



syria regional crisis

2016 emergency appeal

progress report



2016 syria regional crisis emergency appeal progress report

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About UNRWA

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

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Cover Photo: Cash distribution at UNRWA field office in Damascus, Syria. © 2016 UNRWA Photo by Taghrid Mohammad

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acronyms and abbreviations

AUB	American University of Beirut	PRL	Palestine refugees in Lebanon
BEWG	Budget Expenditure Working Group	PRS	Palestinian refugees from Syria
GBV	Gender-based violence	PSS	Psychosocial support
EA	Emergency Appeal	PwD	Persons with disabilities
EiE	Education in Emergencies	ROEU	UNRWA Representative Office to the European Union
HC	Health centre	RONY	UNRWA Representative Office in New York
HP	Health point	SFO	Syria Field Office
IDP	Internally displaced person	SIMS	Security Information Management System
JFO	Jordan Field Office	SSAFE	Safe and Secure Approaches in Field Environments
LFO	Lebanon Field Office	SSD	Safety and Security Division
MHPSS	Mental health and psychosocial support	SYP	Syrian Pound
NCD	Non-communicable diseases	TVET	Technical and Vocational Education and Training
NFI	Non-food items	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
PB	Programme Budget	US\$	United States Dollar
PHC	Primary health care	UNDSS	United Nations Department for Safety and Security
PMM	Programme Monthly Meetings		

executive summary

This mid-year progress report covers the period January through June 2016 and provides an update on results achieved as measured against the full range of indicators included in the Syria Regional Crisis Emergency Appeal (EA) for 2016. An annual report covering the whole of the year will be issued in April 2017.

Overview

In Syria, six years of armed conflict have precipitated a humanitarian crisis, resulting in thousands of civilian deaths, massive population displacement and untold deprivation. Of the estimated 450,000 Palestine refugees that remain inside the country, 280,000 are internally displaced and 45,000 are trapped in hard-to-reach or inaccessible areas. The first half of 2016 was marked by renewed political efforts to secure a cessation of hostilities, ensure unimpeded access for humanitarian deliveries and pave the way for the resumption of meaningful negotiations for a peaceful solution. Unfortunately, the fragile ceasefire, brokered in February 2016, resulted in only a temporary reduction in violence that was followed by a re-escalation in the conflict. Against this backdrop, humanitarian conditions continued to deteriorate. Approximately 95 per cent of Palestine refugees in Syria are in need of sustained assistance as they face profound humanitarian needs, severe protection threats and significant reversals in human development.

Adverse socioeconomic conditions also affect the estimated 47,000 Palestine refugees who have fled Syria and remain in neighbouring Lebanon and Jordan, where many have been pushed into a marginalized existence. In Lebanon, Palestinian refugees from Syria (PRS) are especially vulnerable due to their precarious legal status. Effectively denied access to most public services and facing restricted access to employment opportunities, many live in fear of forcible return and detention and are vulnerable to exploitation and abuse. In Jordan, a government policy of non-admission has posed a significant obstacle to PRS entering the Kingdom, with only 16,445 PRS officially residing in the country. Often without legal status, most PRS are prevented from securing employment, accessing public services and are exposed to protection threats, including the risk of arrest and forcible return. Compared to other refugees fleeing the conflict in Syria, PRS in both Lebanon and Jordan struggle with fewer coping mechanisms and exhibit signs of shrinking resilience and deepening poverty that is reflected in their continued reliance on United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) services to cover vital needs.

The UNRWA Response

During the first six months of 2016, UNRWA continued to provide life-saving assistance and protection to over 450,000 Palestine refugees affected by the Syria crisis, including inside Syria and in Lebanon, Jordan and Gaza. The Agency also extended basic health and quality and inclusive education services to Palestine refugees inside Syria and those forced to flee. In total, over 45,000 Palestine refugees were enrolled in UNRWA schools inside Syria, while over 5,300 PRS children were accommodated in Agency schools in Lebanon and 1,400 PRS and Syrians in Jordan. Primary health care was dispensed through 15 UNRWA health centres (HCs), 11 health points (HPs) and one mobile HP inside Syria. In Lebanon, care was provided to PRS through 26 HCs and one HP and in Jordan through 25 HCs and four mobile clinics. Though the Agency's Technical and Vocational Education and Training (TVET) programme, short-term courses and professional coaching services were offered in both Lebanon and Jordan to support 314 PRS and Palestine refugees in Lebanon (PRL) and a further 27 PRS in Jordan. UNRWA also continued to deliver potable water, maintain sewerage networks and provide solid waste management in seven accessible camps in Syria out of the nine official camps and three unofficial camps that were serviced prior to the conflict. A similar range of assistance measures to improve the urban camp environment was implemented in Lebanon.

Throughout the first half of the year, the UNRWA protection response was enhanced through increased coverage in Syria that expanded on gender-based violence (GBV) interventions to include general and child protection. In Lebanon, the Agency worked with local child protection actors and the national child protection system to strengthen responses in Palestine refugee camps, while in Jordan, teams of area-level protection social workers were deployed to facilitate direct intervention and referrals to specialized assistance. In addition, protection response training was delivered to front-line staff, while a case tracking and referral database was established to facilitate accurate and consistent data collection and analysis.

Impact of Underfunding

UNRWA would like to acknowledge the continued and generous support of its many donors that have allowed the Agency to extend emergency assistance to Palestine refugees in Syria and PRS in Lebanon and Jordan. The 2016 EA requires a total of US\$ 413.9 million to cover the overall cost of the emergency interventions. As of 30 September 2016, however, only US\$ 142,814,183 had been received, covering 35 per cent

of needs and leaving a funding gap of US\$ 271.1 million. This translates into a shortfall against need of 66 per cent in Syria, 61 per cent in Lebanon and 64 per cent in Jordan.

The EA funding gap prevented UNRWA from implementing the full range of emergency assistance measures planned for the first half of the year, particularly with regard to the provision of cash and food, shelter interventions, and the provision of livelihood support. During the reporting period, available resources in Syria were sufficient for two out of three rounds of cash assistance, covering only four months of need. In Lebanon, a rapid deterioration in the urban environment inside camps became more evident, while in Jordan, cash assistance was curtailed, affecting the Agency's ability to respond to basic needs, including the provision of winterization assistance. Moreover, the Agency had to delay the start of livelihood support in Syria and decrease the

number of technical and vocational training courses offered in both Lebanon and Jordan. Across all three fields, requirements for the emergency shelter response were left unmet.

The emergency services provided by UNRWA constitute the minimum support necessary to meet the critical needs of Palestine refugees affected by the conflict in Syria. Any reduction in planned assistance could have further profound repercussions in terms of eroding household coping capacities and their ability to further withstand crisis situations. Anecdotal evidence already suggests shrinking household resilience and an increased reliance on damaging coping strategies, such as the selling of critical assets, withdrawing children from school and cutting back on nutritious foods and/or health care. Into the second half of 2016, ensuring minimum life-saving support to Palestine refugees affected by the Syria crisis will continue to be among the Agency's foremost resourcing priorities.

funding summary: 2016 syria regional crisis progress report

Table 1: Syria Regional Crisis Emergency Appeal Funding Summary by Field, 1 January-30 June 2016 (US\$)

Programme Interventions	Amount	Total	Allocation Syria ¹	Allocation Lebanon ²	Allocation Jordan ³	Allocation Regional
Cash assistance for essential needs, including food, shelter and NFIs	<i>required</i>	254,215,291	200,371,045	38,366,555	14,477,691	1,000,000
	<i>received</i>	45,826,817	37,391,851	6,926,585	1,508,381	0
	<i>difference</i>	208,388,474	162,979,194	31,439,970	12,969,310	1,000,000
Non-food items	<i>required</i>	11,703,667	11,703,667	0	0	0
	<i>received</i>	180,653	180,653	0	0	0
	<i>difference</i>	11,523,014	11,523,014	0	0	0
Food assistance	<i>required</i>	58,448,438	58,448,438	0	0	0
	<i>received</i>	7,932,060	7,932,060	0	0	0
	<i>difference</i>	50,516,378	50,516,378	0	0	0
Livelihoods (including social cohesion for Lebanon)	<i>required</i>	6,715,287	3,279,029	3,436,258	0	0
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	6,715,287	3,279,029	3,436,258	0	0
Emergency health	<i>required</i>	13,675,839	6,225,652	6,547,557	502,630	400,000
	<i>received</i>	5,908,418	360,914	3,703,566	5,221	108,397
	<i>difference</i>	7,767,421	5,864,738	2,843,991	497,409	291,603
Emergency education	<i>required</i>	26,253,894	16,057,000	8,137,444	1,659,450	400,000
	<i>received</i>	7,920,655	4,904,098	2,635,429	381,128	0
	<i>difference</i>	18,333,239	11,152,902	5,502,015	1,278,322	400,000
Shelter	<i>required</i>	200,000	0	0	0	200,000
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	200,000	0	0	0	200,000
Protection	<i>required</i>	3,415,765	1,037,609	1,779,055	299,101	300,000
	<i>received</i>	232,679	43,290	106,227	83,162	0
	<i>difference</i>	3,183,086	994,319	1,672,828	215,939	300,000
Environmental health	<i>required</i>	17,418,360	13,532,143	3,886,217	0	0
	<i>received</i>	2,784,687	2,453,199	331,488	0	0
	<i>difference</i>	14,633,672	11,078,943	3,554,729	0	0
Safety and security	<i>required</i>	2,823,814	1,554,000	350,000	19,814	900,000
	<i>received</i>	363,858	361,860	1,998	0	0
	<i>difference</i>	2,459,956	11,921,140	34,8002	19,814	900,000
Capacity and management support	<i>required</i>	16,255,427	13,969,189	578,437	207,801	1,500,000
	<i>received</i>	7,531,354	6,008,807	283,777	138,770	1,100,000
	<i>difference</i>	8,724,072	7,960,381	294,660	69,031	400,000
Emergency repair and maintenance of UNRWA installations	<i>required</i>	2,775,000	2,775,000	0	0	0
	<i>received</i>	83,250	83,250	0	0	0
	<i>difference</i>	2,691,750	2,691,750	0	0	0
To be allocated		4,814,897	3,387,029	0	1,427,869	1,100,000
TOTAL	<i>required</i>	413,900,782	328,952,772	63,081,523	17,166,487	4,700,000
	<i>received</i>	74,388,518	57,512,103	13,551,355	2,116,663	1,208,397
	<i>difference</i>	339,512,264	271,440,669	49,530,168	15,049,824	3,491,603

syria

Political, Economic and Security Developments

Following an intensification of violence in Syria as the conflict entered its sixth year, a nation-wide cessation of hostilities came into effect on 27 February 2016. This resulted in a temporary but noticeable reduction in armed activities throughout the country, with the exception of Aleppo. Nonetheless, the conflict continued to affect the lives of Palestine refugees, as illustrated by three separate attacks that took place between February and June in the vicinity of Qabr Essit camp, south of Damascus that resulted in at least 155 civilian fatalities, with many more injured and traumatized.⁴ In addition, Khan Eshieh camp, home to about 8,000 Palestine refugees, experienced intensified armed conflict that commenced on 17 May 2016 and resulted in an increasing number of civilian casualties, including Palestine refugees and other civilians.⁵

Of the estimated 450,000 Palestine refugees that remain in Syria, over 95 per cent (430,000) are in critical need of sustained humanitarian assistance in order to survive (including tens of thousands of Palestinians trapped in areas of active conflict such as Yarmouk, Khan Eshieh, and Dera'a). In all, 280,000 refugees have been internally displaced, while an additional 110,000 have fled the country in search of safety.⁶ As of June 2016, 18 UNRWA staff had been killed since the beginning of the crisis and 26 continued to be missing, kidnapped, detained or presumed to be detained.

The economic environment in Syria continues to be characterized by a steep depreciation of the Syrian Pound (SYP) against the US\$ and soaring inflation, compounded by the impact of sanctions, commodity price rises and a general shortage in basic necessities. In addition, extremely high rates of unemployment, coupled with low wages, have eroded household purchasing power. For those refugees who are able to find employment, the average daily wage is just SYP 1,125 (equivalent to US\$ 2.32 as of June 2016).⁷ The provision of health, education and other public services has also been severely affected by the armed conflict. Palestine refugees often have fewer coping mechanisms in comparison with their Syrian counterparts and their options to legally travel outside of Syria are severely restricted. Humanitarian access remains extremely constrained for all actors operating in the country, including UNRWA. Some 45,000 Palestine refugees reside in hard-to-reach and inaccessible areas, particularly in the Rural Damascus and Dera'a governorates. Due to deteriorating security conditions, Agency access to Yalda, through which UNRWA serves Palestine refugee civilians residing in Yarmouk, was suspended on 25 May 2016. At the time of writing, access had yet to be restored.

Operational Developments

During the first half of 2016, the UNRWA emergency response in Syria continued to focus on the provision of cash, food, non-food items (NFIs) and essential services, such as health care, education and vocational training, to meet the life-saving needs of Palestine refugees and shore up their resilience. The Agency operated 44 schools, down from 118 facilities prior to the crisis, complemented by 55 afternoon-shift schools hosted in Ministry of Education buildings. In total, up to 45,380 students attending grades 1 through 9 were accommodated through these arrangements. Fifteen of the Agency's 23 health centres (HCs) remained operational, supplemented by an additional 11 health points (HPs) throughout the country. As of June 2016, nine UNRWA school buildings, the Damascus Training Centre and two other UNRWA installations continued to provide temporary accommodation for 2,838 internally displaced persons (IDPs), 13 per cent of whom are Syrian.

During the reporting period, two out of three planned rounds of food assistance were provided to 414,000 Palestine refugees throughout Syria. EA funding shortfalls meant that the Agency was only able to provide refugees with two out of three rounds of cash assistance, covering just four months of need during the first six months of the year. Cash assistance provided was the equivalent of US\$ 0.70 per person per day.

Approximately 80 per cent of Palestine refugees in Syria reside in Damascus, including in areas with restricted humanitarian access. UNRWA maintained regular and emergency operations in most parts of the city during the first half of 2016; however, considerable difficulties were encountered in reaching refugee communities in Yarmouk, Khan Eshieh, Qudsaya and Ramadan. In the central area, Agency services to Palestine refugees in Homs, Hama and Latakia remained fully operational, with humanitarian assistance regularly supplied from Damascus. While the security situation in and access to northern Syria remained troubled in Aleppo city and Neirab camp (13 km east of the city) throughout the beginning of 2016, UNRWA operations continued in both areas. In southern Syria, despite considerable accessibility issues, health and education services were maintained (albeit intermittently due to medical supply shortages and insecurity, which often resulted in the closure of schools) in Dera'a city and to a certain extent in the villages of Muzeirib and Jilin.

UNRWA continued to implement emergency operations in Syria through a dedicated humanitarian response team, regular programme staff and support from Agency Headquarters. Further developing staff capacity to respond to an increasingly complex context continued to be a priority for the UNRWA Syria Field Office, particularly as staff turnover continues to be quite high.

syria: sector-specific interventions

Strategic Priority 1: Preserve resilience through the provision of humanitarian assistance

Outcome/Output	Indicator	Actual	Target (2016)
Cash Assistance, NFIs and Food Aid			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	97%	100%
Palestine refugees in Syria are provided with relief assistance (food assistance, NFI and shelter assistance).	Average number of individuals receiving cash assistance for food and NFI per round (gender disaggregated)	414,000	430,000
	Average number of PRS individuals receiving in-kind food assistance per round	406,000	430,000
	Number of PRS individuals receiving NFIs	303,200	280,000
	Average duration of cash distribution rounds	8 weeks	8 weeks
	Total amount of cash distributed	US\$49,529,000	US\$200,371,045
UNRWA temporary collective shelters contribute to the protection, health and well-being of displaced refugees.	Percentage of temporary UNRWA collective shelters meeting UNRWA emergency shelter standards (including protection standards)	100%	100%
	Number of displaced refugees receiving shelter at UNRWA facilities	2,838	7,000

Between January and July 2016, UNRWA distributed two rounds of cash assistance, with each round covering recipient food needs for a period of two months. An average of 414,000 Palestine refugees were assisted during each round, meeting

96 per cent of those targeted for assistance. The demographic characteristics of the cash assistance recipients, by round, are as follows:

Round 1, 2016							
Female				Male			
Under 5	5-18 yrs.	19-60 yrs.	Over 60	Under 5	5-18 yrs.	19-60 yrs.	Over 60
17,846	56,526	122,844	17,370	19,012	57,951	104,609	16,653
214,585				198,225			

Round 2, 2016							
Female				Male			
Under 5	5-18 yrs.	19-60 yrs.	Over 60	Under 5	5-18 yrs.	19-60 yrs.	Over 60
17,538	56,718	124,122	17,529	18,725	57,860	105,952	16,830
215,907				199,367			

Each recipient of cash assistance received a total transfer of US\$ 128 (through two separate instalments of US\$ 64 per round) to cover the cost of food over a four-month period. In addition, the Agency provided NFIs (including hygiene kits, mattresses and blankets to, respectively, 242,700, 67,400 and 303,200 people) and food parcels to 406,000 Palestine refugees (94

per cent of the planned target). Finally, UNRWA provided an integrated package of assistance to 2,838 displaced Palestine refugees living in 10 UNRWA and two non-UNRWA collective shelters, consisting of cash assistance at the rate of US\$ 40 per round (a lesser amount in light of assistance already provided through the shelters), a daily hot meal, NFIs, health and

As the armed conflict continues for a sixth year, 95 per cent of Palestine refugees registered with UNRWA in Syria rely on food assistance. In the first half of 2016, UNRWA delivered US\$ 5.3 million worth of food parcels to those in need across the country. Distribution at Khan Dunoun, Syria. © 2016 UNRWA
Photo by Taghrid Mohammad



protection care, and access to recreational and educational activities. During the first half of 2016, civilians departed from the collective shelters, with the numbers dropping from 4,795 in December 2015 to 2,838 in June 2016. The planning figure of 7,000 displaced refugees receiving shelter at UNRWA facilities was developed on the basis of 2015 actuals; however, collective shelter numbers decreased quite dramatically.

Achievements under EA funds for cash, food and NFI assistance during the first half of 2016 reflect the humanitarian situation and challenges specific to emergency operations in Syria. For example, results under cash assistance reached only 96 per cent of the target as a limited number of those eligible for assistance did not appear to collect it. In addition, due to funding gaps, UNRWA could only implement two instead of three rounds of cash assistance.

During the first two quarters of 2016, cash, food and NFIs were distributed through 16 UNRWA installations (including schools and HCs); cash was also distributed through a network of banks and financial institutions. When deteriorating security conditions impeded direct delivery, assistance was

transferred to Agency distribution centres closest in proximity to the besieged or otherwise hard-to-reach areas. In addition, while UNRWA primarily relied on internal logistical and programmatic capacities to support Palestine refugees in Syria, access to inaccessible areas was also facilitated through inter-agency humanitarian convoys. To further minimize the risk of disruption in the delivery of assistance, buffer stocks of food and NFIs (consisting of 100 per cent and 10 per cent of the respective requirements) were prepositioned to be readily dispatched in the event of sudden population displacements/unforeseen emergencies. Finally, supply chain ruptures and distribution delays were minimized through a broadened range of suppliers that allowed UNRWA to mitigate the delayed or non-arrival of goods while ensuring high-quality standards for supplies procured. In light of these measures, the Agency did not face any supply chain ruptures during the reporting period. UNRWA will continue to advocate for full, unhindered and continuous access to the civilians trapped in areas of active conflict.

Of the estimated 450,000 Palestine refugees that remain inside the country, 280,000 are internally displaced. As of June 2016, 2,838 people were living in UNRWA collective shelters. Khan Dunoun Camp, Rif Damascus, Syria, May 2015. © 2015 UNRWA
Photo by Taghrid Mohammad



Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods (Microfinance)			
Palestine refugees in Syria receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	0	39,750
To date, funding has not been received towards this assistance measure under the 2016 EA.			

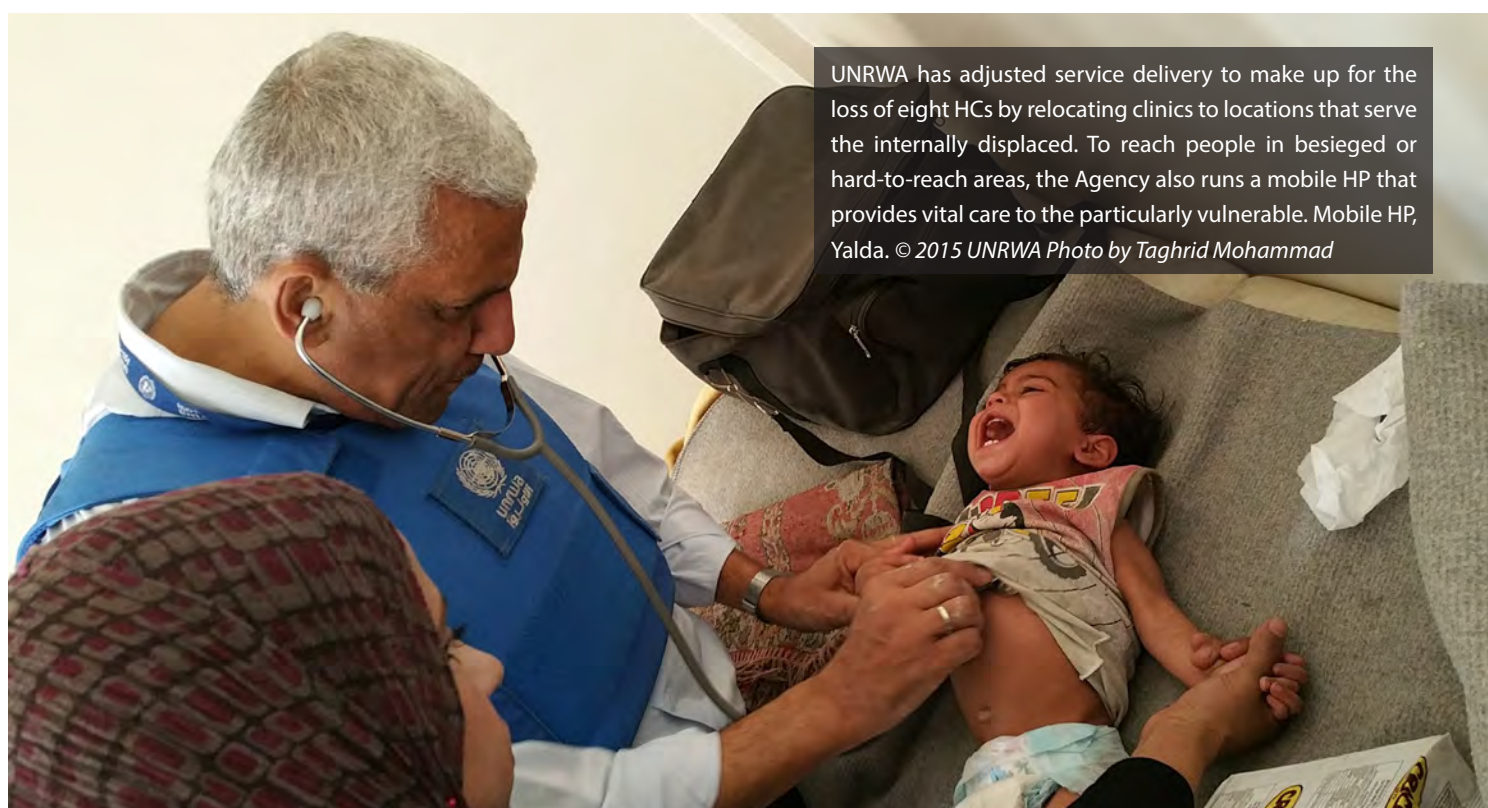
Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods (Vocational Training)			
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of Palestine refugee youth who complete short- or long-term vocational courses through UNRWA	0	2,066
	Number of Palestine refugee youth who receive career guidance through UNRWA	0	2,900
To date, funding has not been received towards this assistance measure under the 2016 EA.			

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Health			
The impact of the crisis on health services for refugees is reduced.	Number of consultations supported by UNRWA (primary, secondary and tertiary health care)	458,542	960,000
Palestine refugees have access to primary health-care services.	Number of Palestine refugee consultations in UNRWA health facilities (disaggregated by gender)	194,632 male 263,910 female	440,000 male 520,000 female
	Number of Agency health centres and mobile health points operational	27	26
Palestine refugees in Syria have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	8,566	17,000
Palestine refugees in Syria have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	88%	100%

As supported through Programme Budget (PB), EA and regular project funds, during the first six months of 2016, 458,542 primary health care (PHC) consultations were provided to 194,632 males (42 per cent) and 263,910 females (58 per cent) in Syria. These services, including referrals to secondary and tertiary care, were delivered through 15 fully-equipped HCs, 11 HPs, and one mobile HP. During the reporting period, a construction project was initiated that should, barring unforeseen delays, result in the addition of an additional HC inside the UNRWA compound by the end of the year. The mobile HP in Yalda, established to meet the needs of refugees who fled Yarmouk in April 2015, continued to be intermittently operational in accordance with access. Also due to security

conditions, the Agency has been unable to provide health services in Yalda since 25 May 2016.

UNRWA continued to provide referrals to secondary and tertiary care, subsidizing between 75 and 95 per cent of 8,566 hospitalization treatments, reaching over 50 per cent of the annual target. Significant challenges continued to be encountered in restocking certain HCs, in particular for those clinics located in Khan Eshieh, Ramadan and Muzeirib, where deteriorating security has denied humanitarian access. Despite this, the majority (88 per cent) of UNRWA HCs and HPs did not report any stock ruptures during the first six months of the year.



Outcome/Output	Indicator	Actual	Target (2016)
Emergency Education			
Palestine refugees in Syria are able to continue their education despite conflict and displacement.	Number of Palestine refugee students graduating from basic education	2,961	3,900
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	39,312	39,900
Palestine refugee students have access to education through regular/catch-up classes.	Percentage of schools with adequate equipment (furniture, heating, other equipment)	NC ⁸	100%
	Number of school-age children enrolled in regular classes in UNRWA schools	45,345	43,000
Palestine refugee students are provided with psychosocial support (PSS).	Average number of school-age children receiving psychosocial support per month	4,352	7,000
Palestine refugee students are provided with educational and recreational materials and activities.	Number of Palestine refugee students provided with educational/recreational materials (self-learning materials, back-to-school kits, PSS/recreational kits, stationery)	45,345	43,000
	Number of Palestine refugee students participating in recreational/catch-up learning activities	0 ⁹	10,000

During the first half of 2016, enrolment in Agency-managed schools remained relatively stable at 45,345 pupils, with only a small number of students leaving the system during the year. Of the 3,705 students enrolled in ninth grade, 3,672 sat for the final exam and 2,961 graduated basic education. This included students from Yarmouk and Khan Eshieh who managed to travel to Damascus to take their exams through UNRWA support and facilitation.

The provision of quality education in Syria, funded through PB, EA and regular project funds, is considerably challenged

by access issues for an estimated 14,570 children trapped in besieged or otherwise hard-to-reach areas, including Yarmouk, Khan Eshieh, Muzeirib and Jilin. The UNRWA Agency-wide Education in Emergencies (EiE) approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth, even in emergencies, continues to build on the existing education system while introducing innovations to sustain the delivery of quality education, keeping children at the heart of what the Agency does. The approach ensures that the most vulnerable are not left behind

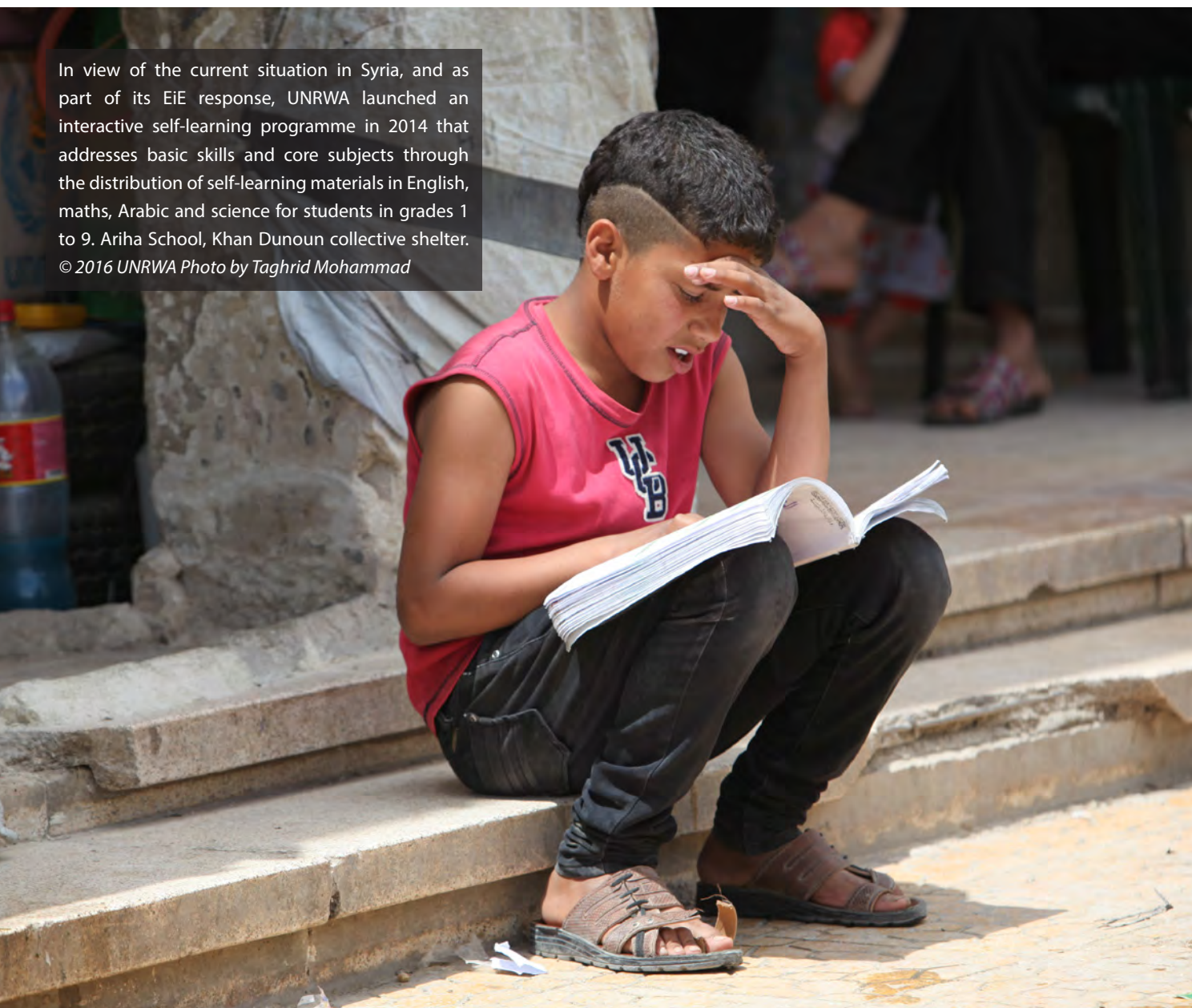
as they are given the type of support needed to continue their education. This multidimensional EiE approach consists of the following three main lines of action: (i) promoting a safe and secure learning environment that comprises both the physical and emotional environment for children, along with efforts to strengthen the capacity of education personnel and communities to respond to insecurity, provide safe learning spaces, and ensure students have the support and tools necessary to deal with trauma and promote recovery; (ii) quality teaching and learning, including the provision of alternative learning modalities and the professional development of teachers on the same; and (iii) community engagement and parental and student participation that involves the identification and mobilization of available resources within the community and developing consensus and support for EiE programming. As of June 2016, 43,017 students in Syria had received EiE support or assistance.

Adapting the provision of education to the protracted emergency in Syria has necessitated an expansion of the

Agency's EiE response with regard to the provision of PSS for children who have experienced loss, extreme levels of stress and displacement. In this regard, UNRWA provided PSS to an average of 4,352 students per month during the first half of 2016. While this figure represents a considerable increase in the monthly average number of students that were provided with PSS of 1,165 under the 2015 EA, the number of students served remains significantly below the target due to financial constraints that allowed the Agency to field PSS counsellors in only 50 per cent of the 99 schools operating throughout the country.

In 2016, for the first time since 2011, a Monitoring of Learning Achievements review will be conducted. This review will enable UNRWA to: (i) gain better insight on the impact of the six-year conflict on Agency-provided education; (ii) obtain insight into education quality and equity; and (iii) better understand children's educational development and the nature of learning that is going on in its classrooms.

In view of the current situation in Syria, and as part of its EiE response, UNRWA launched an interactive self-learning programme in 2014 that addresses basic skills and core subjects through the distribution of self-learning materials in English, maths, Arabic and science for students in grades 1 to 9. Ariha School, Khan Dunoun collective shelter. © 2016 UNRWA Photo by Taghrid Mohammad





Staffed by volunteer lawyers, social workers and counsellors, UNRWA Family Support Offices provide a range of legal, psychosocial and other family-related assistance to those in need. Family Support Office in Damascus. © 2016 UNRWA Photo by Taghrid Mohammad

Outcome/Output	Indicator	Actual	Target (2016)
Protection			
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	92%	100%
Strengthened prevention and protection response for Palestine refugees (physical security and violence, in particular GBV).	Number of Palestine refugees provided with legal advice	478	200
	Number of UNRWA staff members trained on protection	321	450

Throughout the first half of 2016, the UNRWA GBV protection response in Syria was expanded to include general and child protection. During this period, 1,490 individuals (132 men, 884 women, 323 girls and 151 boys) including 27 persons with disabilities (PwDs) were identified as having protection needs, out of whom 1,365 (91.6 per cent) received assistance through the provision of UNRWA assistance and/or referrals to external service providers. A total of 478 individuals (385 females and 93 males) received legal assistance from UNRWA during the first half of 2016, with court interventions registered in 100 cases relating to civil status and birth registration.

Documented protection cases exceeded mid-year targets due to: (i) the expansion of the protection response into general and child protection; (ii) the enhanced capacity of front-line staff to identify protection cases (321 staff received protection training during the reporting period); and (iii) protection mainstreaming efforts within the Agency that enabled staff to become more involved in the identification of protection cases.

Outcome/Output	Indicator	Actual	Target (2016)
Environmental Health			
Public health needs of the affected population are met.	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation or reconstruction of water and sanitation networks by UNRWA	100%	100%
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of IDPs receiving adequate potable water during displacement in UNRWA shelters	100%	100%
Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of Palestine refugees (women, men and children) with access to hygiene items to maintain health, dignity and well-being	280,000	280,000

During the reporting period, UNRWA continued to deliver potable water; maintain the sewerage network; and provide solid waste management, municipal cleaning and maintenance services to Palestine refugee camps and UNRWA collective shelters in Syria. In this regard, all seven accessible camps¹¹

benefited from the repair, rehabilitation or reconstruction of their water and sanitation networks, while IDPs in UNRWA collective shelters were guaranteed potable water through public water distribution systems or water trucking. Finally, up to 280,000 Palestine refugees were provided with hygiene kits.



Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

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

During the first half of 2016, UNRWA provided assistance to Palestine refugees within a volatile security environment. To reduce the risks faced by Agency personnel and operations, UNRWA continued to ensure that organizational security practices and procedures are responsive to the context, based on acceptance models known to staff. In this regard, security plans and measures were updated and adapted to the evolving security environment, while staff training focused on community acceptance, awareness, planning, risk evaluations, and operational safety and security.

UNRWA works under the umbrella of the inter-agency country security plan for Syria, the United Nations Department of Safety

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

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Repair and Maintenance of UNRWA Installations			
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services.	Percentage of operational installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	NC ¹²	100%

Emergency maintenance and repair of UNRWA facilities remained critical during the first half of 2016. Many installations have been damaged or destroyed by the conflict, with ongoing armed violence and indirect fire serving as a continuous threat to dozens of facilities, contrary to the inviolability of Agency premises that applies at all times in accordance with international law.

During the reporting period, UNRWA undertook a range of maintenance and repair activities in 44 facilities, including

schools and health centres. Despite these efforts, conditions within the 10 UNRWA installations that serve as collective shelters have deteriorated due to overutilization. All facilities used for shelter purposes require constant maintenance to ensure that minimum WASH standards can be applied in order to mitigate the risks of communicable diseases. Numerous other UNRWA facilities also require maintenance and upgrades in order to better respond to operational needs.

lebanon

Political, Economic and Security Developments

Lebanon is home to a range of destabilizing threats, including volatile security, political deadlock and social unrest. National health, education and other public services are overstretched, while a third of the nation's young labour force is unemployed.¹³ Palestine refugee communities experience some of the highest poverty rates, especially the 30,675¹⁴ PRS that have been temporarily uprooted to Lebanon in search of safety. These numbers add to the 270,000 Palestine refugees in Lebanon (PRL)¹⁵ already living in the country who, prior to the onset of the crisis, figured among its poorest and most marginalized. A majority of registered PRL depend on UNRWA service provision as, through either law or practice, they have been effectively denied access to most public services. In addition, PRL continue to face limited employment opportunities, and restrictions on the right of refugees to own and inherit property remain in place. PRS are particularly vulnerable given limitations on their ability to lawfully enter Lebanese territory; their precarious legal status; difficulties in regularizing their stay; and limited access to crucial civil registration procedures, public amenities and social protection services. The vast majority continue to be highly dependent on UNRWA for a broad range of regular and humanitarian assistance, including food, shelter, health care and education. For both PRL and PRS, daily life continues to be dominated by poverty, debt and increased competition for limited employment opportunities.

Operational Developments

During the first half of 2016, UNRWA completed a PRS headcount verification exercise. The results, released subsequent to the current reporting period, indicated a 25 per cent decrease in PRS numbers, with 30,675 residing in Lebanon as of September 2016 (approximately 8,811 families), compared to 41,413 that were registered in December 2014.

The fluctuation in PRS numbers is attributable to a highly mobile PRS population/onward movement from Lebanon. While the verification exercise provided an insightful update on the current size of the PRS population in Lebanon, figures are expected to fluctuate further. It is anticipated that widespread fighting in Syria will continue to drive PRS population inflows, while precarious legal status, coupled with limited access to public services and work opportunities, are expected to contribute to further onward movement. The programming implications associated with the current, potentially temporary, decreased number of PRS are being assessed; however, precautionary measures have already been adopted with regard to the provision of cash-based support. In this regard, cash assistance is only being transferred to PRS whose presence in Lebanon and cards were verified in August 2016.

In June 2016, the American University of Beirut (AUB), together with UNRWA, released the results of a survey¹⁶ that assessed the socioeconomic conditions of Palestine refugees, including PRS, in Lebanon. With regard to food security, the survey found that 94.5 per cent of the PRS population was food insecure with 63.2 per cent being severely food insecure. The results of the AUB survey will help to inform UNRWA emergency assistance priorities into the future.

Throughout the first half of 2016, UNRWA operations faced serious disruptions as a result of changes to the Agency's hospitalization policy. For almost six months, amendments to this policy triggered a backlash that resulted in serious disruptions to UNRWA operations in various areas of Lebanon, including threats to staff. Intensive consultations and the Agency's commitment to ensure that access to urgent hospital care is preserved for the most vulnerable refugees helped put the reform process back on track by the end of the reporting period.¹⁷

lebanon: sector-specific interventions

Strategic Priority 1: Preserve resilience through the provision of humanitarian assistance

Outcome/Output	Indicator	Actual	Target (2016)
Cash Assistance for Essential Needs, Including Food, Shelter and NFIs			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	96.5% ¹⁸	97%
PRS are provided with relief assistance (food assistance, NFI and shelter assistance).	Average number of individuals receiving cash assistance for food, NFI and shelter per round (gender disaggregated)	39,306	42,000
	Number of families provided with winterization assistance (cash and in-kind)	10,524	12,000 (11,200 PRS and 800 PRL)
	Total amount of cash distributed per round	US\$ 1,729,311	US\$ 1,134,000

During the first half of 2016, humanitarian support in the form of cash grants were provided towards the food, housing and winterization needs of 39,306 PRS, including 20,042 females and 19,264 males in Lebanon. Through three distribution rounds (with each round covering two months of need), US\$ 5,187,533 (US\$1,729,311 per round) was disbursed in instalments that amounted to US\$ 27 per person, per month. In March 2016, following the receipt of funding and after a two-month pause, UNRWA was able to restart the provision of housing assistance. In this regard, a total of US\$ 4,143,778 was disbursed to over 10,400 families through a grant of US\$ 100 per month that covered family housing needs. As part of the UNRWA winter support programme, cash grants were also extended to PRS families that both lacked financial means and were exposed to particularly harsh winter weather conditions. This assistance package varied in accordance with the physical elevation of family residences, with those living more than 500 metres above sea level receiving US\$ 147 per month for a two-month period and those residing below this threshold receiving US\$ 100 per month over the same time frame. Winterization assistance supported a total of 10,524 PRS families, seeing them through harsh winter weather conditions.



Palestinian refugee from Syria receives NFIs.
© 2014 UNRWA Photo by Maysoun Mustafa

Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods and Social Cohesion			
Enhanced livelihoods of PRS.	Percentage of applications by vulnerable PRS accepted at UNRWA training centres	100%	100%
Improved access to employment opportunities for PRS and PRL.	Number of training opportunities provided to PRS and PRL	314	632
	Numbers of local businesses receiving business grants from UNRWA	NC ¹⁹	300

As of June 2015, the overall PRL unemployment rate was 23 per cent, (31 per cent for PRL women), while the PRS unemployment rate stood at 52.5 per cent (68.1 per cent for PRS women). In light of these discouraging figures, UNRWA sought to increase PRS employment opportunities by facilitating their access to quality vocational training alongside PRL. Throughout the first half of 2016, in addition to complementary English lessons provided by the Lebanese International University, the Agency offered 18 short-term vocational training courses, along with professional coaching services that focused on recruitment and employability. Each course was conducted five days per week over a six-month period and covered a range of topics including secretarial skills, arts and crafts, cosmetics and beauty, general carpentry, photography, and video editing. A total of 314 students (38 per cent women) attended these trainings, graduating in July 2016. The student body was composed of 267 PRL (96 females and 171 males) and 47 PRS (24 females and 23 males).²⁰

The UNRWA Employment Service Centre's coaching services benefited 189 students, including 167 PRL (47 females, 120

males) and 22 PRS (15 females, 7 males). Furthermore, 1,033 students, (1,005 PRL and 28 PRS) enrolled in regular trade and semi-professional courses during the 2015/16 scholastic year; however, funding gaps resulted in the delay of apprenticeship and on-the-job trainings that had been planned to start during the reporting period. Self-employment start-up kits were provided to 41 women, including 10 PRS who graduated from the cosmetics and beauty vocational course during the first half of the year.

In support of social cohesion efforts and in collaboration with the United Nations Children's Fund (UNICEF) and local partners, UNRWA staged the 'Palestiniadi', a three-day sports event for children and youth living in Palestine refugee camps and gatherings in Lebanon. For the eighth year, the Palestiniadi brought together more than 300 PRL and PRS children to compete in sporting events that aimed at fostering peace, inclusiveness and dignity.

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Health			
The impact of the crisis on health services for refugees is reduced.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	126,675	155,000
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	124,734 (49,894 male [40%] and 74,840 female [60%])	150,000 (40% male, 60% female)
	Percentage of Agency health centres and mobile health points operational	100%	100%
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	1,941	5,000
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	100%	100%

UNRWA is committed to providing equal access for PRS with regard to the provision of PHC services and available subsidies for hospitalization care. The Agency has expanded its health response to address the additional case load of Palestine refugees from Syria and serves as the primary PHC provider for all Palestine refugees from Syria in the country. In order to ensure the provision of quality care, UNRWA has gradually increased medical staff numbers to cover both the influx of PRS and the growing numbers of PRL.

As reflecting the recent decline in PRS numbers in Lebanon, during the first half of 2016, UNRWA provided PRS with 126,675 PHC consultations, a 9 per cent reduction on the 139,212 consultations provided to PRS during the same period

in 2015. A total of 1,176 PRS received in-patient hospitalization care (1,080 secondary and 96 tertiary) with an additional 765 receiving emergency room assistance. Hospitalization services supported by the Agency also declined in comparison to the same period in 2015 when 2,071 PRS received in-patient hospitalization care (1,985 secondary and 86 tertiary), with an additional 209 receiving emergency room services.

No significant disruptions in medical supplies were experienced in UNRWA health facilities in Lebanon during the first half of 2016. Procurement delays affected the arrival of one medicine, an iron supplement for children, until an alternative local supplier was engaged.

Child receiving a medical examination at the Beddawi HC.
© 2015 UNRWA Photo by Maysoun Mustafa



Outcome/Output	Indicator	Actual	Target (2016)
Emergency Education			
PRS are able to continue their education despite conflict and displacement.	Number of PRS students graduating from basic education	152	193
PRS students have access to education through regular/ special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS	63	65
	Number of UNRWA double-shift schools hosting PRS	5	3
	Number of schools provided with equipment (furniture, heating, other equipment)	18	15
	Number of PRS school-age children enrolled in regular classes in UNRWA schools	5,318	6,000
	Number of schools rehabilitated	0	5
PRS students are provided with psychosocial support.	Number of school-age children receiving psychosocial support	2,204	2,650
	Number of education staff trained in delivering psychosocial support	75	76
Palestine refugee students are provided with educational and recreational materials and activities.	Number of PRS students provided with educational/ recreational materials (back-to-school kits, PSS/recreational kit, stationery)	5,318	6,000
	Number of PRS students participating in recreational/catch-up learning activities	5,318	6,000

Further illustrating the recent decline in PRS numbers in Lebanon, the 5,318 PRS students (2,628 male and 2,690 female) enrolled in 63 UNRWA schools at the beginning of the 2015/16 scholastic year dropped to 4,800 by the end of May 2016²¹, representing a significant drop from the 6,527 students enrolled during the 2014/15 scholastic year.

During the reporting period, 81 per cent of PRS students attended classes with their counterparts, while 19 per cent attended five schools in separate shifts. All PRS enrolled at the beginning of the scholastic year were provided with back-to-school kits and textbooks, enabling them to follow the regular Lebanese curriculum. In order to promote the integration of PRS into the Lebanese school system while facilitating academic performance and social cohesion, UNRWA established an integrated education response mechanism that includes: (i) learning support activities; (ii) comprehensive recreational/extra-curricular programmes (sport clubs, theatre performances, open days) that target both PRL and PRS; (iii) health education activities; and (iv) advocacy with the Ministry of Education that, during the reporting period, resulted in official approval for PRS students to sit official exams and receive certifications. These efforts complement the UNRWA EiE approach that seeks to preserve quality learning in all situations, especially in times of crisis.

During the reporting period, UNRWA supported the psychosocial needs of students through the provision of individual PSS support for 2,204 students, including 1,685 PRL (1,349 males and 336 females) and 519 PRS (387 males and 132 females). The ability of educational staff to provide effective assistance was strengthened through the provision of: (i) PSS peer group training for 23 school counsellors and 52 teacher counsellors; (ii) PSS recreational kits for counsellors to more

effectively support student needs through a range of activities including guidance sessions, group counselling and recreational activities; and (iii) PSS awareness sessions where counsellors provided parents with enhanced knowledge to effectively deal with their children's needs and feelings. Finally, quality learning was facilitated through the reintroduction of remedial classes to support students with special needs and those struggling to keep pace.

With regard to the number of PRS students graduating from basic education, in October 2015, 192 students (82 males and 110 females) enrolled in grade 9. By June of 2016, however, only 156 students (62 males and 94 females) registered for the end-of-year Brevet examinations²² and only 152 sat the exam. Onward movement and return to Syria are suspected as primary contributors to the level of dropouts. The scholastic performance of PRS students in Brevet exams corresponding to the 2015/16 scholastic year was in line with PRL performance, but much higher than the previous scholastic year by 18.84 percentage points (61.2 per cent of PRS students passed the exams in 2016 compared with 42.36 per cent in 2015). It is speculated that these achievements could be the emerging result of the EiE approach and other education reforms that tailor classroom practices to the specific needs and psychological well-being of students.

During the first half of 2016, five schools received winterization assistance (including gas and oil) while a further eight facilities were provided with equipment, including five Learning Resource Centers that were fully equipped with furniture and information technology equipment. Full school rehabilitations were planned to proceed during the summer of 2016 (when students are not attending classes) as explaining the lack of progress against the above-listed indicator.



Outcome/Output	Indicator	Actual	Target (2016)
Protection			
Protection of vulnerable and at-risk PRS individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	99%	97%
Strengthened prevention and protection response for PRS (refoulement; physical security; violence, in particular GBV).	Number of Palestine refugees provided with legal advice	3,586	9,346 (8,662 PRS; 684 PRL)
	Percentage of children (boys/girls) identified as experiencing a protection risk	59%	45%
	Number of UNRWA staff members trained on protection	432	960

PRS in Lebanon continue to face severe protection threats as a result of their precarious legal status and limited access to crucial civil registration procedures, public amenities and social protection services. These obstacles force many into a highly precarious existence characterized by a constant fear of forcible return, detention and the risk of exploitation and abuse. Responding to PRS protection needs remained a critical priority for UNRWA during the first half of 2016, with 269 protection cases (for 140 females and 129 males) being identified by or referred to the Agency's attention. These cases concerned a range of issues including access to services (representing the highest caseload at 38 per cent), child protection (17 per cent), and civil registration and legal stay issues (16 per cent).

UNRWA individually reviews each protection case, with assistance being provided to PRS by dedicated support structures within the Agency or through Agency referrals to specialized external services. Although UNRWA is able to directly address most protection concerns, some cases are quite complex due to multifaceted and/or overlapping

protection risks. Difficulties encountered in resolving such cases are compounded by gaps in specialized protection services available in Lebanon, such as protective shelters and services for specific groups such as lesbian, gay, bisexual, transgender and intersex, the elderly and PwD. UNRWA works to address these challenges through ongoing coordination and advocacy efforts with protection partners and other stakeholders, including the Lebanese authorities and the donor community.

During the reporting period, 3,586 Palestine refugees - 64 per cent (2,310) PRS and 36 per cent PRL (1,276) - accessed legal support through the UNRWA legal aid programme. Most requests concerned the provision of assistance with regard to: (i) legal procedures applicable to stay and residency renewals in Lebanon and (ii) difficulties relating to civil registration that affect entitlements to basic public services. Of the 160²³ child protection cases²⁴, including 61 PRS, identified in 2016, a large number related to situations of abuse, neglect and exploitation.²⁵ The Agency is currently working with local child protection actors and the national child protection system to

Palestine refugee girls from Syria celebrate Human Rights Day. © 2015 UNRWA Photo by Francesco Romagnolo



strengthen responses in Palestine refugee camps, including through referrals to child protection case management, mental health and psychosocial support (MHPSS), specialized protection, and medical and education services. UNRWA also works to address the specific protection needs of Palestine refugees with disabilities and their families, many of whom face complex protection concerns that require the provision of timely and comprehensive support. During the first half of the year, all protection cases involving PwDs were supported through the provision of services, assistive devices, technical aids and/or access to special education.

During the first half of 2016, 432 UNRWA staff were trained on protection principles, human rights concepts, GBV and child protection in an effort to ensure that service delivery effectively responds to the protection needs of Palestine refugees. In addition, towards the mainstreaming of MHPSS into existing UNRWA services: (i) a total of 19 social workers in northern Lebanon were trained on the identification of protection cases and basic counselling for children, adolescents with disabilities and their caregivers and (ii) an MHPSS referral system was reformulated in line with protection referral pathways and 58 staff received training on the new system.

Outcome/Output	Indicator	Actual	Target (2016)
Environmental Health			
Public health needs of the affected population are met.	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	85% ²⁶	90%
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of PRS with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	80%	90%
Affected populations have reduced risk of WASH-related diseases through access to improved hygienic practices to address harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Percentage of PRS (women, men and children) with access to hygiene items to maintain health, dignity and well-being	70%	80%

Palestine refugee camps in Lebanon are characterized by overcrowded living conditions, water supply shortages, and malfunctioning sewerage and waste disposal networks, factors that heighten the risk of disease among an already vulnerable population that has grown in numbers due to natural population growth and the influx of PRS. During the first six months of 2016, this situation was aggravated by an unusually dry summer that limited water availability and a national garbage crisis that hampered waste disposal services, affecting the achievement of WASH targets. By way of response, UNRWA continued to provide a range of environmental health services inside camps that included the: (i) collection and disposal of solid waste, street cleaning and vector control; (ii) provision

of a quality water supply, including through the maintenance and repair of supply systems; (iii) operation, maintenance and repair of wastewater systems including sewer and storm water utilities; and (iv) distribution of hygiene kits to 70 per cent of the PRS residing inside camps in an attempt to mitigate the risk of health hazards. Funding gaps prevented the full achievement of the target in this area and the (v) launch of an UNRWA environmental health strategy that facilitates enhanced camp activity planning, optimizes resources and maximizes the impact of camp interventions. This effort has been well received in the face of deteriorating camp conditions and insufficient funds to perform vital improvement work.

PRS children in front of make-shift shelters. © 2015 UNRWA Photo by Francesco Romagnolo



Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2016)
Safety and Security/Capacity and Management Support			
UNRWA is able to provide services to PRS with appropriate security arrangements.	Percentage of Security Risks Assessments completed for programmes and projects at field level	25%	100%
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS.	Percentage of security risk management plans updated and adhered to	100%	100%

The primary role of the UNRWA SSD in Lebanon is to facilitate programme delivery through the enhanced safety and security of Agency staff, programmes and assets. Challenges encountered in discharging this mandate during the first half of 2016 related to a deteriorating security environment in many Palestine refugee camps and the decreased community acceptance of UNRWA due to programme modifications. This translated into a large number of sit-ins and demonstrations, forcing the closure of multiple Agency installations, particularly inside Palestine refugee camps, but also including area offices and UNRWA headquarters in Beirut. Such occurrences were especially frequent in the sensitive areas of Nahr el-Bared and Ein El Hilweh. In total, 12 cases of vandalism of Agency installations were recorded during the first half of the year, in contrast to 13 for the whole of 2015. In response to security concerns related to changes in the UNRWA hospitalization

policy, a security risks assessment and business continuity plan were developed. As other security risk management plans proved effective in preparing for and addressing scenarios that emerged, these plans were not updated in 2016; however, they were fully adhered to.

During the first half of 2016, UNRWA provided the following essential staff trainings in order to better prepare for conflict situations: (i) Safe and Secure Approaches in Field Environments (SSAFE) for 35 international staff and 12 front-line senior area staff; (ii) guard force management training; (iii) fire evacuation drills; (iv) crisis management refresher trainings; and (v) driver trainings. Austerity measures impacted the capacity of SSD, with fewer professional security officers covering Agency operations during a time when protests against UNRWA intensified.

jordan

Political, Economic and Security Developments

The Hashemite Kingdom of Jordan continues to host over 2 million registered Palestine refugees, with the vast majority possessing Jordanian nationality, allowing them to enjoy the social, economic and political benefits accorded to Jordanian nationals. A subset of approximately 150,000 Palestine refugees that fled Gaza in 1967 are largely excluded from the full benefits of Jordanian nationality, including full access to all public services. PRS have different legal statuses, depending on their situation. Around half of the more than 16,000 PRS in Jordan carry Jordanian passports or national documents. While those without Jordanian documents face significantly more protection risks, as well as less access to non-UNRWA services, it should be noted that those who do have such documents also face protection risks, as demonstrated by incidents of denationalization, confiscation of documents and restricted freedom of movement.

Due in part to the government policy of non-admission, the number of PRS arrivals in Jordan slowed significantly in 2016, standing at an estimated 16,519 – including non-Palestinian family members – up slightly from the 16,434 PRS that were recorded at the end of 2015. New PRS continue to arrive in Jordan, either regularly or irregularly, while others continue to leave. In the absence of legal status, PRS face the risk of deportation, exploitation, mobility restrictions, meagre work opportunities and severe limitations in their ability to access public services (including education and health). This results in many being pushed into a condition of deeper poverty and marginalization. The protracted nature of the crisis in Syria, coupled with the above-referenced restrictions, are expected to result in a further deterioration of humanitarian conditions faced by PRS, most of whom already show signs of shrinking resilience and increasing reliance on negative coping strategies, such as selling key assets, borrowing money and eating lower quality foods in order to survive.

Apart from being exposed to vulnerabilities resulting from the lack of legal status for those who entered irregularly, PRS in Jordan are also prevented from accessing humanitarian assistance reserved for other refugees from Syria. Consequently, most find themselves almost exclusively dependent on UNRWA to meet essential needs, including emergency education, health care, cash assistance, protection and PSS. UNRWA continues to appeal to the Government of Jordan to uphold the principle of non-refoulement and equal treatment of all refugees in accordance with international standards.

Operational Developments

Following technical reviews and advice from donors, during the first half of the year, UNRWA reoriented its cash assistance intervention towards the provision of more flexible, unconditional cash assistance, thus enabling PRS in Jordan to identify and address their own needs. This reorientation also reduced transaction costs associated with the collection of vouchers and in-kind donations from designated locations that are often far from PRS residences, thereby improving the overall efficiency and effectiveness of programme delivery.²⁷

UNRWA remains committed to promoting quality and inclusive education for all Palestine refugees in Jordan. During the first half of 2016, 145 Agency schools, most operating on a double-shift basis, ensured that primary education was extended on a free and equal basis to PRS students. By the end of June 2016, a total of 1,396 PRS and Syrian refugee children were attending UNRWA schools, while an additional 27 young PRS students received vocational training through the two UNRWA vocational centres in Amman.

UNRWA is currently undertaking a vulnerability exercise to profile the socioeconomic conditions of PRS in Jordan. Providing a snapshot of the humanitarian conditions faced by PRS while detailing their needs and vulnerabilities, the findings (slated to be available by the end of 2016) will assist in informing Agency priorities into the future.

jordan: sector-specific interventions

Strategic Priority 1: Preserve resilience through the provision of humanitarian assistance

Outcome/Output	Indicator	Actual	Target (2016)
Cash Assistance for Essential Needs, Including Food, Shelter and NFIs			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
PRS are provided with relief assistance (food assistance, NFI and shelter assistance).	Average number of individuals receiving cash assistance per round (disaggregated by type of cash assistance and by gender)	13,523 (Female: 7,139; Male: 6,384)	14,000
	Number of PRS families receiving one-time cash assistance	817	900
	Amount of cash distributed per month (for basic food and NFI needs)	US\$ 571,461.36	US\$ 560,000
	Number of PRS families provided with winterization assistance	0	4,500

Recipient of cash assistance in Amman, Jordan.
© 2016 UNRWA Photo by Christien van den Brink

On average, 13,523 PRS (53 per cent female and 47 per cent male), translating into 3,193 families, received cash assistance during the first half of 2016. Provided through two distribution rounds, each beneficiary received approximately US\$ 120 per round to cover three months of need (US\$ 40 per person per month). During the first quarter of 2016, UNRWA distributed cash assistance for the purchase of food and NFIs. For the second distribution round, unconditional cash assistance was distributed. A total of 6,925 PRS residing in Zarqa and North Amman benefited from the provision of unconditional cash assistance in this second round; however, due to funding constraints, the Agency was unable to reach PRS in Irbid and South Amman with this intervention. These PRS will be reached in the third quarter of 2016, inclusive of retroactive payments.

During the first half of 2016, UNRWA provided 817 extremely vulnerable PRS families with a one-off emergency cash grant. These families were identified by Agency social workers as being extremely vulnerable by virtue of facing severe protection threats – including families at high risk of eviction and refolement and female adolescents at risk of early marriage – and/or acute socioeconomic difficulties. Recipient families were provided with an average of US\$ 340 to cover their most urgent humanitarian needs. Looking forward to the second half of 2016, the Agency will continue to provide unconditional cash transfers in an attempt to bridge the food, shelter and winterization needs of targeted PRS families.

Strategic Priority 2: Provide a protective framework for Palestine refugees and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2016)
Livelihoods and Social Cohesion			
The impact of the crisis on health services for refugees is reduced.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	9,361	27,116
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	9,062 (3,831 male) (5,231 female)	Male 10,490 Female 15,734
	Number of Agency health centres and mobile health points operational	29	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	146	891
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock out of 12 tracer items	94%	100%

During the first six months of 2016, 25 UNRWA HCs and four mobile HPs provided PRS with 9,062 free-of-charge PHC consultations for 3,831 men and 5,231 women. Following national, regional and global trends, NCD prevention and treatment feature as health issues of considerable prominence. In addition, 299 PRS received secondary and/or tertiary consultations and/or in-person services, the costs of which were fully covered by the Agency. PRS also received access to essential drugs and other medical supplies.

The implementation of the Family Health Team (FHT) approach²⁸, the appointment system, fewer PRS arrivals than estimated and target calculation errors contributed to the gap between actuals and targets during the first half of 2016. It is also worth noting that the Health Reform has resulted in a steady decline of unnecessary consultations by Palestine refugees. Owing to a temporary shortages in some HCs during the second quarter of 2016, actuals (94 per cent) fell slightly below planned targets with regard to the percentage of HCs with no stock-out of 12 tracer items.



Baq'a Health Centre. © 2016 UNRWA
Photo by Jacopo Intini

Outcome/Output	Indicator	Actual	Target (2016)
Emergency Education			
PRS are able to continue their education despite conflict and displacement.	Number of PRS and Syrian students graduating from basic education	48	1,477
PRS students have access to education through regular/special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS and Syrians	145	141
	Number of UNRWA double-shift schools hosting PRS and Syrians	131	140
	Number of schools provided with equipment (furniture, heating, other equipment)	46	17
	Number of PRS and Syrian school-age children enrolled in regular classes in UNRWA schools	1,396	1,800
	Number of education staff trained in delivering emergency education based on INEE standards	40	40
PRS students are provided with PSS support.	Number of school-age children receiving psychosocial support	1,414	1,477
	Number of education staff trained in delivering psychosocial support	15	176
PRS students are provided with educational and recreational materials and activities.	Number of PRS and Syrian students provided with educational/recreational materials (back-to-school kits, PSS/recreational kit, stationary)	0	1,800
	Number of PRS and Syrian students participating in recreational/catch-up learning activities	584	400

Of the 171 UNRWA schools that provide elementary and preparatory education to Palestine refugees across Jordan, 145 facilities enrolled a total of 1,396 PRS and Syrian refugee children during the 2015/16 school year. The actual number of PRS students was lower than planned as a number of students with Jordanian passports/documents moved to regular public schools during the school year. These dropouts account for the discrepancy between actuals and enrolment targets. Furthermore, of the 49 PRS students enrolled in grade 10 at the start of the 2015/16 school year, 48 passed the final examination in spring 2016. The listed target of 1,477 students graduating from basic education was listed in error in the EA.

The arrival of PRS and Syrian refugee children in Jordan since the 2011 outbreak of the crisis has placed significant pressure on already-strained Agency resources.²⁹ By way of response, UNRWA undertook the following actions during the first half of 2016 to further accommodate the specific educational and emotional needs of PRS students: (i) the addition of 107 emergency daily-paid teachers to assist with special learning needs; (ii) the continued implementation of 'I DEAL' activities that help PRS students strengthen coping skills, deal with trauma and support integration; (iii) the staging of a 'Fun Day' event that provided 584 PRS and Syrian children, drawn from various Agency schools, with a safe space for remedial learning, recreation and the chance to socialize with their peers; and (iv) the procurement of textbooks, desks,

recreational material and other equipment for 46 schools hosting PRS students. Due to funding gaps, back-to-school kits, stationery and other recreational materials could not be provided to students as planned; however, as additional resources have now been secured, UNRWA is in the process of procuring learning materials that will be distributed during the second half of 2016.

In order to further support the PSS needs of PRS and Syrian children during the first half of 2016, 1,414 students received counselling services, while, under the project-funded UNRWA Educate a Child initiative, 15 Agency education staff received training in the delivery of PSS to children traumatized by the war or otherwise suffering mental distress. A further 161 counsellors will receive this training under EA support during the second half of the year. In addition, 40 teachers were trained to deliver emergency education based on Inter-Agency Network for Education in Emergencies (INEE) 'Minimum Standards for Education: Preparedness, Response, Recovery' to develop their capacity to effectively engage student learning in times of crisis.

During the first half of 2016, 27 PRS students categorized as the most vulnerable were provided with access to TVET that will equip them with the relevant skills and expertise to succeed in Middle Eastern labour markets.



An UNRWA school in Baqa'a Camp. © 2016 UNRWA
Photo by Viola E. Bruttomesso

Outcome/Output	Indicator	Actual	Target (2016)
Protection			
Protection of vulnerable and at-risk PRS individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (women, girls, boys and men) provided with assistance	100%	95%
Strengthened prevention and protection response for PRS (refoulement; physical security; violence, in particular GBV).	Number of Palestine refugees referred to legal advice	50	150
	Number of protection incidents of alleged violations of international law documented by UNRWA	7	35
	Number of UNRWA staff members trained on protection	133	500

In early 2013, the Government of Jordan announced a policy of non-admission of Palestinians fleeing the conflict in Syria. While stemming the flow of PRS into Jordan, this act compounded the vulnerability of Palestinians that managed to enter the country. The irregular status of PRS in Jordan has translated into access obstacles with regard to government services and civil processes such as birth registration, as well as the threat of refoulement. As such, PRS without legal status cannot call on the protection of the Jordanian government when facing exploitation, face challenges in securing employment, and are by and large forced to lead a secluded and marginalized existence, limiting their own movement for fear of being identified and detained. Protection remains a priority for UNRWA in Jordan, and to this end, the Agency has strengthened its capacity to monitor and respond to protection issues affecting PRS. UNRWA continues to appeal to the Government of Jordan to uphold the international legal principles of non-refoulement and equal treatment for refugees.

The UNRWA Protection Unit in Jordan was heavily understaffed throughout the first half of 2016, with high staff turn-over impacting the Agency's ability to meet protection targets with

regard to referrals for legal advice and the documentation of alleged violations of international law. UNRWA has now taken steps to strengthen human resources with the recruitment of additional protection staff; however, these posts will only be operational from the second half of the year.

During the first half of 2016, UNRWA trained 133 staff on protection issues, against an annual target of 500. These results should not be considered as indicative of a lack of progress against the target, as a significant number of trainings are scheduled to be delivered during the final quarter of 2016. As such, the Agency expects to meet annual protection training targets. In order to enhance case management system efficiency and consistency with regard to data collection, tracking and the monitoring of protection incidents, UNRWA protection staff in Jordan received training in case management, case tracking and the protection referral database.

During the first half of 2016, UNRWA identified 82 protection cases involving PRS (directly affecting a total of 307 people). These cases involved GBV (eight); child protection (eight); and 'international protection' (66), which included the non-renewal

of documents, detention and denationalization. By way of response, Agency teams of area-level protection social workers facilitated protection case tracking and intervention and issued 101 referrals for specialized external assistance. In addition,

close collaboration with a local legal aid centre continued in 2016, with 50 cases referred for legal assistance, most of which concerned refoulement, denationalization, detention and documentation-related issues.


Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2016)
Safety and Security/Capacity and Management Support			
UNRWA is able to provide services to PRS with appropriate security arrangements.	Percentage of Security Risks Assessments completed for programmes and projects at field level	30%	100%
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS.	Percentage of security risk management plans updated and adhered to	100%	100%

Throughout the first half of 2016, the UNRWA Emergency Coordination Unit in Jordan continued to oversee the implementation of response plans and enhance service delivery. Through a 98 per cent compliance rate during the reporting period, the Agency continued to operate in accordance with UNDSS guidelines in Jordan. Security risk management plans were updated in early 2016 and the Agency maintained solid relationships with government security organs. The target was not met with regard to security risk assessments completed for

programmes and projects at the field level due to a combination of both funding and human resource gaps.

In 2016, UNRWA is planning to organize training on Hostile Environment Awareness for its front-line emergency, social work and protection staff, so as to enhance their knowledge in the areas of personal safety and security, psychological assistance, threat management, and first aid.



A Palestinian refugee from Syria in Zarqa camp, Jordan. © 2015 UNRWA
Photo by Sahem Rababaain

regional response

Outcome/Output	Indicator	Actual	Target (2016)
Regional Response			
UNRWA is able to effectively and efficiently plan, communicate, manage and monitor humanitarian response activities under increasing demands and operational complexity.	Degree to which planned results/targets are on track	NC ³⁰	100%
	Degree to which the communication plan for the Syria crisis is achieved	100%	100%
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination.	No. of internal periodic reviews of regional humanitarian response plans	1	2
	Timely reporting of emergency interventions	1	2 reports

In 2016, the Agency's regional coordination of the Syria crisis response continued to be managed by a small team within the Department of Planning and the Executive Office at the UNRWA Headquarters in Amman, led by the Deputy Commissioner-General. The Deputy Director of the Department of Planning had day-to-day oversight of the UNRWA response to the crisis and capacity was on hand for political advice, protection and communications. Other Departments, including the Department of Legal Affairs, also provided support. The importance of the regional component of the Syria EA has grown as coordination among United Nations agencies and other partners has been strengthened. The regional team at the Agency's Headquarters in Amman plays an active part, ensuring Palestine refugees feature in the wider narrative. During 2016, UNRWA has and will continue to take an active part in the Syria Humanitarian Response Plan and the Regional Refugee and Resilience Plan. The former covers the UNRWA response in Syria and the latter concerns the Agency response in Lebanon and Jordan. In addition to conducting an internal review of each plan during the first half of 2016 and monitoring performance and implementation rates, the regional team supported proposal-writing, advocacy, donor relations and communications.

Support from the UNRWA Gaza Field Office for around 800 Palestine refugees from Syria that have fled to Gaza is being financially covered by the regional portion of this appeal. When Palestine refugees from Syria are reported outside of the five UNRWA fields of operations, the Agency liaises with and refers cases to the United Nations High Commissioner for Refugees (UNHCR) and other partners to ensure that these cases receive adequate support and protection. UNRWA also has a small office in Cairo that liaises on behalf of some 3,000 PRS who have fled to Egypt. With the support of the United Nations and local partners, these refugees receive food vouchers and health assistance. Many PRS have been reported in Turkey and Europe, as well as further afield.

During the first half of 2016, UNRWA updated the Syria communications strategy, with an underlying vision that highlights the Palestine refugee narrative within the wider story of Syria. As a result, this narrative was featured during the following six key dates in the first half of the year: (i) 27-28 January during 'My Voice-My School' exchanges between Syria, London and Brussels; (ii) 2 February during the Syria EA launch in

Amman; (iii) 4 February during the London International Donor Conference; (iv) 20 March through the launch of the online advocacy fundraising campaign, '#RememberUs', marking the fifth year of war; (v) 23-24 May during the World Humanitarian Summit; and (vi) 6 June through the launch of the '#GiftOfHope' online Ramadan fundraising campaign for Syria.

Throughout the reporting period, 'My Voice-My School' served as a key advocacy tool for education and Palestine youth as it was featured on CNN International, the BBC World Service, BBC School Report, Mashable.com, the Evening Standard and in local east London newspapers. In addition to developing specific campaign communications products, content for regular advocacy, donor visibility and programme communications purposes was developed, including eight short films, 12 photo essays, two musical tracks, and 45 pieces of written content. With regard to media messaging, the Agency issued statements related to the loss of Palestine refugee lives and the negative impact of escalating violence in Yarmouk, Qabr Essit (Sayyida Zeinab), Khan Eshieh and Aleppo. Daily social media/news monitoring of the situation on the ground was maintained and UNRWA communications work was systematically shared with both the UNCT in Syria and regional partners. Donor visibility materials, particularly for the European Union (EU), UK Aid Direct, Japan, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), MBC Amal, World Federation, UNICEF, the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) and Islamic Relief, were also produced during the reporting period.

UNRWA continues to strengthen performance monitoring and reporting to reinforce accountability for results through the ongoing monitoring of achievements and timely reporting. In support of this reporting effort, a 2016 EA monitoring framework was developed in collaboration with UNRWA field offices and Headquarters' departments for stronger coherence and synergy within the overall common monitoring framework for the Agency. In addition, the results-based monitoring system was further developed to promote more effective reporting through the integration of databanks. The UNRWA Department of Planning also facilitated the appointment of dedicated focal points to support the overall planning, monitoring and reporting of EA results on a quarterly basis and remained actively engaged with field offices throughout the first half of 2016 to ensure timely and quality reporting of data.

annex 1: list of contributors to the syria regional crisis emergency appeal

UNRWA thanks the following Donors for their contributors to the Syria Regional Crisis Emergency Appeal:

Denmark	Spain, Valencia Regional Government
EU	Spain, Fons Valencia
European Civil Protection and Humanitarian Aid Operations (ECHO)	Spain, Siero City Council
France	Sweden
Germany (including GIZ)	United States of America
Iceland	United Kingdom
Japan	OCHA
Hungary	UNICEF
Netherlands	UNHCR
Norway	World Food Programme (WFP)
Spain, Abadiño City Council	American National Committee for UNRWA
Spain, Alcobendas City Council	National Committee for UNRWA in Switzerland
Spain, Astigarraga City Council	Spanish National Committee for UNRWA
Spain, Asturias Government	World Federation of KSIMC
Spain, Castilla La Mancha Government	Private individuals
Spain, Catalonia Government	

annex 2: status-updated syria regional crisis response
emergency appeal risk register

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring	Syria	Lebanon	Jordan
Strategic/Programming	<ul style="list-style-type: none"> • Continuous and unpredictable changes in the operating environment. • Programmatic and implementation targets partially achieved. • Effectiveness in management and governance declines. • Delays in reform implementation. 	<ul style="list-style-type: none"> • Higher risk of exposure to violence and insecure environment • Failure to meet and demonstrate results to stakeholders • Programme quality is compromised. • Policy decisions not based on evidence or reliable data • Legal cases against UNRWA • Stakeholder confidence in UNRWA declines. 	<ul style="list-style-type: none"> • Develop and utilize assessment and conflict analysis to inform management decisions. • Enhance partnership with national and international organizations for efficiency and effectiveness. • Strengthen adherence to project cycle management (PCM) cycle (develop plans and logical framework). • Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring. • Strengthen communication with key stakeholders. • Continuous capacity-building provided to staff 	<ul style="list-style-type: none"> • Monitoring security updates • Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews • Regular programme and financial monitoring through monthly management meetings • Regular monitoring of reform strategies through annual work plan and report • Periodic review and update of UNRWA risk register 	<ul style="list-style-type: none"> • Quarterly Management Reviews continued to be implemented throughout 2016 and assisted in: (i) tracking and quality assuring results and (ii) improving programme management and decision-making. • Programme Monthly Meetings (PMM) were carried out to support the monitoring of activities, reforms, budgets and programme-related issues. • An Issue Log was maintained to assist the SFO Front Office and the Programme Support Office (PSO) in tracking/solving identified problems (obstacles to programmes/project implementation). • A Budget Expenditure Working Group (BEWG) was established to coordinate among departments on issues that cut across programme and support departments. 	<ul style="list-style-type: none"> • Protests in Lebanon caused the closure of a number of UNRWA installations for a period of four months. This resulted in a five-month delay of a planned headcount until July 2016. • Post-Distribution Monitoring reports were regularly conducted and tracked programme outputs and outcomes. • Quarterly Result Reviews were conducted in line with programmatic reviews. • Humanitarian response continued to be integrated into core programming as follows: (i) cash assistance into PSS; (ii) health assistance continued through UNRWA health providers; (iii) students supported through integrated education services, with additional support for curriculum transition and (iv) Protection Division provided legal advice and referral services. • Health and education targets have been reviewed and adjusted to reflect the decreased migration flow of PRS families and their children to Lebanon during the first half of 2016. 	<ul style="list-style-type: none"> • The political and security situation remained unchanged from 2015. • Monthly and quarterly reviews were ongoing during Q1 and Q2 of 2016 to monitor and assess progress towards the achievement of planned targets. • UNRWA in Jordan is a member of working groups organized by UNHCR and WFP that support coordination between UN agencies and NGOs engaged in assisting refugees from Syria in Jordan. • All identified protection cases were supported by the JFO Protection Unit through the provision of legal information and referrals to other service providers. • The Jordan vulnerability assessment is ongoing (second round) as focused on refugee income and expenditure. Assessment results are expected to be ready by the end of 2016.

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring	Status Update		
					Syria	Lebanon	Jordan
Financial							
<ul style="list-style-type: none">• Deficit in donor aid commitment to the regional response plan.• Decline in purchasing power (exchange rate fluctuation and inflation).• Efficiency of expenditures declines.	<ul style="list-style-type: none">• Donor fatigue and deprioritization of humanitarian response in Syria• Humanitarian needs exceed international response.• Competition from other emergencies or regional issues• Limitations in adequacy of audit and oversight functions• Ongoing economic contraction, aggravated by insecurity and/or sanctions	<ul style="list-style-type: none">• Shortfall in donor contribution for Syria• Inability to respond adequately to the increased needs of PRS• Increase in staff dissatisfaction• Fiduciary risks in operational implementation	<ul style="list-style-type: none">• Intensive and regular engagement with donors and international stakeholders• Strategic approach to fundraising• Prioritization of key projects• Robust financial and management systems in place• Audit and oversight provided and recommendations are implemented	<ul style="list-style-type: none">• Communication with donors (private/institutional) is more consistent and of higher quality.• Audit and oversight monitored through UNRWA systems of review and response• Budget hearings and project prioritization processes held annually• Regular budget monitoring processes are held.	<ul style="list-style-type: none">• SFO participated in the full range of budget monitoring activities, including budget hearings throughout in 2015 (to prepare for 2016). The PMM and BEWG also support the monitoring of project and programme budget expenditure rates.• Over 100 projects were funded in 2016, the vast majority of which responded to priorities outlined in the Syria Humanitarian Assistance Response Plan.• Regular communication with donors is maintained by the PSO and Front Office through meetings, emails and the organization of visits, when feasible.	<ul style="list-style-type: none">• Funds received for the Emergency Appeal were based on a population estimate of some 42,000 PRS registered with UNRWA in Lebanon. On the basis of initial headcount findings, these numbers have dropped significantly.• Fund allocations received under the Emergency Appeal are being revisited in light of reduced beneficiary numbers.	<ul style="list-style-type: none">• The JFO Emergency Coordination Unit faced a financial shortfall of US\$ 838,200 that affected cash assistance distributions for 6,985 PRS in South Amman and Zarqa.• Health and education components were covered by a carried-over fund until May 2016
Hazards							
<ul style="list-style-type: none">• Escalated conflict and/or natural disasters• Heightened physical threats to refugees, staff and UN facilities (personal safety)• Further displacement of Palestine refugees from camp and gatherings• Area staff rules and regulations for safety and security are not covered by UN security framework• Deteriorating infrastructure maintenance leads to unsafe working	<ul style="list-style-type: none">• No peaceful resolution to conflict• Local staff safety and security are not covered by UN security framework.• Lack of financial investment in maintenance	<ul style="list-style-type: none">• Increased threat, violence-related injuries and displacement of UNRWA refugees• Increased staff flight and fatigue• Damage to and loss of UNRWA assets; violations of UNRWA Privileges and Immunities• Reduced access to beneficiaries, installations, camps and gatherings• Lack of adequate duty of care standards on safety and security• Partial or complete evacuation of international staff	<ul style="list-style-type: none">• Establish field-specific plans to mainstream safety and security.• All staff are fully trained on security and safety.• Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes• Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access.	<ul style="list-style-type: none">• Regular use of security updates and information management system• Ongoing analysis and collection of security information• Close coordination with UN Security Management Team and other UN security teams	<ul style="list-style-type: none">• The Security Information Management System (SIMS) is fully operational in Syria. It is completed at the Field Office level by the SSD. All incidents affecting UNRWA staff, assets, and installations that are reported to SSD are entered into SIMS as soon as a clear picture of the incident is available.• In 2016, the positions of Field Safety Support Officer (P4) and Safety Support Officer (P3) remained vacant.• SSAFE training is now compulsory for all international staff working in Syria. Such trainings are convened on a regular basis.	<ul style="list-style-type: none">• UNRWA coordinates closely with the UN Security Management Team, as well as with staff on the ground, to mitigate risks in accordance with the UNRWA security policy and country-specific risks assessments.• No significant incidents to report	<ul style="list-style-type: none">• Through a 98 per cent compliance rate, JFO continues to operate in accordance with UNDSS guidelines.• As per these guidelines, regular safety and security advisories and updates were provided to UNRWA staff in Jordan.• UNRWA in Jordan maintained solid relationships with relevant government security organs.• To date, funds have not been received to cover the safety and security component of the 2016 Syria Regional Crisis EA.

Operational								
<ul style="list-style-type: none">• Lack of adequate human resources/ capacity• Sustained disruption and/or inadequacy of power supply• Access and transportation routes to areas compromised by insecurity• Lack of adequate and reliable suppliers for essential supplies and services within Syria• National banking systems reduce in capacity or collapse• Sustained disruption of information, communication and technology services (ICT)• Procurement-related fiduciary risks.• Breach (real or perceived) in neutrality and staff code of conduct	<ul style="list-style-type: none">• Displacement of staff families and destruction of homes• Flight of technically qualified staff from Syria• Lack of reliable markets combined with crippling impact of economic sanctions• Expanding areas of insecurity and/or limited access in Syria• Lack of adequate state and financial institutional capacity to support operations• Lack of capacity and/ or resources in ICT support functions• Lapses in adherence to Agency policies and procedures• Misuse of goods or assets for activities other than those intended	<ul style="list-style-type: none">• Inability to respond adequately and timely to growing needs with quality services and assistance• Constant feeling of insecurity and low morale and recruitment challenges• Unstable local markets undermine the Agency's ability to procure goods and services locally.• Disruption to business continuity• Poor systems in place to support service delivery, management and oversight and informed decision-making• UNRWA becomes target for violence; the inviolability of Agency premises is compromised.	<ul style="list-style-type: none">• Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response.• Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies.• Business continuity plans in place dealing with emergency and crisis situations.• Establish contingency remote and decentralized management structure.• Develop options and alternative transportation and importation routes.• Maintain dual procurement tracks (local and international).• Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts.	<ul style="list-style-type: none">• Emergency staff rosters regularly updated.• Regular review of business continuity plan.• Periodic review of programme criticality and essential staff.• Periodic review of procurement contracts.	<ul style="list-style-type: none">• In 2016, SFO continued to face a range of staffing issues as turnover continued to increase and operations were impacted. As of end of Q2 2016, 456 staff members were on special leave without pay. Among these are a number of senior and long-serving staff that have been replaced by junior colleagues. This has impacted the quality of service. Key technical staff, such as medical officers and teachers, are being replaced by daily-paid workers.• Daily-paid workers remain the most common engagement mechanism to fill existing vacancies and new functions.• There was no industrial action in 2016.	<ul style="list-style-type: none">• No significant operational risks to report in relation to the humanitarian response in Lebanon.• Operational risks were mitigated through the closure of facilities when staff were placed under threat.• Banking system with cards issued on an annual basis does not facilitate regular verification of beneficiaries. Consideration is being given to alternate delivery mechanisms which would allow for monthly verification of individuals. Social workers will be verifying in-country presence through home visits every four months.• Regular PRS meeting were held with senior management.• Business continuity and staffing were regularly reviewed as part of the management and oversight of humanitarian response.	<ul style="list-style-type: none">• The security situation in Jordan remained stable.• On 6 June, five officers of the Jordanian General Intelligence Directorate were shot and killed at the UNRWA Baqa'a refugee camp, north of Amman; however, this did not disrupt UNRWA operations.	

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring	Status Update		
					Syria	Lebanon	Jordan
Sociopolitical	<ul style="list-style-type: none"> Higher expectations from refugees than UNRWA capacity and mandate allows for Lack of understanding of UNRWA mandate and capacity Constrained operational environment resulting from limited funding and lack of access Inadequate/misinformation regarding UNRWA service provisions Expanding needs as a result of the protracted crisis 	<ul style="list-style-type: none"> Growing administrative burden as a result of increased appeals/complaints Unfavourable social media coverage Exposure of staff to threats and violence Interference with programme delivery Demonstrations and protests 	<ul style="list-style-type: none"> Strengthen relationship with and participation of community and IDP leaders and committees. Maintain dialogue with all stakeholders. Improve communication with staff, beneficiaries, host communities, donors and governments. Active outreach activities 	<ul style="list-style-type: none"> Assessments and informal survey of Palestine refugees' satisfaction Effective complaint and appeal mechanism Staff reporting on incidents and complaints 	<ul style="list-style-type: none"> SFO provided regular updates to the MCM and a range of other internal and external coordination bodies. Both RONY and ROEU offices are engaged on a very regular basis, particularly on advocacy issues. Engagement with RONY is particularly strong on issues related to regular reports to the Secretary-General on resolutions 2139/2165/2191. SFO engages with ROEU on issues related to EU-funded projects. A combination of international sanctions and strict government regulation continued to present a range of challenges to service delivery. International procurement, local insecurity, access issues and slow clearance procedures introduced regular delays. 	<ul style="list-style-type: none"> Post-Distribution Monitoring surveys were undertaken to obtain beneficiary feedback on humanitarian needs and inform decision-making on the level of assistance to be provided. Recipients were contacted through messaging to advise regarding distributions. Close liaison with communities and beneficiaries was maintained through Area Offices, RSS staff and Area Communications Officers. A complaints mechanism for cash assistance continued to be implemented. 	<ul style="list-style-type: none"> On a continuous basis, UNRWA in Jordan receives feedback, including complaints from PRS, especially the most vulnerable that receive cash assistance. Complaints tend to concern: (i) PRS inability to locate employment that enables them to purchase food and pay rent; (ii) the level of assistance offered by UNRWA; and (iii) the non-provision of assistance (a complaint received from the less vulnerable who were found to not qualify for assistance).

endnotes

1. In the UNRWA Syria Field Office (SFO), a total of US\$ 48,403,008 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.
2. In the UNRWA Lebanon Field Office (LFO), a total of US\$ 27,817,326 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.
3. In the UNRWA Jordan Field Office (JFO), a total of US\$ 3,717,680 was received in 2015 and carried forward to 2016. This amount was not included in the funding summary table.
4. <http://english.pnn.ps/2016/06/15/unrwa-condemns-attack-on-damascus-refugee-camp-killing-five-palestinians>.
5. <http://www.unrwa.org/newsroom/official-statements/escalation-violence-syria-claims-lives-three-more-palestine-refugees>.
6. Prior to the crisis, 560,000 Palestine refugees were registered with UNRWA.
7. UN operational rates of exchange effective 30 June 2016.
8. Mid-term actuals were marked as “NC” (not collected) for the indicator, “(p)ercentage of schools with adequate equipment (furniture, heating, other equipment)” as results under this indicator are collected on an annual basis.
9. Subsequent to the reporting period (July 2016), 12,334 benefited from a combination of summer catch-up classes to help them prepare to retake their exams in September, and summer clubs that offered a range of recreational activities for students, including sports, art, and psychosocial support (PSS). These clubs are an important space where children can come together, learn and socialize in a safe and stimulating environment.
10. Please note that the 2016 target will not be met as the target itself was not correctly established.
11. Nine official camps and three unofficial camps were serviced prior to the conflict.
12. Mid-term actuals were marked as ‘NC’ for the indicator, “Percentage of operational installations and facilities (including collective shelters and UNRWA-managed facilities maintained and/or rehabilitated,” as results under this indicator were not collected for all installations.
13. Lebanon Crisis Response Plan 2015-16, p. 14, dated 23 December 2015.
14. A PRS headcount verification exercise was conducted in 2016 that placed PRS numbers in Lebanon at 30,675. Please see the “Operational Developments” section of this report, below, for further information.
15. It is notable to mention that a total of 458,369 PRL were registered with UNRWA in Lebanon as of 31 December 2015.
16. Please see the Survey on the Socio-economic Status of Palestine Refugees in Lebanon // 2015, available at <http://www.unrwa.org/resources/reports/survey-economic-status-palestine-refugees-lebanon>.
17. <http://www.unrwa.org/newsroom/press-releases/unrwa-strengthens-hospitalization-support-lebanon>.
18. Mid-year actuals for the first three indicators were estimated and will be revised, if necessary, at the end of 2016.
19. Mid-term actuals were marked as ‘NC’ for the indicator, “Numbers of local businesses receiving business grants from UNRWA,” as results under this indicator have not been collected. This indicator should not have been included in the 2016 EA as emergency funding was not sought in this area.
20. It is speculated that low numbers of PRS graduates reflect internal movement within Lebanon, migration outside of Lebanon, PRS return to Syria, obtaining employment and legal status uncertainties.
21. Through the monthly tracking of student attendance and regular follow-up, UNRWA constantly monitors the number of PRS students that attend its schools and reasons for non-attendance that include internal movement within Lebanon, migration outside of Lebanon, PRS return to Syria, economic hardship, and legal status uncertainties.
22. The Brevet examination is undertaken at the end of the grade nine scholastic year. It is developed, conducted, monitored and corrected by the Lebanese Ministry of Education. Passing the examination is compulsory for students to proceed into either secondary or vocational studies.
23. This figure is not representative of the overall incidence of child protection concerns affecting Palestine refugee children in Lebanon as highlighting the need to strengthen protection response and referral pathways to address the needs of children identified as at-risk.
24. Concerning 83 male and 77 female children.
25. These figures are not representative of the overall incidence of child protection concerns affecting Palestine refugee children in Lebanon as highlighting the need to strengthen protection response and referral pathways to address the needs of children identified as at-risk.
26. Mid-year actuals for the first three indicators were estimated and will be revised, if necessary, at the end of 2016.
27. Intervention accountability will be ensured through regular post distribution monitoring activities conducted by Agency field staff.
28. The FHT approach is a person-centred primary health-care package focused on the provision of comprehensive and holistic care for the entire family, emphasizing long-term provider-patient/family relationships, and designed to improve the quality, efficiency and effectiveness of health services, especially for NCDs. This reform led to a more efficient reorganization of duties among staff, an easing of the client flow through the adoption of e-Health, and a patient appointment mechanism that has contributed to a more streamlined workload for doctors and improved service coverage and quality.
29. For example, of the 176 UNRWA schools in Jordan, 152 operate on a double-shift basis to create additional classroom space. Of the 145 UNRWA schools that host PRS and Syrian refugee children, 131 are double-shift schools.
30. The mid-term actual was marked as ‘NC’ for the indicator, “degree to which planned results/targets are on track” as results under this indicator are collected on an annual basis only.



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