the economy and degraded private and public infrastructure. Despite some relaxations on Israeli-imposed restrictions on Gaza in the past 12 months, the pace of recovery from the 2014 conflict remains unacceptably slow: thousands of Palestinians are still displaced and repairs to tens of thousands of homes have yet to be completed. Unemployment rates in Gaza are among the highest in the world, particularly for women and youth, while continued rapid rates of population growth place ever increasing demands on basic services and the labour market. With opportunities for employment stifled by the blockade,

almost 1 million Palestine refugees are dependent on food assistance, up from less than 100,000 in 2000.

The situation in the West Bank is extremely volatile, as evidenced by recent and ongoing tensions, which are linked to the lack of progress on the political track and the continued expansion of the Israeli settlement regime. Recent months have seen increased restrictions on Palestinian movement and access, a spike in arrests and detentions by Israeli security forces (ISF) alongside ongoing arbitrary demolitions. These continue to cause major disruptions to Palestinian life, impeding access to basic services and the normal functioning of the economy. Many Palestinians in the West Bank, including refugees, remain at high risk of displacement and dispossession due to Israeli policies. Almost one in four Palestine refugees in the West Bank are food insecure, and around 200,000 are in need of assistance to meet basic food needs.

The 2016 Emergency Appeal addresses the priority humanitarian needs of Palestine refugees in Gaza and West

Bank. The Agency will be guided by the following strategic objectives:

Strategic Objective 1: Food-insecure households and those facing acute shocks have increased economic access to food through food aid/food vouchers, cash assistance and Cash-for-Work.

Strategic Objective 2: Crisis-affected refugees enjoy their basic rights to services, including education; health; water, sanitation and hygiene (WASH); and shelter repair.

Strategic Objective 3: Protection of Palestine refugees from the effects of the conflict and violence through access to services, advocacy, awareness-raising and the provision of mental health assistance.

Strategic Objective 4: Effective management and coordination of emergency response, to improve the effectiveness and efficiency of programme delivery.

UNRWA calls on all parties to provide a just and durable solution for Palestine refugees. Until this goal is achieved, Palestine refugees will continue to depend on UNRWA to meet critical life-saving needs, strengthen resilience and coping strategies, and realize their basic rights.

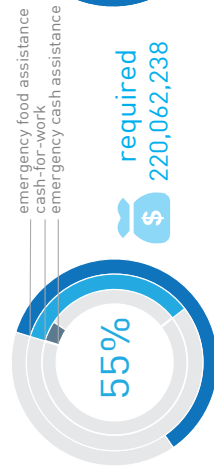
budget requirements

Programme Interventions	Gaza	West Bank	Headquarters	Total
emergency food assistance	109,782,925	23,264,326		133,047,251
emergency cash assistance	10,000,000			10,000,000
emergency cash-for-work	60,444,588	15,970,405		76,414,993
livelihoods	599,994			599,994
emergency health/mobile health clinics	4,470,324	1,264,128		5,734,452
education in emergencies	3,189,088			3,189,088
emergency environmental health	4,708,620			4,708,620
emergency shelter and shelter repair	142,396,350			142,396,350
operations support officers	1,669,234	2,699,894		4,369,128
community mental health	7,399,999	436,778		7,836,777
protection	499,651	1,449,294		1,948,945
explosive remnants of war risk education	122,582			122,582
gaza summer fun weeks	3,830,125			3,830,125
coordination and management	6,277,386	1,455,405	657,787	8,390,578
safety and security	560,339			560,339
Total (US\$)	355,951,205	46,540,230	657,787	403,149,222

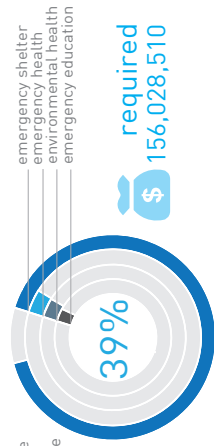
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funding summary

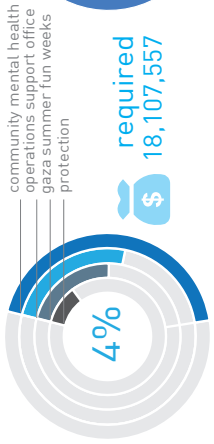
S01: food-insecure households and those facing acute shocks have increased economic access to food



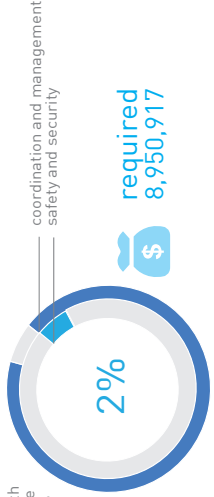
S02: crisis-affected refugees enjoy their basic rights to services



S03: protection of palestine refugees from the effects of the conflict and violence through access to services and advocacy



S04: the agency manages and coordinates the emergency response and activities effectively



West Bank

Gaza

\$ 23,264,326	emergency food assistance	emergency food assistance	\$ 109,782,925
\$ 15,970,405	emergency cash-for-work	emergency cash assistance	\$ 10,000,000
\$ 1,264,128	mobile health clinics	emergency cash-for-work	\$ 60,444,588
		emergency health	\$ 4,470,324
		emergency education	\$ 3,189,088
		livelihoods	\$ 599,994
		emergency shelter and repair	\$ 142,394,350
		emergency environmental health	\$ 4,708,620
\$ 2,699,894	operations support office	operations support office	\$ 1,669,234
\$ 436,778	community mental health	community mental health	\$ 7,399,999
\$ 1,449,294	protection	protection	\$ 499,651
		ERW education	\$ 122,582
		gaza summer fun weeks	\$ 3,830,125
		safety and security	\$ 540,339
\$ 1,455,405	coordination and management	coordination and management	\$ 6,277,386
		coordination and management	\$ 657,787

budget required per intervention per field office

total required per intervention
required by field office

2016 gaza
requirement
\$ 355,951,205

2016 west bank
requirement
\$ 46,540,230

2016 HQ
requirement
\$ 657,787

2016 total
budget required
\$ 403,149,222

planning scenario: context

In Gaza, humanitarian needs remain high as a result of the blockade, now in its ninth year, and the impacts of the 2014 conflict, the third major escalation in hostilities since 2009. More than one year on from the July-August 2014 conflict, in which civilian fatalities and displacement reached unprecedented levels, the pace and scale of reconstruction remains extremely slow. The 26 August 2014 open-ended ceasefire, which brought a cessation to hostilities, did not address the causes underlying the escalation, and Gaza has remained tense, with increasing protests and unrest building throughout 2015. UNRWA recorded over 700 incidents of Israeli fire into Gaza during the first ten months of 2015 – on average over two incidents per day – including naval fire on Palestinian boats and territory and shooting from the perimeter fence. Nonetheless, there was some progress in increasing Palestinian access to their farmland in ‘access restricted areas’. The blockade continues to have a devastating impact on the population of Gaza with freedom of movement of people and goods severely restricted, crippling the economy.¹ As a result, unemployment has soared. Palestinian Central Bureau of Statistics (PCBS) data shows that the unemployment rate in Gaza was 42.7 per cent in the third quarter of 2015,² one of the highest rates of joblessness in the world.³ Unemployment is particularly high among women (59 per cent) and young people (62 per cent; 66 per cent for refugee youth).⁴ This has eroded household capital and coping mechanisms, rendering the overwhelming majority of the refugee population dependant on humanitarian assistance to meet basic needs. Despite high levels of education, young people in Gaza face the prospect of unemployment or menial, informal work, remaining isolated from the outside world and dependent on already strained families.

Gaza is becoming increasingly unlivable. Public services and utilities including health, electricity and sanitation, devastated by Israeli military operations over the past decade and the current Palestinian political divide, struggle to meet increasing demands posed by a growing population. This increasingly difficult situation also negatively impacts access to services and includes power cuts to schools and hospitals and the lack of availability of key medicines, spare parts and materials to repair infrastructure and equipment.⁵ The infant mortality rate in Gaza has risen for the first time in five decades.⁶ Recurrent conflict and chronic underinvestment in infrastructure furthermore means that 95 per cent of Gaza’s water is contaminated. The only source of fresh water faces irreversible damage unless remedial measures are taken on an urgent basis.⁷

Despite the formation of a National Consensus Government (NCG) in June 2014, the political divide between Gaza and the West Bank remains in place, and while the NCG has asserted influence over reconstruction to a certain degree, it does not fully govern Gaza. Staff appointed by the former de

facto government continue to report to work but have not been paid in full since October 2013, creating tensions with Palestinian Authority employees.

The situation for Palestine refugees in the West Bank remained volatile in 2015. Throughout the year, the Israeli security forces (ISF) continued to conduct frequent military and law enforcement operations across the West Bank, often resulting in Palestinian fatalities, injuries, property damage and detentions. From 1 January to the end of September 2015, the ISF carried out 3,106 search operations across the West Bank and detained 4,085 Palestinians.⁸ During October 2015 alone, 69 Palestinians (including 35 children) were killed by the ISF and Israeli settlers and 7,392 were injured. Of this number, 23 fatalities were Palestine refugees (including 7 children). In addition, 8 Israelis were killed and 115 were injured.⁹ In total, 431 search operations occurred in refugee camps¹⁰ and 398 refugees (including 75 children) were reported as being detained in and around camps.

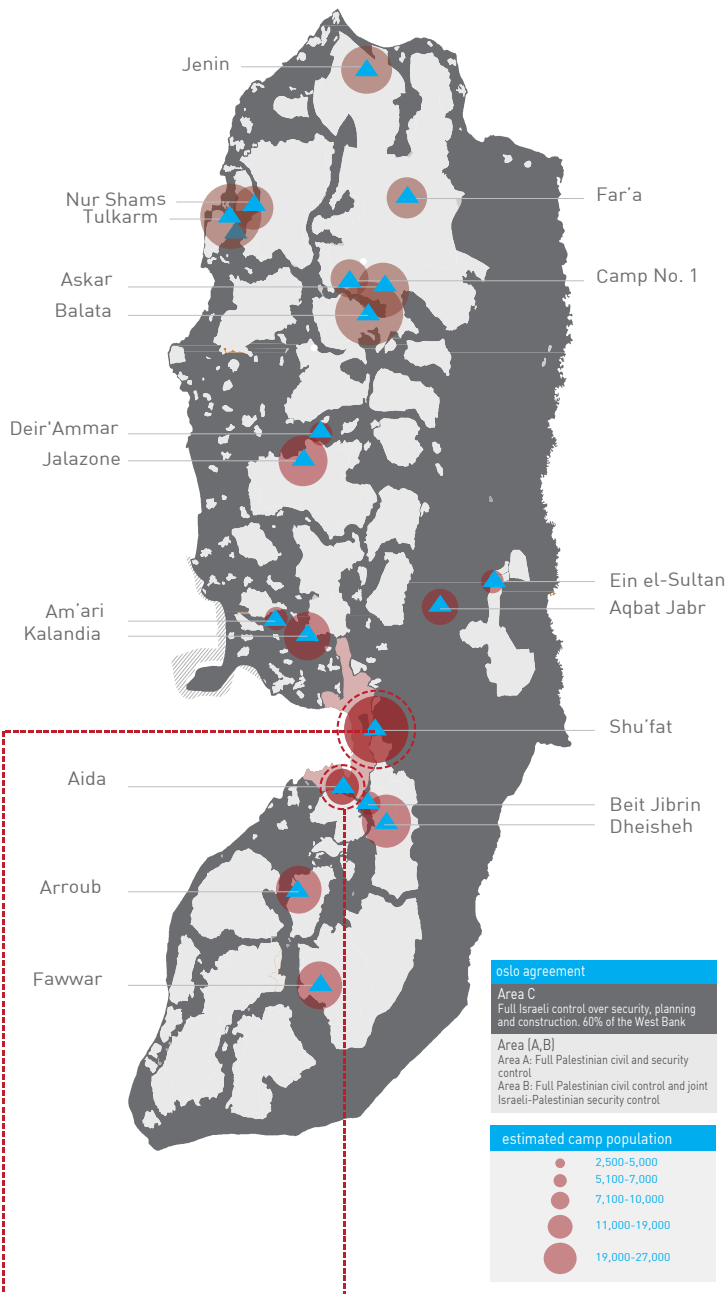
Forced displacement continues to be a key concern in the West Bank. The Israeli planning and zoning regime restricts Palestinian access to land with demolitions and the destruction of private property is common. Israel retains control over Area C which makes up more than 60 per cent of the West Bank and is home to approximately 300,000 Palestinians. In 70 per cent of Area C, Palestinian construction is prohibited.¹¹

During the first 10 months of 2015, 581 Palestinians were displaced, including 222 refugees (the equivalent to 38 per cent of the displaced), 57 per cent of whom were children. An average of 47 Palestinian-owned structures per month were demolished by the Israeli authorities between January and October, one third of which belonged to refugees. 87 per cent of the demolished refugee structures were in Area C and 70 per cent of the refugees displaced were Bedouin.¹² In addition to the above, 12 structures were demolished as a result of punitive demolitions, displacing 80 Palestinians (including 17 Palestine refugees).

Palestinian movement throughout the West Bank continues to be restricted by a combination of physical and administrative obstacles, such as the Barrier and checkpoints, the permit regime, and the designation of areas as closed military zones. These restrictions are part of a multilayered system which hinders the flow of goods and people inside the West Bank, between the West Bank and Gaza, and to and from the Gaza Strip, as detailed above. Inside the West Bank, restrictions impede access to basic services and livelihoods, for example by limiting Palestinian access to primary health care, particularly in Area C and the Seam Zone.¹³ Humanitarian space is also negatively impacted by movement restrictions. During the first nine months of 2015, 108 incidents of delayed or denied access at checkpoints in the West Bank were reported, resulting in the loss of 201 working hours.¹⁴

1. Even the Rafah crossing, a primary entry and exit point for Gaza since 2000, has been mostly closed since June 2013.
2. PCBS, Press release on the Labour Force Survey Results, 11 November 2015.
3. World Bank, AHLC Report, 22 May 2015; unemployment rate in Gaza for 2015 Q1 was 41 per cent.
4. PCBS, Labour Force Survey, Q2 2015.
5. For further information, please see, UNCT, 'Gaza 2020 – An unlivable place?', 27 August 2012.
6. UNRWA, 'Increasing Neonatal Mortality Among Palestine Refugees In The Gaza Strip', 8 August 2015.
7. United Nations Office for the Coordination of Humanitarian Affairs (OCHA) oPt, 'Gaza One Year On', April 2015.
8. OCHA Humanitarian Bulletin Monthly Report – October 2015.
9. UNRWA Operations Support Office data. See also, OCHA Humanitarian Bulletin Monthly Report – October 2015.
10. UNRWA Operations Support Office data – 2015.
11. OCHA oPt, 'In the Spotlight – Under Threat: Demolition Orders in Area C of the West Bank'.
12. UNRWA Operations Support Office data.
13. The 'Seam Zone' refers to oPt land in the West Bank that is located east of the Green Line (demarcation lines established in 1949 after the 1948 Arab–Israeli War) and west of the Barrier.
14. OCHA oPt Humanitarian Bulletin Monthly Report – Dec 2014 and Aug 2015.

2016 oPt emergency appeal



shu'fat camp

- established in 1965 to host **500** families
- one of the most densely populated camps, hosting more than **24,000** people and growing every year
- density estimated at **118,000** people per sq km
- serious environmental health risks; sewerage network built to support **6,000** persons

aida camp

- highly exposed to violence as a result of operations
- from Jan-Oct 2015, the camp has witnessed:
 - 57** injuries (including **21** minors)
 - 1** fatality of a minor
 - 84** incursions by ISF
 - 44** detainees (including **13** minors)

protection threats (1 January - 31 October 2015)



23 refugees killed due to ISF operations in camps, including **7** minors



481 refugees injured in camps, including **65** minors



431 search operations and arrest



254 confrontations

398 detentions including **75** minors

59 in which live ammunition was used

Source: UNRWA Operations Support Office data, 2015



122 settler-related incidents resulting in damage to Palestinian property or land in 2015

82 settler-related incidents led to Palestinian casualties

Source: OCHA oPt Humanitarian Bulletin Monthly Report, Aug 2015

581 displaced through demolitions, of which **222** are Palestine refugees

Source: UNRWA Operations Support Office data, Oct 2015



7,000 Palestinian Bedouins, **65%** of which are refugees, are at risk of forcible transfer from their communities in Area C.

22 structures were demolished in 4 Bedouin communities in the Jerusalem periphery. **78** Palestinians, including **49** children were displaced. The majority of those were refugees.

Source: OCHA oPt Humanitarian Bulletin Monthly Report, Aug 2015

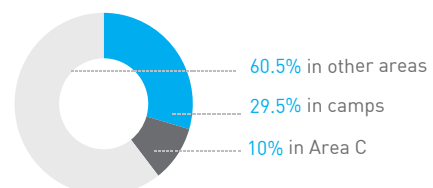
basic facts



780,000 registered refugees in the West Bank



231,000 refugees live inside 19 camps



planning scenario: needs analysis



During the 2014 hostilities in Gaza, 139,400 Palestine refugee homes were damaged or destroyed in Gaza, 12,718 of which were rendered uninhabitable,¹⁵ affecting 14,000 families. Thousands remain displaced and are particularly vulnerable, with women and children rendered increasingly defenceless against violence, including gender-based violence (GBV), in often crowded, temporary shelter arrangements, away from support networks.

As of December 2015, repair works have been completed on around 67,660 homes, including 66,340 that sustained minor damages and over 1,309 severely damaged properties; repairs on a further 11,064 homes are ongoing. Due to a lack of funding, 53,276 family homes requiring minor and major repairs have not yet been repaired.

Following successful efforts to assist refugee families make more appropriate interim accommodation arrangements, UNRWA was able to close all remaining collective centres for displaced people in June 2015.¹⁶ This allowed the facilities to be rehabilitated and resume functioning as schools for the 2015/16 academic year. However, approximately 9,500 displaced families with uninhabitable shelters will continue to require transitional shelter cash assistance (TSCA) – a small subsidy to support temporary rental or stay with host families – into 2016. This subsidy is discontinued when the repair work is completed.

Palestine refugees in Gaza remain vulnerable to further escalations and natural disasters such as flooding that could cause further displacement. Given this, UNRWA, humanitarian partners and local communities must continue to build preparedness and response capacity.

The socioeconomic trends resulting from the ongoing occupation and blockade of Gaza, as well as recurrent hostilities, continue to see the loss of livelihoods and erode coping strategies of already vulnerable refugee communities. In 2014, 46 per cent of households in Gaza were food insecure,¹⁷ an increase against 2013 levels (44 per cent).¹⁸ Food insecurity is due primarily to the lack of economic access rather than the unavailability of basic commodities in the local market. UNRWA projects that some 928,000 refugees in Gaza will require food assistance in 2016, including 98,000 chronic poor who receive assistance under the UNRWA General Fund. The increase in needs since the start of the second intifada is dramatic – a more than 1,000 per cent increase on the 80,000 refugees that required assistance at the start of 2000.¹⁹

The ongoing blockade of Gaza and related protracted crisis have also stifled public and private health-care providers, diminishing options for Palestine refugees, who are left without the means to afford secondary and tertiary care, with chronic shortages of key medicines and medical supplies. Further, treatment for some conditions is unavailable in

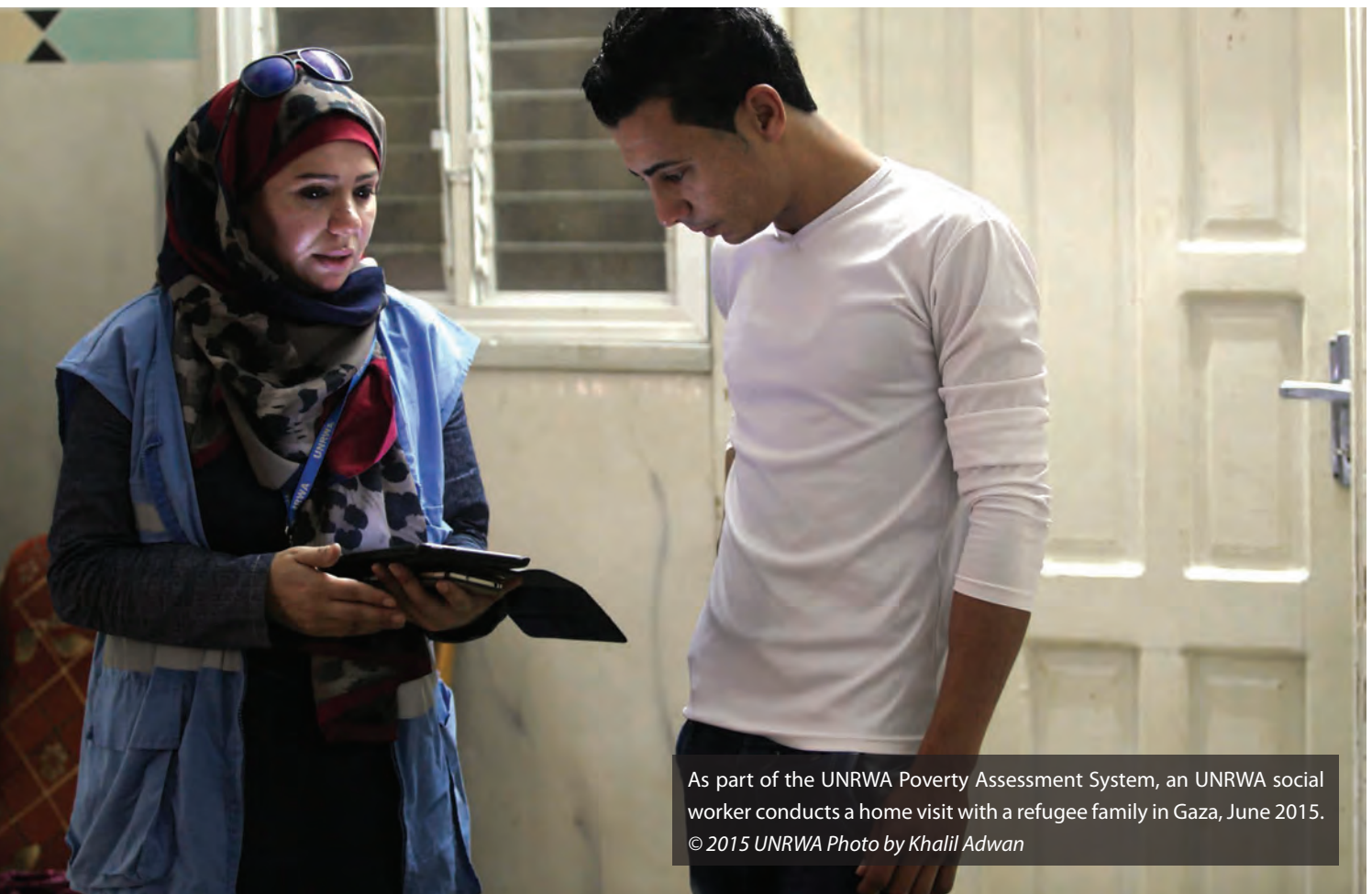
Gaza, with the movement restrictions which form part of the blockade preventing many from travelling outside Gaza to access treatment. Approximately 50 per cent of the population suffers from more than one micronutrient deficiency, with 72 per cent of female adolescents in Gaza suffering from Vitamin D deficiencies and 64 per cent suffering from Vitamin A deficiencies.²⁰

While the socioeconomic consequences of blockade and conflict – such as increasing poverty rates and high unemployment – are well documented, the consequences of violence and ‘de-development’ on society in Gaza are far harder to gauge. It is apparent, however, that years of conflict and poverty have gradually eroded the resiliency of refugee communities in Gaza, limiting governmental, communal and familial capacity to provide support to vulnerable children and adults, both in terms of tangible assistance as well as social and psychological support. Youth are at particular risk – UNRWA has recorded²¹ high rates of depression in young people, many of whom feel a deep sense of hopelessness and pessimism as a result of the limited opportunities they face, despite being well educated.

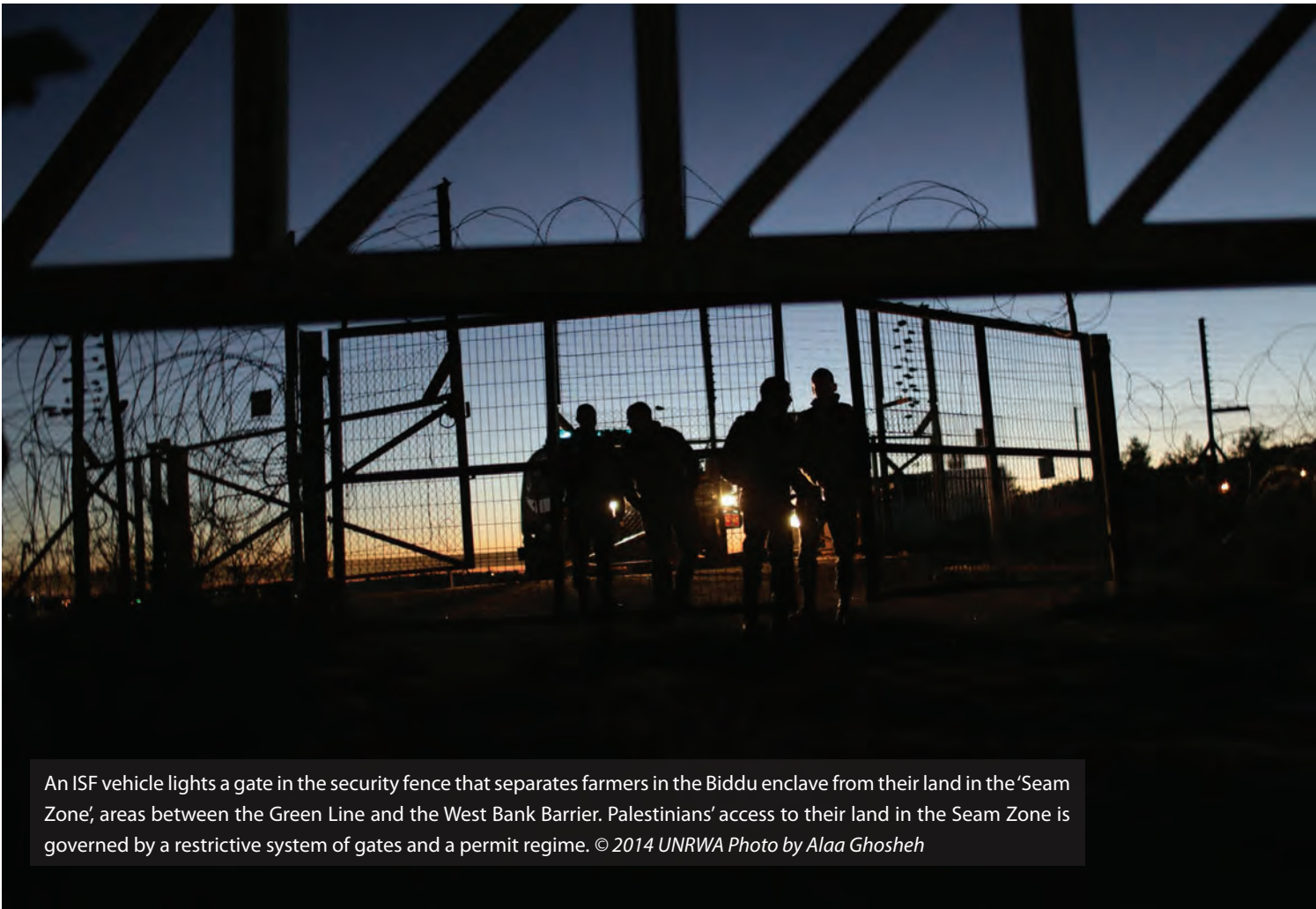
The blockade has had a devastating impact on children in Gaza, affecting physical and mental health, as well as the learning environment. Most children have never left the 365 sq km enclave and have now lived through three major conflicts in 6 years. During the 2014 hostilities, many children

witnessed the death or injury of a family member or neighbour, and many more experienced displacement, often in tense emergency shelters. The recent hostilities further ingrained a deep sense of fear and anxiety, while the shock of losing a home and returning to destroyed neighbourhoods has eroded a sense of certainty in the future. UN rapid assessments have found that, in addition to an estimated 1,000 children who suffered disabling physical injuries,²² some 373,000 children have suffered psychological trauma and now require specialized psychosocial support to recover.²³ Palestinian non-governmental organizations (NGOs) recently released data showing that 51 per cent of children in Gaza suffer from post-traumatic stress disorder as a result of the 2014 conflict.²⁴

Children, and particularly girls in the densely populated Strip, have little opportunity for safe play outdoors, compounding the health impacts of food insecurity, pollution, and poor socioeconomic and security conditions. Many families are no longer able to provide breakfast to their children before school, let alone school stationery to complete schoolwork. Access to formal education, both in Gaza and regionally, is at continued risk of interruption as a result of further escalations of violence, closure, isolation, and other restrictions. In this context, refugees in Gaza are increasingly dependent on UNRWA, both for basic services and emergency assistance to mitigate the shocks caused by the blockade and recurrent conflict and to rebuild resilience and coping mechanisms.



As part of the UNRWA Poverty Assessment System, an UNRWA social worker conducts a home visit with a refugee family in Gaza, June 2015.
© 2015 UNRWA Photo by Khalil Adwan



An ISF vehicle lights a gate in the security fence that separates farmers in the Biddu enclave from their land in the 'Seam Zone', areas between the Green Line and the West Bank Barrier. Palestinians' access to their land in the Seam Zone is governed by a restrictive system of gates and a permit regime. © 2014 UNRWA Photo by Alaa Ghosheh

The risk of forced displacement and the destruction of private property are major protection concerns in the West Bank and create serious humanitarian consequences for Palestine refugees. Israel continues to advance plans for the transfer of Palestinian Bedouin communities, a majority of whom are refugees, in the central West Bank to proposed 'relocation' sites. As such, Bedouins are confronted with the imminent risk of forcible transfer, a human rights violation and grave breach of the Fourth Geneva Convention, and multiple human rights violations. In mid-August 2015, the largest single-day displacement in almost three years occurred when 22 structures were demolished in four Bedouin communities in the Jerusalem periphery. Seventy-eight Palestinians (including 49 children), of whom the majority are refugees, were displaced.²⁵ The communities are part of 46 communities at risk of forcible transfer due to the plans advanced by the Israeli authorities in the area of Israel's planned E-1 settlement.²⁶

Refugees continue to experience violence, detentions and damage to private property during military and law enforcement operations by the ISF. Settler violence also continues with relative impunity in the West Bank, resulting in Palestinians suffering damages to private property, injuries and death. Between January and October 2015, 82 settler-related incidents led to Palestinian casualties, while 122 incidents resulted in property damage.²⁷

Israeli access and movement restrictions continue to obstruct Palestinian access to basic services. In particular, communities in Area C and the Seam Zone face limited access to primary health care, including psychosocial and mental health support. At the same time, severe protection threats linked to decades of conflict and occupation have accumulated negative psychosocial impacts.

In 2014, 16 per cent of Palestinians in the West Bank were either severely food insecure or moderately food insecure. Refugees continue to be more affected than non-refugees in the West Bank (22 and 14 per cent food insecure, respectively, in 2014), and camp residents in particular (29 per cent food insecure in 2014). Female-headed households are more at risk of food insecurity. In 2014, 25 per cent of female-headed households were food insecure compared to 15 per cent of male-headed households.²⁸ Food insecurity in Palestine is driven by a lack of economic access to food, largely due to high unemployment rates, irregular employment, low salaries, and high prices for food and non-food items (NFIs) available in the markets. Furthermore, physical obstacles such as the Barrier and checkpoints, along with administrative obstacles such as permit requirements and the designation of closed military areas, also contribute to impeded access to services and resources. Household food expenditure is estimated to make up more than 50 per cent of the disposable income of

Palestinian households in the West Bank.²⁹

In the first quarter of 2015, the unemployment rate among refugees in West Bank was 17.7 per cent, compared to 15.9 per cent among non-refugees. Unemployment rates are particularly high in refugee camps (22.0 per cent in first quarter of 2015 compared to 15.6 and 17.1, respectively, in other urban and rural areas), among youth aged 20-24 years (41.5 per cent) and among female refugees (25.7 per cent versus 15.7 per cent among males).³⁰

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15. UNRWA technical shelter assessment. Of the 12,718 uninhabitable housing units, 7,400 (over 7,000 refugee families) were totally destroyed during the 2014 conflict. Work on these units falls outside of the scope of the current appeal. Of the 5,318 severely damaged homes, repair work on 1,309 homes has been completed while work on the remaining 4,009 homes is either ongoing or slated for completion in 2016.
 16. This work was coordinated with the United Nations Development Programme (UNDP) and the United Nations Office for Project Services to ensure that non-refugees received shelter support
 17. In accordance with the 1996 World Food Summit, "food security exists when all people, at all times, have physical and economic access to sufficient safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life." Food insecurity exists when people do not have adequate physical, social or economic access to food as defined above.
 18. 2013-2014 SEFSec Summary Report, Palestine Food Security Sector, December 2015.
 19. UNRWA identifies refugees in need of assistance through a Poverty Assessment Survey, conducted by UNRWA social workers during home visits to each household. Social workers revisit all households classified as poor on a two-year basis to identify any changes in needs or status, as well as the homes of all new applicants.
 20. Ministry of Health, Palestinian Micronutrient Survey, 2014.
 21. UNRWA, Gaza Field Community Mental Health Programme, Health Database, 2015.
 22. http://www.ochaopt.org/documents/ocha_opt_sitrep_21_08_2014.pdf.
 23. https://www.ochaopt.org/documents/mira_summary_mak_8september2014_english.pdf.
 24. <http://english.wafa.ps/index.php?action=detail&id=28908>.
 25. UNRWA has repeatedly called on Israel to halt both demolitions and transfer plans advanced in the context of a regime that facilitates the development of illegal Israeli settlements. See for example the: (i) HC-UNRWA Joint Press Release, UN Officials: Israel must halt plans to transfer Palestinian Bedouins, Jerusalem, 20 May 2015; and (ii) HC-UNRWA Joint Press Release, UN Officials call for an immediate demolitions freeze in the West Bank, Jerusalem, 18 Aug 2015. See also, UNRWA Operations Support Office data.
 26. OCHA oPt Humanitarian Bulletin Monthly Report, Aug 2015.
 27. OCHA oPt Humanitarian Bulletin Monthly Report, Aug 2015.
 28. Socio-Economic and Food Security Survey (SEFSec) 2013-2014 - unpublished data.
 29. Socio-Economic and Food Security Survey (SEFSec) 2012.
 30. PCBS, Labour Force Survey, Q1/2015.

planning scenario: assumptions

The assumptions about the operating environment during the Appeal period are based on prevailing political, economic, security, and social trends. 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.

Gaza Specific Planning Assumptions

- Gaza will remain under blockade. Intermittent, limited relaxations on restrictions preventing the free movement of people and goods, while possible, would not permit meaningful economic recovery. Gaza will experience a limited economic upturn as aid funds for reconstruction flow into the Strip.
- The political situation will remain unstable with the NCG yet to assert full control in Gaza, the continued lack of payment of public-sector salaries, concerns over splinter groups, and increased social unrest.
- The security situation could deteriorate. The ceasefire agreed on 26 August 2014 was open-ended but did not address the underlying causes of conflict and remains fragile. In the absence of a political solution to the conflict, and given the political stalemate and economic conditions, the likelihood of further escalations and civil unrest will remain high, impacting UN operations in Gaza. Security developments in Egypt and especially in Sinai will continue to have a direct impact on Gaza, notably with regard to the continued closure of the Rafah crossing point.
- The Gaza Reconstruction Mechanism (GRM) will be adequate for addressing repair and reconstruction needs and is anticipated to facilitate a relatively steady volume of construction materials to Gaza. Funding constraints will remain the main obstacle to the reconstruction of Palestine refugee homes. Overall, funding will not keep pace with population growth and the rising demand for UNRWA services.
- Environmental and resource concerns that include acute water and land shortages and waste management issues will become critical. If not urgently addressed, deterioration will be irreversible, rendering Gaza unliveable.³¹
- Protection concerns will continue to affect Palestine refugees in Gaza. This group will continue to suffer from a lack of full enjoyment of their rights under international law, including human rights law, mainly stemming from the blockade imposed by Israel, as well as recurrent conflict and occupation. In this context, women are particularly vulnerable to GBV and economic insecurity.

West Bank Specific Planning Assumptions

- The Israeli occupation, along with all its humanitarian consequences, is expected to persist in the West Bank. This creates a continued demand for UNRWA emergency assistance. Demand on UNRWA core services is expected to increase due to a growing refugee population and limited human development.
- Protection threats related to the Israeli occupation are expected to increase, affecting the daily life of all Palestinians in the West Bank. This will put Palestine refugees at increased risk of forced displacement and dispossession, injury, death, detention, damage to private property, and other protection threats.
- Israeli access and movement restrictions in the West Bank will continue to disrupt the Palestinian socioeconomic position by limiting the movement of people, goods and services and contributing to unemployment, poverty and food insecurity. Refugees and especially those living in the 19 West Bank refugee camps will continue to be particularly affected by higher levels of food insecurity and unemployment.

31. UNCT, 'Gaza 2020 – An unlivable place?', 27 August 2012.

strategic approaches and priorities

Gaza Intervention Plan

UNRWA will provide emergency assistance to Palestine refugees affected by the recurrent hostilities in Gaza and by the ongoing blockade and occupation. The Agency will provide emergency in-kind food assistance, tailored to poverty level and family size, to approximately 830,000 Palestine refugees living beneath the poverty line. Unconditional emergency cash assistance, designed to bridge the remaining 'post-assistance' gap in essential food needs, will also target 202,500 of the most vulnerable refugees.

The Agency will create a total of 45,870 emergency Cash-for-Work (CfW) opportunities in Gaza to improve economic access to food, prioritizing refugees living beneath the poverty line and actively seeking the inclusion of the most vulnerable, such as female refugees (in particular, female heads of households) and youth. UNRWA will also support more sustainable and resilient livelihood opportunities for women and young people in information technology and embroidery.

Through the Community Mental Health Programme (CMHP), 340 trained UNRWA counsellors will attend to refugees' individual, family and communal mental health needs in 252 schools and 21 clinics; 13,100 refugee children will receive individual counselling and over 15,200 will receive specialized group counselling. Survivors of GBV, 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, conflict and the current political divide; 11,300 children will be provided with in-depth medical assessments and treatment, while 750 poor patients will be provided access to life-saving secondary or tertiary care. To improve overall child health, 250,000 students will be assisted through the provision of daily school snacks, and the nutrition of pregnant and breastfeeding women and infants under 2 years old will be improved through the provision of nutritional supplements.

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 OSO team 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. The team organizes visits by delegations to ensure first-hand understanding of the situation on the

ground including violations of refugees' rights.

In response to the impact of recurrent hostilities and the blockade on the learning environment for Palestine refugee children, UNRWA will ensure access to protective, inclusive and child-friendly quality education for Palestine refugee students in Gaza. To this end, the Agency will ensure a minimum degree of equal access to essential learning materials and necessary complementary materials. Summer learning will support students who missed out on their schooling, while UNRWA TV will ensure continued access to education. UNRWA TV is also one of the avenues that the Gaza Field Office (GFO) uses to strengthen its communication and engagement with and accountability towards the refugee community. Summer Fun Weeks (SFW) for 120,000 children will mitigate the impact of both conflict and poverty on students' physical and mental health and on their learning and development. A continued effort to educate and raise awareness on conflict and disaster risk reduction, particularly on explosive remnants of war (ERW), will continue to target staff in order to counter injuries and deaths. Key teaching staff will be given advanced training to enable them to provide all UNRWA teachers with the tools to raise awareness of ERW risks and appropriate risk mitigation strategies to students. UNRWA will also strengthen child protection capacities and response capabilities within programmes and will work to build on cross-programme opportunities for the activation of coordinated child protection response systems.

The Agency will carry out emergency water and sanitation interventions in refugee camps 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.

UNRWA will also support displaced refugee families to uphold their right to adequate shelter through TSCA for 9,500 refugee families and repairs to 53,276 shelters.

West Bank Intervention Plan

UNRWA will provide Emergency Food Assistance to 25,833 food-insecure refugee households (155,000 individuals) living outside camps through an 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 World Food Programme (WFP)-UNRWA food distribution for vulnerable Bedouin and herder households in Area C.

UNRWA will deploy six mobile health clinics providing preventative and primary care to at least 69 communities facing significant obstacles to accessing health services, specifically in areas such as Area C and the Seam Zone.

UNRWA will also deploy six mobile community mental health teams, targeting 55 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 15 Bedouin community committees will also be supported to prevent and respond to crises and emergencies.

To ensure Agency integrity and neutrality, UNRWA will engage OSOs to conduct quarterly site inspection visits to all Agency installations and train staff. The team will negotiate access for Agency personnel, vehicles and supplies while keeping record of, and reporting on, all access incidents. Access incidents and violations of the Agency's privileges and immunities will be addressed with relevant duty bearers. The OSO field presence will continue to add to the protective impact of Agency operations.

The Agency will monitor, document and report on protection incidents. It will monitor, document and report on violations of international humanitarian law (IHL) and international human rights law (IHRL) affecting Palestine refugees, with a focus on refugee camps, Barrier-affected communities, Palestinian Bedouins and herders in Area C, communities affected by settler violence and settlement expansion, and East Jerusalem. Documented violations will be presented to responsible authorities with the aim of generating positive responses and increased accountability on duty bearers.

The Agency will also provide material assistance and referral to external partners that may provide psychosocial and legal support in response to home demolitions and protection concerns arising from ISF operations. 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. UNRWA will also ensure protection is mainstreamed throughout emergency programme service delivery.

In communities facing specific protection threats, UNRWA will implement small scale community-based protection projects. These projects will use a community partnership model to address specific threats (such as risk of land confiscation or settler violence) and enhance community resilience. The selection of projects will be undertaken in consultation with community members and local level stakeholders, with particular attention to vulnerable groups.

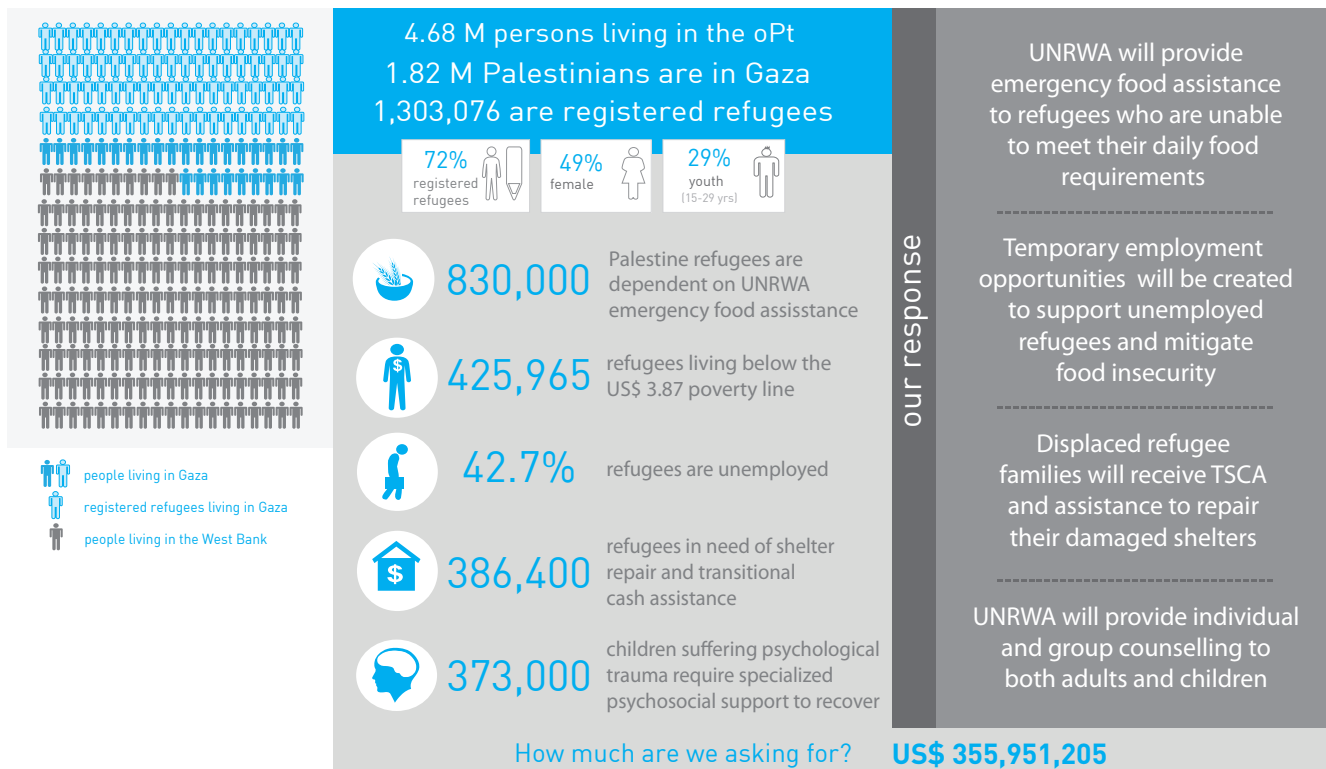
coordination with other stakeholders. UNRWA Headquarters will support emergency preparedness activities, including continued capacity-building of UNRWA humanitarian response resources, as well as support in procurement, logistics, transport and legal affairs, and systems and processes for monitoring implementation activities against expected results. It will also provide assistance, through the Department of Legal Affairs, with the international human rights system in accordance with the UNRWA framework for effective engagement with the international human rights system and other protection-related support. UNRWA will also ensure greater consistency between fields in the implementation of emergency activities and improved Agency capacity to identify and apply lessons from fields experiencing emergency situations.

Headquarters Intervention Plan

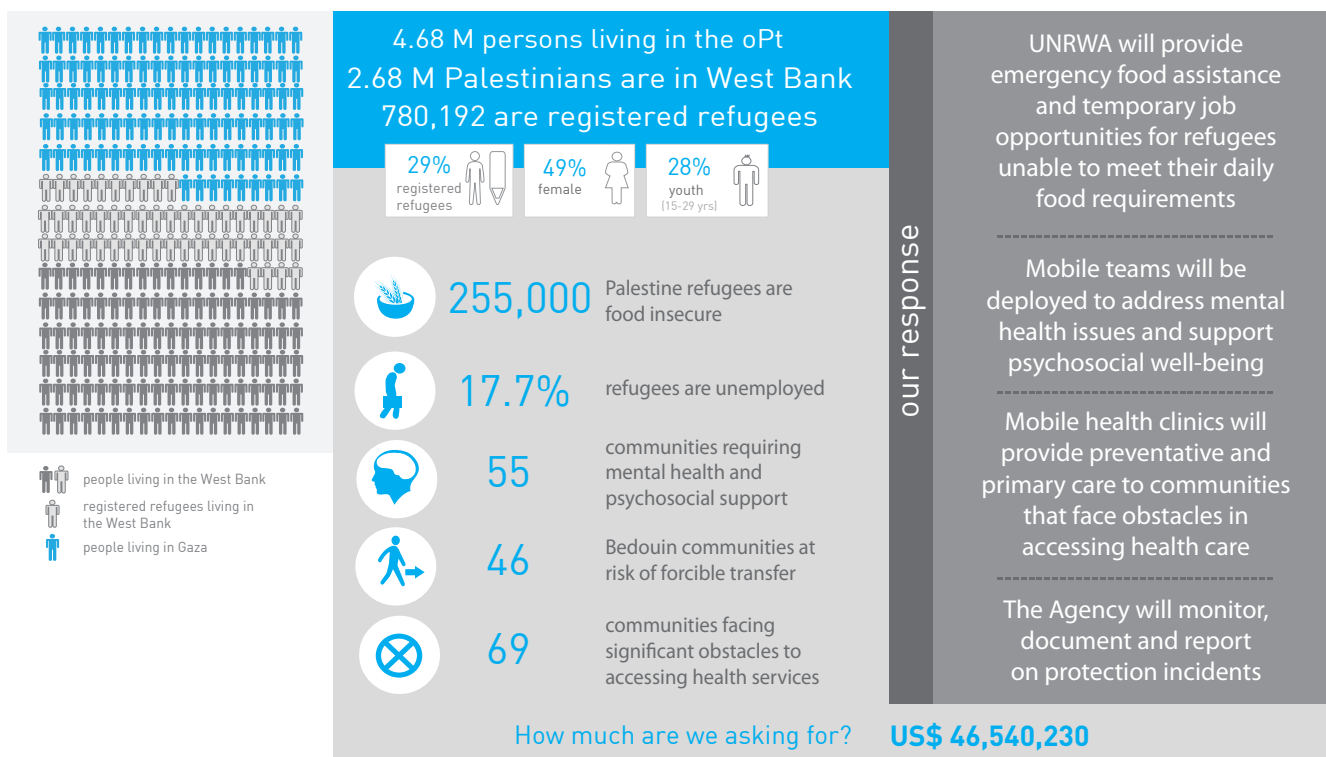
Dedicated management and support are required at the Headquarters (HQ) level to support the emergency response, including enhanced legal, safety and security resources, and for

2016 oPt emergency appeal

Gaza



West Bank



programme requirements

Programme Requirements	Gaza	West Bank	Headquarters	Total
strategic objective 1: food-insecure households and those facing acute shocks have increased economic access to food				
emergency food assistance ³²	109,782,925	23,264,326		133,047,251
emergency cash assistance ³³	10,000,000			10,000,000
emergency cash-for-work ³⁴	60,444,588	15,970,405		76,414,993
livelihoods	599,994			599,994
subtotal	180,827,507	39,234,731		220,062,238
strategic objective 2: crisis-affected refugees enjoy their basic rights to services				
emergency health/mobile health clinics	4,470,324	1,264,128		5,734,452
education in emergencies ³⁵	3,189,088			3,189,088
emergency environmental health	4,708,620			4,708,620
emergency shelter and shelter repair ³⁶	142,396,350			142,396,350
subtotal	154,764,382	1,264,128		156,028,510
strategic objective 3: protection of palestine refugees from the effects of the conflict and violence through access to services and advocacy				
operations support officers	1,669,234	2,699,894		4,369,128
community mental health	7,399,999	436,778		7,836,777
protection	499,651	1,449,294		1,948,945
explosive remnants of war education	122,582			122,582
gaza summer fun weeks ³⁷	3,830,125			3,830,125
subtotal	13,521,591	4,585,966		18,107,557
strategic objective 4: the agency manages and coordinates the emergency response and activities effectively				
coordination and management	6,277,386	1,455,405	657,787	8,390,578
safety and security	560,339			560,339
subtotal	6,837,725	1,455,405	657,787	8,950,917
total (US\$)	355,951,205	46,540,230	657,787	403,149,222

32. In the West Bank, the Emergency Appeal (EA) budget under emergency food assistance is US\$ 15 million higher than the Humanitarian Programme Cycle (HPC) budget. This is because the full breadth of refugee humanitarian needs could not be reflected in the HPC. UNRWA appeals separately through this EA as refugees residing outside camps continue to need this assistance due to high food insecurity levels caused by the protracted crisis and restrictions on access to food.
33. Traditionally, this model of assistance is not included within the HPC. The need for cash assistance remains significant following the summer 2014 conflict.
34. In the West Bank, the EA budget under emergency Cash-for-Work is US\$ 2 million higher than the HPC budget as the full breadth of refugee humanitarian needs were not reflected in the HPC. UNRWA appeals separately through this EA as refugees residing in camps continue to be in need due to the protracted crisis and high unemployment rates.
35. In Gaza, the EA budget under education in emergencies is US\$ 486,457 higher than the HPC budget as the latter did not allow for the inclusion of certain costs associated with UNRWA TV.
36. The total projected cost of providing shelter assistance in 2016 to Palestine refugees affected by the 2014 conflict in Gaza amounts to US\$ 142,396,350; however, the UNRWA budget for shelter in the HPC is US\$ 76,273,659. This amount is not sufficient to address the repair caseload. As such, only a proportion of the total repair caseload was included in the HPC appeal. With sufficient funding and the continued functioning of the GRM, UNRWA considers that it would be possible for the vast majority of families whose homes were damaged during to 2014 conflict to complete repair works in 2016.
37. The Summer Fun Weeks activity was not included in the HPC as it did not fall within the overall scope of the plan.

gaza: sector-specific interventions

Refugees collect emergency food parcels at the UNRWA Distribution Centre in Beach refugee camp, August 2015.
© 2015 UNRWA Photo by Khalil Adwan

strategic objective 1

food-insecure households and those facing acute shocks have increased economic access to food

emergency
food assistance



to meet the food
requirements of

830,000

food-insecure refugees

emergency
cash assistance



to meet the additional
basic needs of

202,500

abject-poor refugees

emergency
cash-for-work



to provide temporary
employment opportunities for

45,870

Palestine refugees

support for
resilient
livelihoods



to create income
opportunities for more than

200

self-employed Palestine
refugee women within the
embroidery sector

Emergency Food Assistance

	Indicator	Target
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

UNRWA will provide emergency food assistance to approximately 830,000 Palestine refugees, including approximately 409,000 women and 15,000 female headed households. Around 405,000 abject-poor refugees (living on less than US\$ 1.74 per person per day) will receive quarterly food parcels covering 1,675 kcal per person per day, equivalent to 80 per cent of caloric requirements, while 425,000 absolute-poor refugees (living below the US\$ 3.87 poverty line) will receive 902 kcal per person per day, equivalent to around 40 per cent of daily caloric needs. Targeting is based on a proxy-means testing system, which captures essential household characteristics, such as age, gender, housing conditions, household composition, asset ownership and employment status. Rations will be distributed at the 12 UNRWA distribution centres across the Gaza Strip.

UNRWA will also provide school snacks to approximately 250,000 students attending UNRWA schools, contributing to fresh food intake among students and reducing the financial burden on already strained family resources. To address the impact of female and infant malnutrition, UNRWA will also provide appropriate and high-quality complementary food to 78,000 pregnant and breastfeeding women, and to children under two years old. This assistance is designed to meet the specific mother and child nutritional needs of the most vulnerable arising within the protracted humanitarian crisis.³⁸

38. The provision of such food assistance complements non-EA-funded UNRWA programming as referrals to emergency complementary food support are made through the Agency's 21 health centres in Gaza (once refugee women in need access core UNRWA pre- and postnatal assistance).

Emergency Cash Assistance

	Indicator	Target
Enabling abject-poor households to close their 'post-food assistance' poverty 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%
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	100%
	Total value of unconditional cash transfer to eligible families	US\$ 10,000,000

UNRWA will provide additional cash assistance to 202,500 abject-poor refugees to complement in-kind food aid and allow them to meet other basic needs. This includes female-headed households, displaced families and those suffering

from chronic health conditions. The value of assistance provided will be tailored to household size, with an average family eligible for US\$ 247 per year.

Emergency Cash-for-Work (CfW)

	Indicator	Target
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%

UNRWA will offer short-term employment opportunities to approximately 45,870 Palestine refugees for a total of 4,692,272 workdays, injecting more than US\$ 54 million into households over the course of 2016. Priority will be given to poor families. UNRWA aims to provide 35 per cent of skilled CfW opportunities to women and 25 per cent of all CfW opportunities to youth. Cash-for-Work opportunities will be based at a number of locations, including partner community-based organizations (CBOs), non-governmental organizations,

and UNRWA installations. UNRWA will identify placements that will have a high community impact, such as placements in economically deprived areas aimed at rehabilitating public infrastructure and facilities. Through communication with communities (CwC) and the application of lessons learned from previous experiences, UNRWA will continue its efforts to ensure CfW contracts – and particularly many of the unskilled positions which are generally perceived as traditionally ‘male’ roles – are more accessible to women.

Cash-for-Work labourers pack and weigh UNRWA food parcels at the UNRWA Distribution Centre in Beach refugee camp, 18 August 2015.
© 2015 UNRWA Photo by Khalil Adwan



Support for Resilient Livelihoods

	Indicator	Target
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

UNRWA will support livelihood opportunities for women and young people, two groups disproportionately affected by unemployment. The Agency's Sulafa Project will create income opportunities for approximately 200 self-employed, skilled Palestine refugee women from poor families throughout the year within the embroidery sector. Beneficiaries will be able to choose when and where to work and also the volume of orders to take on, allowing them to balance this with other (paid and unpaid) work. UNRWA will also provide placements for

25 youths through the G-Gateway project, a social enterprise initiative designed to promote employment prospects for young IT graduates, in response to the extremely high rates of unemployment among refugee youth. These graduates will be recruited, trained and supervised by the G-Gateway, providing concrete professional experience in a uniquely positioned sector in Gaza. During this time, graduates will earn an income that will allow them to contribute to their households, stabilizing often fragile family resources and capital.

UNRWA nurse Elham Abu Hassan with a patient at the UNRWA Rimal Health Centre, August 2015. © 2015 UNRWA Photo by Khalil Adwan

strategic objective 2

crisis-affected refugees enjoy their basic rights to services

emergency health



to medically assess approximately

11,300

students referred or identified as having possible disabilities or learning difficulties

education in emergencies



to support the learning environment of

250,000

UNRWA students through the provision of school supplies and learning materials

emergency shelter & repair



to provide cash repair grants for

53,276

Palestine refugee families whose homes were damaged as a result of the 2014 hostilities

emergency water & sanitation



to improve the physical sanitary environment of camps through the removal of

50,000

tons of solid waste from unofficial dumping sites in densely populated areas

Emergency Health

	Indicator	Target
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 refugees 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%

Funding under this appeal will ensure that the Agency's 21 health centres across Gaza are adequately supplied with life-saving drugs, such as insulin, which are at increased demand as a result of the limited capacity of public and private health-care providers. In addition, UNRWA will provide health screenings for potentially vulnerable refugee students in UNRWA schools to identify and treat children with health conditions which might otherwise go undiagnosed and for which treatment outside UNRWA facilities may be unavailable.

UNRWA medical teams will conduct in-depth medical assessments of approximately 11,300 refugee students referred through school health team screenings or identified by UNRWA teachers as having possible disabilities or learning difficulties. To ensure that abject-poor refugees are able to access secondary and tertiary care, UNRWA will offer subsidies to support treatment at non-UNRWA facilities. Patients requiring life-saving or time critical care will be prioritized.

Education in Emergencies

UNRWA students receiving stationery in UNRWA Asmaa Elem Co-ed school in Gaza, February 2015.
© 2015 UNRWA Photo by Shareef Sarhan



	Indicator	Target
The effects of violence and poverty are countered by addressing students' needs 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 enrol in summer learning	100%

Recurrent hostilities and the blockade continue to have a deleterious impact on the learning environment for Palestine refugee children. To address this situation, UNRWA has developed a targeted Summer Learning Programme (SLP) that provides children with an opportunity to participate in summer learning opportunities in Arabic and mathematics that assist in catching them up/consolidating learning from the previous year. During July and August, approximately 11,300 students will attend daily classes with UNRWA teachers using summer learning materials prepared by education specialists. The SLP develops student confidence in their own learning abilities towards successful engagement in the forthcoming school year, assists in preventing dropouts due to academic disengagement (the main reason children drop

out in Gaza), and generally promotes psychosocial well-being.

At the start of each semester, UNRWA will provide a range of subject copybooks, pens, pencils and erasers to all 250,000 UNRWA students, thereby ensuring the provision of teaching and learning. Additionally, UNRWA TV will continue to provide educational programming, which is broadcast from Gaza and available regionally. This will continue to serve as a key tool for the UNRWA approach to education in emergencies, with innovative lessons in mathematics, science, English and Arabic for grades 4 to 9 prepared and delivered by UNRWA teachers, as well as emergency communication components, CwC and communication for development projects and programming.

Emergency Water and Sanitation

	Indicator	Target
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	< 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

UNRWA will continue to support the functioning of water supply, wastewater treatment and waste management services through the provision of fuel to maintain water, sanitation and hygiene (WASH) and solid waste management services according to priorities identified by the WASH Cluster and in consultation with other stakeholders, including the Coastal Municipalities Water Utility and communities. UNRWA will also undertake vector control activities; identify and

clear two vector breeding sites; and remove approximately 50,000 tonnes of solid waste from unofficial dumping sites in and near Gaza's eight Palestine refugee camps and in areas densely populated by refugees. In addition, UNRWA will make emergency repairs to damaged and degraded water and wastewater networks in camps, including Jabalia and Rafah in northern and southern Gaza, respectively.

Emergency Shelter and Shelter Repair

	Indicator	Target
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%
Displaced refugee families have increased means to access a temporary housing solution	Number of refugee families receiving TSCA	9,500
	Percentage of housing cost coverage by TSCA	80%
Refugee families affected by military operations or natural disaster are able to return 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



An UNRWA social worker team during a home visit to a refugee family in Gaza, as part of the Agency's Poverty Assessment System, 4 June 2015. © 2015 UNRWA Photo by Khalil Adwan

UNRWA will assist 53,276 refugee families whose homes were damaged as a result of hostilities by providing grants that enable them to repair their homes. The value of the grant is determined by technical assessment carried out by UNRWA engineers. To avoid duplication and improve efficiency, comprehensive coordination and cross-checking have been maintained between all relevant organizations (particularly UNRWA, UNDP, and the Ministry of Public Works and Housing) in Gaza, through the Shelter Cluster's unified database.

In addition, approximately 9,500 eligible families whose homes have been assessed as uninhabitable as a result of hostilities and who have been unable to repair or rebuild will

be provided with TSCA, a rental subsidy of between US\$ 200 and US\$ 250 per month, tailored to family size, to support temporary housing solutions while homes are being rebuilt, including as a support package for those who are temporarily hosted by another family. Eligibility is based on verification by UNRWA social workers and engineers. Assistance will be paid directly into families' bank accounts, allowing refugees to retain ownership and control over the repair of their homes and temporary arrangements, thereby maximizing flexibility in allowing families to choose the solutions most suitable for their needs.

UNRWA students participate in Summer Fun Weeks at UNRWA schools, July 2015.
© 2015 UNRWA Photo by Tamer Hamam

strategic objective 3

protection of palestine refugees from the effects of the conflict and violence through access to services and advocacy



protection

to establish a child protection, detection and referral system that ensures a consistent programmatic response towards child protection cases



operations support office

to ensure the neutrality of UNRWA facilities and mainstream protection within the Agency



psychosocial support

to provide individual and group counselling to UNRWA students through the employment of 340 counsellors and teachers to reinforce student coping strategies and well-being



gaza summer fun weeks

to mitigate the impact of conflict and poverty on the mental health of

120,000

Palestine refugee children's physical and mental health



erw risk education

to train 1,260 UNRWA education staff to provide students with explosive remnants of war (ERW) risk education

Operations Support Office

	Indicator	Target
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 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' rights to access UNRWA services protected	Percentage of cases where a breach in access to services, identified by OSO, received a response	100%

UNRWA will continue to safeguard the neutrality of UNRWA operations, support operational responses and mainstream protection, through the Operations Support Office (OSO). Safeguarding UNRWA neutrality allows the Agency to maintain humanitarian service provision despite the challenging operational environment. The OSO team will conduct four inspections per year of UNRWA facilities to monitor that they are used for humanitarian and their intended purposes

only and discuss issues regarding neutrality with staff and the community. Through training, workshops, support and engagement, the OSO team will improve knowledge and awareness of neutrality and humanitarian principles and protection issues among staff members and will continue working closely with front-line staff to identify and address protection issues during both planning and implementation.

Community Mental Health Programme

	Indicator	Target
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

Through its Community Mental Health Programme (CMHP), UNRWA will provide individual and group counselling services to UNRWA students. The programme employs 340 counsellors and will continue to work closely with UNRWA teachers to implement school-wide activities to reinforce coping strategies and students' well-being. Counsellors also identify and support children experiencing neglect or abuse, and follow up with

children who have dropped out of school as a result of the difficult socioeconomic conditions created by the blockade and conflict, to facilitate their return to education. In addition, UNRWA will provide individual and group counselling to at-risk refugees through 25 counsellors at UNRWA health centres. As well as supporting adults suffering from conflict-related trauma, counsellors also provide support to survivors of GBV

and will track referrals to others UNRWA services, such as medical, social and legal information. At the community level, UNRWA will build resilience and capacity to better protect the rights of vulnerable groups in refugee camps from all forms

of violence, abuse, neglect and exploitation. This will involve the use of various participatory tools, including expressive and creative arts therapy, the development of animation films, radio spots, drama, and sports.



UNRWA students during Summer Fun Weeks in Gaza, July 2015. © 2015 UNRWA
Photo by Tamer Hamam

Protection

	Indicator	Target
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

UNRWA will build on cross-programme opportunities for the activation of strengthened and coordinated child protection response systems. This will include the establishment of a child protection detection, referral and coordinated response system to ensure a consistent and harmonized programmatic response towards child protection cases across UNRWA. The Agency will mainstream child protection into all programmes, working closely with child protection focal points in relevant departments. UNRWA will develop child protection policies, workshops, mechanisms and operating procedures with the

central aim of preventing sexual exploitation, abuse and any other forms of harm to children, in line with established international standards. UNRWA will improve intra-Agency and intra-Cluster coordination, advocacy, and reporting of child protection threats and violations. Issues affecting the human dignity, safety, welfare and basic rights of Palestine refugee children and other persons of concern to UNRWA, will be monitored with a view to protecting and promoting child rights.

Explosive Remnants of War Risk Education

	Indicator	Target
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

In 2014-2015, UNRWA and the United Nations Mine Action Service initiated a first phase of explosive remnants of war risk education (ERW RE) training, targeting all front-line staff, as well as almost 1,000 UNRWA school teachers to provide ERW RE to children attending UNRWA schools. In 2016, UNRWA will build on this through advanced training of trainers for

approximately five staff from each UNRWA school (1,260 in total) and will monitor and evaluate the success and gaps within the roll-out of ERW RE. These staff will pass on training to all teachers in their schools, ensuring all UNRWA teachers are able to inform and educate students on the risks of ERW and appropriate mitigation strategies.

Gaza Summer Fun Weeks

	Indicator	Target
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%

To mitigate the impact of conflict and poverty on Palestine refugee children's physical and mental health, and on their learning and development, UNRWA will hold SFW for approximately 120,000 girls and boys. Children will be able to take part in structured activities including sports, crafts and theatre in safe, supervised spaces, which will introduce coping

strategies and allow children to share experiences, build friendships and develop support networks. Implementing the SFW activities will provide short-term employment opportunities for approximately 2,000 Palestine refugees living beneath the poverty line, particularly for young people, through the UNRWA Cash-for-Work programme.

west bank: sector-specific interventions

West Bank refugee family using an electronic voucher to purchase fresh food items from their local supermarket, May 2015. © 2015 UNRWA Photo by Rula Karake

strategic objective 1

food-insecure households and those facing acute shocks have increased economic access to food

emergency food assistance



to meet the food
requirements for over

155,000

food-insecure refugees
outside camps

emergency cash-for-work



to provide temporary
employment opportunities for

10,000

food-insecure Palestine
refugee households

Emergency Food Assistance

	Indicator	Target
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

Food-insecure refugees living in urban and rural settings outside of camps will be provided with electronic food voucher assistance through an UNRWA partnership with the WFP.³⁹ Recipient households will be selected using a proxy-means test formula (PMTF) that assesses essential characteristics to identify and prioritize the most vulnerable and food insecure.

In total, 25,883 households (comprising 155,000 individuals) in approximately 138 localities will be supported to meet their basic food needs through UNRWA/WFP assistance. With the voucher card, households can choose from 13 basic food items based on their individual needs in one of the around 110 local shops that are registered with WFP. Electronic voucher cards will be topped up with a value tailored to household size. A focus on fresh food items sourced from Palestinian producers in the West Bank supports both quality food consumption with high nutritional value and diversity while providing a financial injection into the local economy (local producers and shop owners participating in the scheme).

Bedouin and herder communities in Area C, representing some of the most vulnerable populations in the West Bank in terms of both protection threats and food insecurity, will be separately targeted for food assistance by an existing cooperative arrangement between UNRWA and WFP. In this regard, both refugee and non-refugee households will receive quarterly food parcels procured by WFP and distributed by UNRWA.⁴⁰ The WFP-UNRWA joint food project will provide regular food distribution to approximately 5,200 Bedouin/herder households in 85 localities across Area C of the West Bank (many of whom are refugees).

39. Under this partnership, UNRWA covers voucher costs while WFP and UNRWA co-manage the voucher distribution system and monitoring/reporting.

40. Note that the food distribution to Bedouin and herder communities in Area C is budgeted for under the Strategic objective related to coordination and management.

Emergency Cash-for-Work

	Indicator	Target
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

UNRWA will support 10,000 food-insecure refugee households (60,000 individuals) in the 19 West Bank camps to meet their most basic food and non-food needs through the provision of short-term, Cash-for-Work contracts. Recipient households will be selected using the PMTF. This emergency assistance will translate into a direct household-level cash injection, valued at a total of US\$ 12,600,000, in support of food security.

Cash-for-work (CfW) labourers will be offered contracts of three months in duration with cash subsidies of US\$ 420 per month.

CfW labourers will work in a variety of roles that support the general camp environment, for example as sanitation workers; minor maintenance and rehabilitation workers; guards; and in support of community-based organizations as administrative staff, couriers, kindergarten staff and other supporting roles. UNRWA will promote the participation of women, youth below 25 years of age and persons with disabilities with a view to ensuring that 35 per cent of CfW labourers are women and 20 per cent are youth.

In parallel with regular CfW opportunities, UNRWA will also partner with CBOs to implement camp-based projects that respond to camp development needs. Such projects may include the rehabilitation of CBO facilities or public infrastructure and the landscaping of playgrounds, public

parks and other communal spaces. The Agency will provide labour support, the procurement of tools and materials, and engineering and technical expertise, while at the same time contributing to skills learning among CfW labourers engaged in the projects.

Cash-for-Work labourer performing rehabilitation works in a camp service community building in Askar refugee camp, February 2015.
© 2015 UNRWA Photo by As'ad Jabari



For Palestine refugees in the West Bank, access restrictions have had a major impact on their quality of life. Mobile health clinics assist in ensuring the provision of quality health care. © 2014 UNRWA Photo by Alaa Ghosheh

strategic objective 2

crisis-affected refugees enjoy their basic rights to services

mobile
health clinics



to improve access to
preventative and curative
health-care services for

132,766

Palestine refugees

Mobile Health Clinics

	Indicator	Target
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

UNRWA mobile health clinics, working with civil society organizations,⁴¹ will provide access to preventative and curative health care services in 69 localities in the West Bank. Many of the target communities located in Area C, including in the East Jerusalem periphery and the Seam Zone, face significant obstacles in accessing essential health services. Six mobile health teams consisting of medical officers, nurses, midwives, mental health counsellors and pharmacists, in addition to support staff, will deliver health care such as medical consultations, treatments and prescription drugs free of charge.

Health care will be available to all, but with a particular focus on women, children, the elderly and the chronically ill. Priority will be given to the provision of adequate antenatal and reproductive health services to women who often carry the responsibility of child care and suffer from a lack of health care. It is expected that women and girls will make up around 60 per cent of the patient consultations and children below 5 years around 24 per cent.

41. Palestinian Medical Relief Society, Al Islah Society, Care, and Medico International.

Children engaged in a community mental health activity in one of the 55 target Bedouin communities in the West Bank, March 2015.
© 2015 UNRWA Photo by Shurooq Abu Ghdeib

strategic objective 3

protection of palestine refugees from the effects of the conflict and violence through access to services and advocacy



protection

to monitor, document and report on violations of international humanitarian and human rights law affecting refugees



operations support office

to ensure the neutrality of UNRWA facilities and mainstream protection within the Agency



psychosocial support

to provide community mental health and psychosocial support in 55 Bedouin communities, where the majority of the population are refugees

Community Mental Health Programme

	Indicator	Target
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

UNRWA will provide community mental health and psychosocial support in 55 Bedouin communities, where the majority of the population are refugees and that have been identified as among the most vulnerable populations in the West Bank. The target communities are facing multiple protection threats, including the risk of forced displacement due to demolition, settler violence and loss of traditional lifestyles due to annexation by the Israeli authorities.

Six mobile mental health teams each comprised of two psychosocial counsellors will visit the communities on a regular basis to prevent, detect and respond to psychosocial stress and mental health issues. A catchment population estimated at 9,913 people will benefit from access to 660 group psychosocial sessions and 600 counselling sessions conducted during 2016. There will be a particular focus on

children, youth and women who tend to bear the brunt of stress and pressure in these communities. Any cases in need of specialized follow-up will be identified, referred and followed up. In addition to the weekly community visits, the Agency will also deliver activities such as community open days and summer camps.

UNRWA will continue to support at least 15 Bedouin community committees,⁴² for example through the provision of capacity development in leadership and communication skills, basic first aid, and in the prevention and response to crises and psychosocial emergencies.

42. Groups that build resilience and coping capacities at the community level.

Operations Support Office

	Indicator	Target
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%

UNRWA operations support will ensure the safety, protection and movement of UNRWA staff, installations and beneficiaries. Incursions by Israeli and Palestinian forces into its installations compromise the integrity of the Agency and its ability to provide services. Quarterly site inspections will be conducted on all Agency installations, confirming compliance with intended use. Any breach of neutrality will be documented and followed up to ensure that issues are addressed by the relevant department. Six hundred staff members will be trained on the UN principles of neutrality, including the importance of this principle in using social media.

Access incidents such as delayed or denied access at

checkpoints limiting the free movement of the Agency's 4,500 staff members and goods will be monitored and reported. Upon need, an OSO team will be dispatched to negotiate safe passage without any breach of UN principles. Both access incidents and neutrality violations will be addressed in meetings and communication with the Israeli Civil Administration.

Operations support is part of the UNRWA protection response through the field presence of OSOs; their field engagement of refugee communities; and monitoring, documentation and reporting activities that add to the protective impact of UNRWA operations.

Protection

	Indicator	Target
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%
	Percentage 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

UNRWA will monitor, document and report on violations of international humanitarian and human rights law affecting refugees. The UNRWA international protection programme uses monitoring data and field knowledge to inform private and public advocacy initiatives seeking an end to violations. Field visits and briefings will be organized for diplomats and other members of the international community to mobilize on protection issues affecting refugees, encouraging them to seek accountability. In parallel, UNRWA will intervene with the relevant authorities responsible for violations to advocate for accountability and corrective measures to be undertaken.

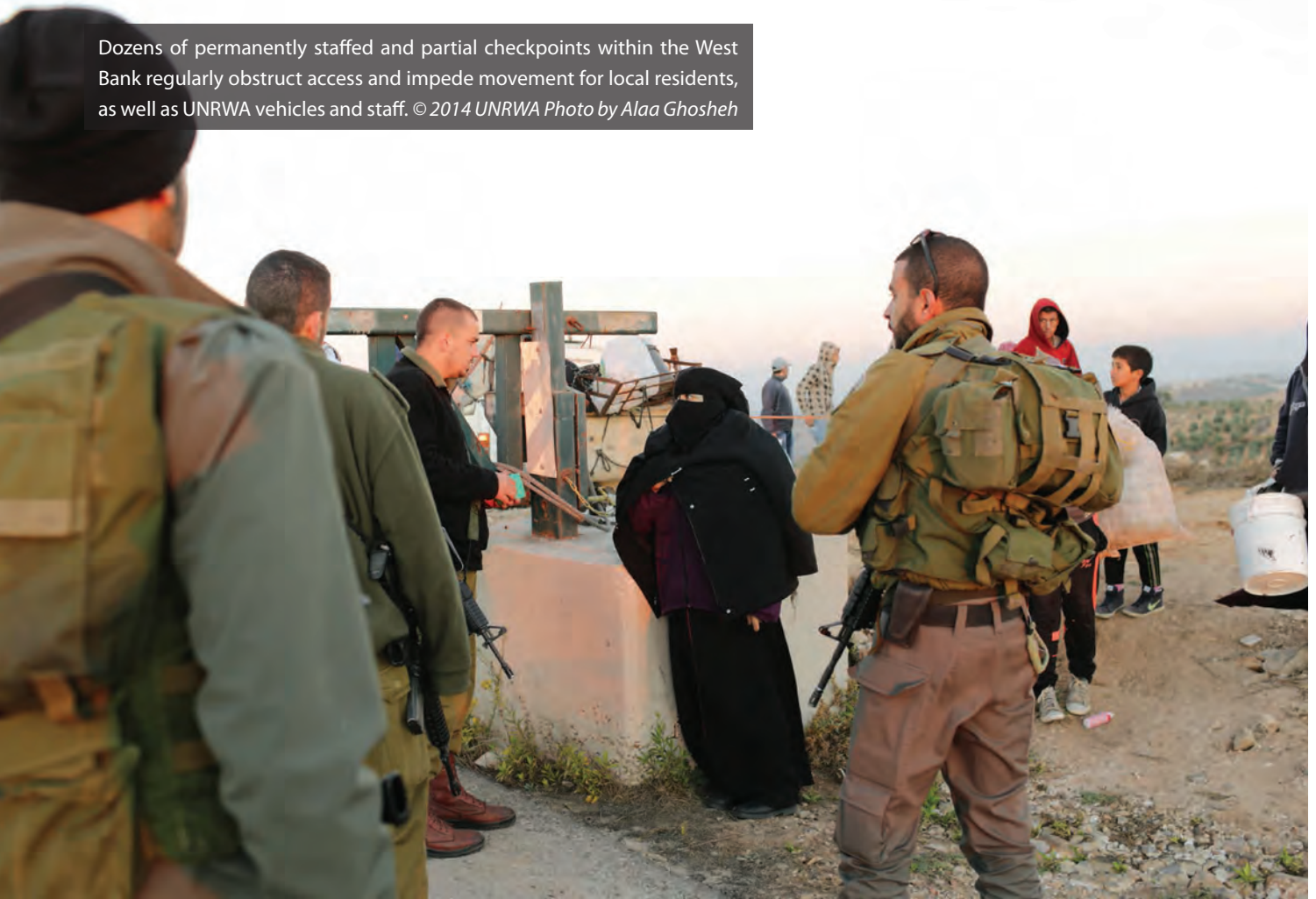
In response to forced displacement due to home demolitions, and damage to private property during law enforcement operations, military operations or Israeli settlers, UNRWA

will provide emergency support to affected refugee families through the Crisis Intervention Model. This consists of emergency cash assistance and referrals to internal/external specialized services based on needs assessments by protection social workers.

UNRWA will continue to provide emergency protection assistance in coordination with other humanitarian actors, particularly with regard to the post-demolition response.

UNRWA will also support a protective impact in particularly vulnerable communities through small-scale community-driven protection projects that address protection threats and enhance resilience.

Dozens of permanently staffed and partial checkpoints within the West Bank regularly obstruct access and impede movement for local residents, as well as UNRWA vehicles and staff. © 2014 UNRWA Photo by Alaa Ghosheh



gaza, west bank and headquarters

Through a UNRWA/WFP partnership, a UN truck delivers food for distribution in a Bedouin village between Jerusalem and Jericho.

© 2013 UNRWA Photo by Alaa Ghosheh

strategic objective 4

effective management and coordination of emergency response

Coordination, Safety, Security and Management

	Indicator	Target
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%

UNRWA requires additional capacity to reinforce planning, management, monitoring and evaluation of emergency interventions and the safety and security of staff and refugees and to safeguard the neutrality of its facilities. This is vital for the efficient and effective delivery of activities and to maintain and build capacity to respond effectively to rapid onset emergencies. Further to the recommendations of the 2014 United Nations Headquarters Board of Inquiry to improve the security of UNRWA schools and other installations and the safety of its personnel, UNRWA requires continued and

strengthened capacity to support the management and training by the Safety and Security Division of an appropriate guard force to address security and other risks.

Funding will support the mainstreaming of youth and gender across the various sectoral and cluster responses. Resources are also needed to ensure effective coordination with other humanitarian organizations, including bilaterally and through established multi-agency structures, including the Humanitarian Country Team and the clusters, as well as the

FAO-WFP Food Security Analysis Unit and the Socioeconomic Food Security Survey (SEFSec).

In Gaza, UNRWA will ensure appropriate procurement of goods and contracting of services necessary to support the ongoing operation of expanded emergency programme activities including resources required for coordination with Israeli authorities, particularly for the import of 'dual use' items under the Gaza blockade, and emergency stockpiling, warehousing and delivery of emergency stockpiles for Gaza, and will prioritize contingency and scenario planning to allow for high operational readiness for immediate response and crisis management.

UNRWA also seeks to strengthen its emergency preparedness and risk management capability. This will be achieved through continued focus on staff training, engagement in inter-agency preparedness and planning activities, and refinement and testing of its own mechanisms and protocols through simulations and lessons learned. This includes the development of functional rosters to ensure effective and timely responses and strengthening preparedness in the areas of emergency WASH, NFIs and food. The establishment of a national post for an Emergency Preparedness and Response Officer in the West Bank will strengthen the Agency's internal

and external coordination and response efforts.

UNRWA will continue to improve channels of communication with Palestine refugees and refugee communities, including through formal mechanisms such as complaint and appeal channels in relation to specific services and by ensuring clear information about UNRWA services and other issues are conveyed to affected communities during crises.

At the HQ level, the Department of Planning is responsible for the planning and coordination of emergency response activities. Under this Appeal, a senior emergency officer will be recruited to oversee monitoring and reporting of emergency activities and to support the development of an Agency-wide emergency response framework.⁴³ Reporting will be managed through an online results-based monitoring system (RBM), which allows the Agency to track actual results against planned objectives on a quarterly basis, facilitating regular consolidated reporting. UNRWA will also maintain other HQ functions in support of emergency operations, including procurement, external relations and legal services.

43. Costs will be shared between this Appeal and the Syria Regional Appeal.

annex i: risk register

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring
Hazards	<ul style="list-style-type: none"> 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 An increase in internal Palestinian division leading to greater instability in the opt 	<ul style="list-style-type: none"> 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. 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. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. 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's emergency staff roster. 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. The UNRWA 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. Security briefings for incoming staff support conduct and behaviour that reduces risk, both to the individual and to the Agency. 	<ul style="list-style-type: none"> Close monitoring of the political environment; trend analysis, protection incidents and early identification of factors that can trigger an escalation Regular use of the Security Information Management System (SIMS), including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell Daily media reviews
	<ul style="list-style-type: none"> Increased humanitarian needs among Palestine refugees Protection issues, violations of IHL/IHRL, fatalities and injuries due to law enforcement operations or armed conflict Restrictions in the movement of people and materials in the Gaza Strip 		
Strategic	<ul style="list-style-type: none"> Service delivery to refugees interrupted Not meeting expected results due to the reduction in donor assistance Negative impact on public perceptions of UNRWA Threats to staff/service delivery 	<ul style="list-style-type: none"> More effective resource mobilization Community outreach/communication Resource rationalization Contingency planning 	<ul style="list-style-type: none"> Engagement with ERCD to track income/pledges Monitoring of service interruptions and refugee satisfaction
Operational	<ul style="list-style-type: none"> Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks No clear separation between the responsibilities and 	<ul style="list-style-type: none"> UNHQ and Field Office management have regular meetings with the Area Staff Unions to discuss specific issues of staff concern. In case of industrial action, within 48 hours, both offices are capable of relocating to remote locations with necessary support. Regular updates with stakeholders (staff and institutional partners) are provided to ensure understanding of reforms and structural reorganization requirements. 	<ul style="list-style-type: none"> Monitoring/documenting of key issues to the union and of union messaging Updates to donors on key developments affecting Agency operations Periodic review of business continuity plans

authority of the National Consensus Government, the de facto authorities and armed groups.		<ul style="list-style-type: none"> Through consultations between supervisors, supervisees and HR representatives, constructive staff dialogue is promoted. Access to and use of staff portal for GFO and WBFO staff as a tool for effective communication with staff. 	<ul style="list-style-type: none"> Regular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations Adviser Regular updates through communication with Field management Periodic monitoring and review of staff survey results.
Financial			
<ul style="list-style-type: none"> Fiduciary risks in operational implementation 	<ul style="list-style-type: none"> Donors reduce their contributions Financial viability of projects/programmes compromised 	<ul style="list-style-type: none"> Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning system in 2016. Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes. UNRWA systems are monitored and audited to identify and correct operational and financial risks. Continued bilateral and ad-hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support. 	<ul style="list-style-type: none"> Monthly meetings in GFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions 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 In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs
Sociopolitical			
<ul style="list-style-type: none"> Real or perceived breach of UNRWA neutrality as a humanitarian actor 	<ul style="list-style-type: none"> Death or injury of refugees accessing services/UNRWA staff Donors reduce financial support. Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries. Incursions in UNRWA installations creates general insecurity in the refugee community. 	<ul style="list-style-type: none"> 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. 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. Staff outreach through communications, annual/biannual presentations, and workshops on neutrality/access/protection. OSOs in WBFO and GFO play a key role in safeguarding neutrality. Proper inductions are provided for newly hired staff that include training on UN privileges and immunities and humanitarian principles, including neutrality Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant. Interventions with key interlocutors, sometimes jointly with other UN agencies 	<ul style="list-style-type: none"> Tracking and analysis of neutrality violations in UNRWA installations An updated record of staff members trained on humanitarian principles, including neutrality, is kept Media analysis & follow-up Regular donor contact

<ul style="list-style-type: none"> Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance 	<ul style="list-style-type: none"> Unstable/unfavourable community relationships Obstruction of services Exposure of UNRWA staff to threats 	<ul style="list-style-type: none"> Update and implement communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees and the PA. Seek feedback and address stakeholder concerns and improve transparency through stronger community-level engagement. The WBFO emergency unit opened a hotline to enable refugees to enquire about their poverty status and eligibility for Cash-for-Work 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. 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. 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. The GFO Operation Support Office team maintains regular contact with beneficiaries, explaining their service access rights, as well as the reasons for any cuts implemented. The GFO-reformed poverty assessment system will enable the field to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families. Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed. UNRWA TV is utilized through DUO/CG/DCG programmes on broad issues and answering broader questions from refugees. GFO communications has dedicated communication with communities/outreach stream to ensure better flow of two-way dialogue with refugees. Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS. 	<ul style="list-style-type: none"> Results of internal surveys and evaluations from non-UNRWA sources Staff expectations recorded as part of Appeal programme design Media analysis SIMS reporting on incidents and complaints
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Risks specific to GFO			
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Sociopolitical			
<ul style="list-style-type: none"> Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza. 	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies. 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays of commodities. Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays. Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza. Support is sought from the international community and donors to use their position in advocating for the unhindered access of humanitarian assistance into Gaza. As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained. 	<ul style="list-style-type: none"> Clear external reporting on the impact of access barriers on programme delivery Regular communication with the Israeli authorities Analysis of incidents and trends Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel
<ul style="list-style-type: none"> Political interference by government in UNRWA activities 	<ul style="list-style-type: none"> Delays in the implementation of activities, with possible cancellations. 	<ul style="list-style-type: none"> The humanitarian purpose and neutrality of UNRWA interventions is highlighted. Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate Close observance of and constant reminders provided on the UNRWA mandate and scope of work. Reporting mechanisms from all programmes and installations to inform on incidents of interference by government representatives on UNRWA activities Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions 	<ul style="list-style-type: none"> Record and ensure analysis of incidents. Maintain regular contacts with key stakeholders, including donors. Depending on the case, and if required, communicate publicly.
Financial			
<ul style="list-style-type: none"> Decline in purchasing power 	<ul style="list-style-type: none"> Increased needs among Palestine refugees. Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. 	<ul style="list-style-type: none"> Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified. UNRWA has moved from a status to a poverty-based targeting system, with beneficiaries in Gaza targeted solely through a proxy-means benchmarking mechanism in line with international best practice. The Agency initiated a large-scale reassessment 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. Strengthened/planned procurement processes ensure better anticipation of requirements and thus lower prices. 	<ul style="list-style-type: none"> The UNRWA weekly price monitoring system (collection of prices for 15 key commodities) Analysis carried out by the UNRWA Programme Support Unit using PCBS data on labour force, national accounts, poverty and prices Information provided by other humanitarian actors
<ul style="list-style-type: none"> Disruption to effective functioning of the GRM 	<ul style="list-style-type: none"> Increased monitoring/implementation costs for UNRWA Increased/ongoing TSCA caseload Public frustration over stalled recovery/reconstruction 	<ul style="list-style-type: none"> Enhanced efforts to secure funding for self-help repair/reconstruction Possible use of contracted construction to meet shelter needs 	<ul style="list-style-type: none"> Shelter tracker, engagement with GRM stakeholders

<div> <div>Environmental</div> <ul style="list-style-type: none"> Worsening of environmental problems </div>	<ul style="list-style-type: none"> Water crisis becomes irreversible (Gaza 2020) Steps taken by international actors do not equally benefit refugees Families use makeshift power solutions that put them at risk 	<ul style="list-style-type: none"> Increased focus on environmentally sustainable solutions (e.g. desalination plants, solar panels) Prevention measures, such as those to counter flooding 	<ul style="list-style-type: none"> UNRWA internal installation report Information provided by other humanitarian actors
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Risks specific to WBFO

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Programmatic			
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Increased food insecurity among Palestine refugees. Difficulties to meet humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need. 	<ul style="list-style-type: none"> 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 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. Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA results-based monitoring (RBM) system Economic, household and labour market analysis conducted by UNRWA or other actors Following trends and discussions through active participation of UNRWA WBFO in the Food Security Sector and Food Security Analysis Unit.
Strategic			
<ul style="list-style-type: none"> Failure in the transition from humanitarian response to resilience-building and sustainable programming 	<ul style="list-style-type: none"> Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience 	<ul style="list-style-type: none"> UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programmatic implementation progress. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Review through EA reporting mechanisms.
Sociopolitical			
<ul style="list-style-type: none"> Practices of and imposed rules by the Israeli authorities related to the occupation affect the programme's ability to be effectively implemented in Area C, including closed military areas. 	<ul style="list-style-type: none"> Disruptions in service implementation Obstruction of donor-funded structures in Area C due to lack of building permits 	<ul style="list-style-type: none"> 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. Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops. UNRWA has adopted the Humanitarian Country Team Area C Framework Policy. 	<ul style="list-style-type: none"> Daily access monitoring through the UNRWA Radio Room Documentation and reporting of access incidents Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT



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