



annual operational report 2015

for the reporting period, 1 january - 31 december 2015



annual operational report 2015

for the reporting period, 1 january - 31 december 2015

© 2016 UNRWA

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

About UNRWA

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

Report Key

Reporting against the MTS 2010-2015;

Reporting against the Syria Regional Crisis EA 2015;

Reporting against the oPt EA 2015; and

Reporting common to the MTS, Syria Regional Crisis EA 2015 and oPt EA 2015

Cover Photo: A group of students in Gaza enjoying their day during the Summer Fun Weeks.

© 2015 UNRWA Photo by Tamer Hamam

table of contents

acronyms and abbreviations	v
executive summary	1
1. introduction and report overview	3
2. contextual overview	4
2.1. political, economic and security developments	4
2.2. legal matters	7
2.3. financial overview	9
3. unrwa human development goal one: a long and healthy life	15
3.1. health reform strategy	15
3.2. mts strategic objectives 1-3	16
3.3. syria regional crisis response	20
3.4. opt emergency response	25
4. unrwa human development goal two: acquired knowledge and skills	28
4.1. education reform strategy	28
4.2. mts strategic objectives 4-6 and field-specific strategic objectives for gaza and lebanon	29
4.3. syria regional crisis response	36
4.4. opt emergency response	41
5. unrwa human development goal three: a decent standard of living	43
5.1. unrwa human development goal three: a decent standard of living – reduce abject poverty	43
5.2. unrwa human development goal three: a decent standard of living - microfinance	51
5.3. unrwa human development goal three: a decent standard of living - improve employability	53
5.4. unrwa human development goal three: a decent standard of living - improve the urban environment	55
6. unrwa human development goal four: human rights enjoyed to the fullest extent possible	59
6.1. mts strategic objectives 12-13	59
6.2. mts strategic objectives 14-15	61
6.3. syria regional crisis response	63
6.4. opt emergency response	67
7. unrwa process monitoring and organizational development	72
7.1. organizational development	72
7.2. syria regional crisis response	75
7.3. opt emergency response	78
8. resource mobilization strategy (2012-2015)	82
8.1. rms strategy goals 1-4	82
annex 1: list of contributors	85
annex 2: syria regional crisis response results framework	87
annex 3: syria regional crisis response risk register	93
annex 4: opt emergency appeal results framework	98
annex 5: opt emergency appeal risk register	104
annex 6: unrwa statistics bulletin 2015	112
annex 7: mla indicators under the mts 2010-2015	134
endnotes	136

acronyms and abbreviations

ABC	Activity-Based Costing	ISF	Israeli security forces
Agency	United Nations Relief and Works Agency for Palestine Refugees in the Near East	JCP	Job Creation Programme
ANC	Antenatal care	JHAS	Jordan Health Aid Society
AOP	Annual Operational Plans	LGBTI	Lesbian, gay, bisexual, transgender and intersex
AOR	Annual Operational Report	MCH	Maternal and child health
BOI	UN Headquarters Board of Inquiry	MHPSS	Mental health, psychosocial support services
CARE	Catastrophic Aliment Relief Programme (Lebanon)	MLA	Monitoring Learning Achievement
CBO	Community-based organization	MoH	Ministry of Health
CBRC	Community-based rehabilitation centres	MoU	Memorandum of Understanding
CC	Collective centres	MTS	Medium Term Strategy
CFW	Cash-for-Work	NCD	Non-communicable disease
CIP	Camp Improvement Plan	NGG	National Consensus Government
CP	Child protection	NFI	Non-food items
EA	Emergency Appeal	NRC	Norwegian Refugee Council
EiE	Education in Emergencies	NTD	Non-Traditional Donors
EMIS	Education Management Information System	OCHA	Office for the Coordination of Humanitarian Affairs
EPI	Expanded Programme on Immunization	OD	Operational development
ERS	Education Reform Strategy	ODA	Official Development Assistance
ERW	Explosive remnants of war	oPt	occupied Palestinian territory
ERWRE	Explosive Remnants of War Risk Education	OSO	Operations Support Office
FHT	Family Health Team	PA	Palestinian Authority
FSS	Field-Specific Information Systems	PAS	Poverty Assessment System
GAP	Gender Action Plan	PCBS	Palestine Central Bureau of Statistics
GBV	Gender-based violence	PCMB	Plastic-coated metal bullets
GIZ	German Federal Enterprise for International Cooperation (Gesellschaft für Internationale Zusammenarbeit)	PHC	Primary health care
GNC	Government of National Consensus	PMTF	Proxy-means test formula
GRM	Gaza Reconstruction Mechanism	PPE	Personal protection equipment
HC	Health centre	PRL	Palestine refugees in Lebanon
HOTS	Higher-order thinking skills	PRS	Palestinian refugees from Syria
HP	Health point	PSEA	Prevention of Sexual Exploitation and Abuse
HRCRT	Human Rights, Conflict Resolution and Tolerance	PSF	Palestinian Security Forces
HRD	Human Rights Day	PSS	Psychosocial support
ICIP	Infrastructure and camp improvement programme	PwD	Persons with disabilities
IDP	Internally displaced person	RBM	Results-based monitoring
IE	Inclusive Education	RMS	Resource Mobilization Strategy for UNRWA 2012-2015
IHL	International humanitarian law	RRIS	Relief and Registration Information System
IHRL	International human rights law	RSS	Relief and social services
ILP	Interactive Learning Programme	SBTD	School-Based Teacher Development
INEE	Inter-Agency Network for Education in Emergencies	SCSN	Special Children, Special Needs
IRT	Item Response Theory	SDC	Swiss Agency for Development and Cooperation
		SEN	Special educational needs
		SFW	Summer Fun Weeks

SGBV	Sexual and gender-based violence	UN	United Nations
SLM	Self-Learning Materials	UNCT	United Nations Country Team
SO	Strategic Objectives	UNGA	United Nations General Assembly
SP	Strategic Plans	UNDP	United Nations Development Programme
SPM	Social Performance Management	UNDSS	United Nations Department of Safety and Security
SSNP	Social Safety Net Programme	UNICEF	United Nations Children’s Fund
SYP	Syrian Pound	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
Syria	Syrian Arab Republic	USG	United States Government
TD	Traditional Donors	WFP	World Food Programme
TSCA	Transitional Shelter Cash Assistance	WHO	World Health Organization
TVET	Technical Vocational Education and Training Programme		

executive summary

In 2015, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was able to rapidly and effectively deliver human development and humanitarian assistance by drawing on its operational strengths, in particular its 30,000-strong work force, the majority of whom are Palestine refugees and members of the communities they serve.

The Agency succeeded in educating 500,698 children in 2015/16, providing over 9.1 million primary health-care consultations, social safety net assistance (including cash and food) to 290,967, learning and skills training to 6,855 youth, and microfinance loans to over 38,000 people. Over 36,000 shelters were either rehabilitated or constructed. Emergency humanitarian assistance was provided to over 1.2 million refugees, primarily in the occupied Palestinian territory (oPt) and Syria.

During 2015, Agency-wide, UNRWA continued to foster positive institutional changes and implement comprehensive programme reforms to improve medium-term strategic planning, resource mobilization, accountability, and the quality and effectiveness of services provided to Palestine refugees. The Education Reform brought about transformational change to classroom practices and thus improved learning outcomes. Under the Health Reform, the Agency-wide adoption of the Family Health Team approach and the implementation of e-Health contributed to considerable improvements in health care. The Agency also continued to embed gender equality in its core programming and further mainstreamed an effective gender-based violence (GBV) response across all areas of operation. Significant progress was also achieved with regard to the further development of the Agency's policy framework on protection. In addition, UNRWA enhanced operational efficiency through the April 2015 introduction of a new Enterprise Resources Planning system to provide an integrated information structure across the areas of finance, public sector management, supply chain management and human resources.

In Gaza, UNRWA continued to support reconstruction efforts owing to the hostilities in July and August 2014. The Agency estimates a total requirement of US\$ 720 million to rebuild over 140,000 damaged or destroyed Palestine refugee homes; however, only US\$ 247 million had been pledged by the end of 2015. Within these limits, UNRWA is coordinating reconstruction efforts with other UN agencies, international non-governmental organizations (NGOs) and the National Consensus Government (NCG) to ensure an effective response. The need for accountability to the victims remains unaddressed.

UNRWA continued to provide humanitarian assistance to Palestine refugees in Gaza suffering further displacement because of the hostilities in July and August 2014, including the repair and reconstruction of damaged homes, an activity that gradually increased during the year following an agreement between Israel and the State of Palestine on the importation of certain restricted building materials. During the first half of 2015, the 18,259 internally displaced persons residing in UNRWA collective centres (CCs) gradually moved to alternative accommodation. While the last CC closed on 17 June 2015, at the end of the year an estimated 16,000 families (almost 90,000 individuals) remained displaced.

The Agency continued to invest in education by providing access to over 250,000 students¹ through 257 schools in Gaza, around 73.9 per cent of which continued to run on a double-shift basis.

In the West Bank, UNRWA provided basic education to 48,884 children and vocational and technical training to an additional 1,773 students. In response to escalating violence during the last quarter of 2015, UNRWA enhanced programmatic interventions, including the provision of psychosocial assistance, to mitigate the effects of the current situation on children and advocacy efforts calling for action to prevent a further escalation of violence. UNRWA continued to provide social safety net support to an average of 36,139 refugees throughout the year in the form of in-kind food assistance; emergency assistance through food vouchers, in partnership with the World Food Programme (WFP); and cash-for-work opportunities for over 16,400 other poor households (95,077 individuals). UNRWA also partnered with WFP to provide in-kind food support to 85 vulnerable Bedouin refugee communities, totalling some 32,000 individuals. In addition, 43 health centres (HCs) and health points (HPs) along with six emergency mobile health clinics provided over 1.4 million medical consultations throughout the West Bank.

In Syria, UNRWA maintained its health, education, vocational training, microfinance, youth support and social services, adapting them to the constrained circumstances of armed conflict by utilizing its comprehensive network of staff, facilities and resources. Forty-four UNRWA schools continued to operate, down from 118 prior to the crisis, complemented by 55 afternoon-shift schools hosted in Ministry of Education facilities. In total, 45,541 students were accommodated. Fifteen of the Agency's 23 HCs remained operational, supplemented by an additional 11 health points throughout the country. As of December 2015, nine UNRWA school buildings, the Damascus Training Centre and two other UNRWA installations continued to serve as temporary accommodation for 4,795 internally displaced civilians. In northern Syria, home to some 50,000 Palestine refugees, including the displaced, UNRWA maintained services and humanitarian assistance in the face of incessant armed conflict.

In the midst of funding shortfalls, the Agency was only able to provide refugees with three out of six rounds of cash assistance in Syria, covering just six months of needs. Food assistance covered individual nutritional requirements for only five months. For those refugees able to find employment, the average daily wage was SYP 1,125 (equivalent to US\$ 3 as of December 2015). Health, education and other public services have been severely affected by the conflict.

Approximately 80 per cent of Palestine refugees in Syria reside in Damascus, including in areas with restricted humanitarian access. UNRWA sustained regular and emergency operations in most parts of Damascus during 2015. Major difficulties were encountered in reaching refugee communities in Yarmouk, Khan Eshieh, Qudsaya and Ramadan. UNRWA aid deliveries to Yarmouk were halted in April due to the capture of the area by extremist armed groups, while access to adjacent areas was suspended on 23 September. In July, over 6,000 Palestine refugee families were able to return to Husseiniyeh after being displaced for over two years. UNRWA successfully resumed all services in Husseiniyeh, reopening the HC, the community

centre and four schools serving over 3,300 students, some of whom had missed out on over two years of education. In the central area, UNRWA services to Palestine refugees in Homs, Hama and Latakia remained fully operational, with humanitarian assistance regularly supplied from Damascus.

A majority of the 458,369 registered Palestine refugees in Lebanon depend on UNRWA service provision as, through either law or practice, they are effectively denied access to most public services. In addition, 41,000 Palestinian refugees from Syria (PRS) in Lebanon are particularly vulnerable given border restrictions, precarious legal status, difficulties in regularizing their stay and limited social protection services. An estimated 93 per cent of PRS were dependent on UNRWA for a broad range of regular and humanitarian assistance.

In 2015, UNRWA operations in Lebanon provided critical basic services to Palestine refugees, including the provision of basic education to 32,181 students; primary health-care services through 27 HCs; and referrals to child protection, gender-based violence (GBV) and psychosocial support services. Social safety net support was provided to 61,709 poor refugees, as well as access to microcredit initiatives and vocational training opportunities for 1,100 people. UNRWA supported refugee employability through targeted vocational training and advocacy with stakeholders to promote employment. Further support was extended through the provision of potable water for camp inhabitants and the rehabilitation of 430 shelters. PRS were also supported through access to UNRWA health and education services and direct humanitarian assistance.

An average of 41,882 PRS individuals received cash for food assistance under an UNRWA/WFP partnership, while 11,748 families received housing assistance for six months and 10,735 received critical winterization assistance. UNRWA also supported responses to displacement caused by violent confrontations in Ein El Hjlweh in mid-2015 and made progress in addressing challenges in the reconstruction of Nahr el-Bared Camp (NBC), ensuring that in total at least 50 per cent of the refugees could re-establish residence. UNRWA has, as a matter of priority, continued to seek urgently needed support to finalize construction work and assist displaced refugees.

In Jordan, UNRWA services continued to contribute to the human development of refugees in 2015 through the provision of basic education to some 119,606 children, including 1,468 PRS; the provision of higher education to 1,213 students; and technical and vocational training for 2,246 youth. Twenty-five HCs and one local health-oriented non-governmental organization provided 1,598,989 primary health-care consultations. Social safety net support was afforded to 58,937 special hardship cases. Regular cash assistance – for food and non-food items was provided to meet critical PRS family needs; however, due to funding constraints, it was not possible to offer winterization and shelter assistance. Access to microcredit initiatives was extended to 7,065 refugees. A total of 133 of the poorest refugee families benefited through shelter rehabilitation assistance.

1. introduction and report overview

Within a volatile regional environment in 2015, poverty, violence and marginalization continued to affect Palestine refugees to varying degrees in all five fields of UNRWA operations – Jordan; Lebanon; the Syrian Arab Republic (Syria); the West Bank, including East Jerusalem; and the Gaza Strip. Within this context and in line with its mandate derived from the United Nations General Assembly (UNGA) to assist and protect Palestine refugees, the Agency continued to deliver human development services in the areas of education, health, relief and social services, infrastructure and camp improvement, and microfinance. The Agency also delivered humanitarian assistance to over 1.2 million Palestine refugees, mainly in the oPt and Syria.

Despite the continuation of protracted conflicts, a restricted operational environment and other challenges confronted in 2015, UNRWA achieved considerable results in terms of regular and emergency programme quality, depth and coverage as set out in this Annual Operational Report (AOR). Programme highlights included immunization campaigns for Palestine refugees across Jordan, Lebanon, West Bank and the Gaza Strip that reached 99.9 per cent coverage and the provision of basic education services for 493,500 in 2014/15.² Progress was also achieved with regard to the implementation of transformative education reform policies and strategies across all fields concerning teachers, inclusive education and human rights education. Under the Health Reform, the adoption of the Family Health Team approach (FHT) has contributed to improving the quality of primary health-care provision through a more efficient re-distribution of duties among medical staff, reducing workloads and increasing consultation times. Over 38,000 families benefited from UNRWA shelter repair, construction and reconstruction programming, while the groundwork was laid for the planned shift in 2016 from the direct provision of food and cash to the provision of e-vouchers and cash in support of improved living conditions for over 155,000 refugees. UNRWA also undertook advocacy interventions vis-à-vis relevant authorities and stakeholders on a range of protection issues, including the situation of Palestine refugees fleeing the armed conflict in Syria and the forcible displacement of Palestine refugees in the West Bank and Gaza. Overall programme achievements were realized despite a US\$ 101 million funding shortfall in 2015 that risked a delay in the opening of all UNRWA schools for the 2015/16 academic year.

UNRWA operations are detailed in the AOR, a document that describes progress made by the Agency towards the human development goals set out in the Agency's Medium Term Strategy (MTS) 2010-2015. Building on efforts to harmonize results reporting over the course of the MTS and consistent with the principles of the 2005 Paris Declaration on Aid Effectiveness, this report provides a holistic view of the Agency's operations. It provides a consolidation of the Commissioner-General's report to the General Assembly, the Agency's Annual Report on the 2015 Emergency Appeal for the oPt, and the Agency's Annual Report on the 2015 Emergency Appeal for the Syria Regional Crisis (available at www.unrwa.org). It also contains a detailed analysis and information as to: (i) the Agency's progress against programmatic targets set out in the UNRWA common monitoring matrixes used in the MTS and biennial Implementation Plans for 2014-2015; (ii) the implementation of education and health reform programmes; and (iii) the

Agency's achievement of objectives set out in its Resource Mobilization Strategy. The AOR details both achievements and areas where targets have not been met. Annexed to the AOR are a series of detailed annexures including, among others, key statistics and analysis of operational risks.

Results reporting and analysis is derived from the Agency's Results-Based Monitoring (RBM) system, which enables data collection and analysis against strategic results as set out in the Agency's MTS and biennial programme plans for both field office and headquarters departments. The RBM system also hosts monitoring structures, such as emergency appeals (EAs), projects and other frameworks set out by the Agency, and where possible, establishes linkages between them. Data is collected and analyzed on a quarterly basis at the field-office level and on a semi-annual basis through Agency-wide results reviews. During these reviews UNRWA focuses on progress towards outputs and outcomes across different funding streams.

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

The AOR is the final report on operations carried out pursuant to the MTS and its biennial implementation plans for 2014-2015. It was developed through inputs received from UNRWA field offices, headquarters departments and the harmonized reporting working group comprising representatives of the Agency's hosts and donors. Agreed principles upon which the AOR is based are as follows:

- AOR reporting takes place once per calendar year within 120 days of the year-end.³
- Indicators, baselines and targets are based on Agency-wide internal monitoring arrangements (i.e. biennium plans) and EAs.
- The presentation of results data is complemented by narrative analysis sections that advise as to progress made towards the achievement of targets and the impact of achievement/underachievement/non-achievement on the overall realization of MTS goals and EA strategic objectives (SOs) and priorities.
- Results data is described in the narrative in absolute figures, not only in percentages.
- Results are disaggregated by field office and where available, gender, poor/non-poor according to the Agency-wide definition, disability according to the UNRWA guidelines to defining disability, spatial distribution (camp, non-camp, urban, rural), and by key age groups (e.g. youth).

Chapters 3–7 follow the Human Development Goals set out in the MTS 2010–2015. For the sake of completeness, each Chapter includes the content of relevant humanitarian activities carried out using funding contributed in response to the Agency's Syria Regional Crisis EA (highlighted in red) and funding contributed in response to the Agency's EA for the oPt (highlighted in orange).

2. contextual overview

2.1. Political, Economic and Security Developments

2.1.1. Regional Context

The situation across the five fields of UNRWA operations in 2015 posed a multitude of challenges for Palestine refugee communities. In Gaza, the limited functionality of the Gaza Reconstruction Mechanism (GRM) meant the material needs for reconstruction following the hostilities in July and August 2014 remain unmet. Compounded by the impact of the blockade, living conditions in Gaza have further deteriorated. Unemployment rates are among the highest in the world and 80 per cent of the population are dependent on international assistance. The West Bank, including East Jerusalem, saw clashes around refugee camps and killings of Palestine refugees, including those attacking Israeli security forces (ISF) and civilians in the latter months of the year. Movement restrictions and the withholding of tax revenues from the Palestinian Authority (PA) had a debilitating effect on the economy of the West Bank, including East Jerusalem. In Syria, the conflict continues to take a dramatic toll on Palestine refugees, with over 60 per cent of the estimated 450,000 remaining in Syria displaced. Overall, 95 per cent of PRS were reliant on UNRWA for assistance during the year. The wider destabilization of the region resulting from the conflict in Syria continued to pose major socioeconomic and security concerns for Jordan and Lebanon that host large numbers of refugees from Syria, including PRS, in addition to existing resident populations of Palestine refugees.

2.1.2. Gaza

The devastating legacy of the hostilities in July and August 2014 affected Gaza throughout 2015. In a highly unstable political, security and socioeconomic environment, UNRWA maintained its commitment to meet the needs of Palestine refugees in Gaza and prioritized humanitarian assistance for the displaced. Against the backdrop of an increasingly precarious political situation, the National Consensus Government formed by Palestinian factions in June 2014 faced considerable challenges in exercising leadership. Civil servants employed by the de facto government continued to receive only partial salaries, a state of affairs that undermined public service delivery and created tensions with PA employees. Security remained volatile, with recurring incidents including the firing of rockets, and frequent unrest, including demonstrations in the Access Restricted Area connected to tensions in East Jerusalem and parts of the West Bank, which led to at least 18 fatalities and over 750 injuries to Palestinians in the Gaza Strip (with no reports of Israeli injuries or fatalities). Recurrent conflict and the blockade have led to a dramatic deterioration in socioeconomic conditions, desperation and frustration by people across Gaza and greater numbers that are reliant on UNRWA services. In 2015, UNRWA registered an increase in violence or aggressive behaviours towards front-line staff as desperation across the population grows.

Under the EA, shelter reconstruction gradually increased as of June 2015 following an agreement between Israel and the State of Palestine on the importation of certain restricted building materials. Cumbersome and onerous legal documentation requirements for eligible families proved a key challenge.

Since the start of the emergency shelter response, UNRWA distributed over US\$ 144 million to Palestine refugee families whose homes were impacted during the hostilities in July and August 2014. As of January 2016, the Agency completed payments to 66,300 families for minor and major repair works, to a further 1,499 families for the rebuilding of severely damaged shelters, and to 33 families for the reconstruction of totally demolished houses.⁴ UNRWA is coordinating reconstruction efforts with other UN agencies, international NGOs and the NCG to ensure an effective response.

During the first half of 2015, internally displaced persons (IDPs) still residing in UNRWA collective centres (CCs) gradually moved to alternative accommodation. While the last CC closed on 17 June 2015, at the end of 2015 an estimated 16,000 families (almost 90,000 individuals) remained displaced⁵, with rising concerns in terms of overcrowding, particularly in urban centres and camps; limited access to basic services; a lack of privacy and exposure to adverse weather.

As a result of the blockade, unemployment among Gaza graduates reached 69.5 per cent in 2015⁶, while at the same time overall unemployment in Gaza reached 41 per cent, which remains one of the highest worldwide. Palestine refugees (43 per cent), youth (63 per cent), women (63 per cent) and young Palestine refugee women (84 per cent) continued to be particularly vulnerable. A lack of economic access to food continues to cause high levels of food insecurity and the Agency's food assistance caseload grew over the course of the year; by the end of the year, UNRWA was assisting almost 900,000 people. The Agency continues to invest in education by providing access to over 250,000 students through 257 schools in Gaza, around 73.9 per cent of which continued to run on a double-shift basis.

While 2015 witnessed a slight easing of trade restrictions, its impact on the economy was not tangible and exports remained a fraction of the quantities leaving Gaza before the blockade came into force. In total, 1,353 truckloads exited Gaza in 2015 (including 730 transferred to the West Bank), for an average of 113 truckloads per month, just 10 per cent of the monthly average before the blockade.⁷ On the import side, Israel expanded the list of 'dual-use' items to include wooden planks, among many other items essential for the local economy.⁸ The economy remains depleted and recent estimates do not expect the Gaza economy to reach its 2013 annual level until 2018. Soaring unemployment, high food prices and falling purchasing power trapped the many Palestine refugees into a state of food insecurity. In 2014, an estimated 47 per cent of households in Gaza were food insecure¹⁰, a 2 percentage point increase compared to the previous year.

2.1.3. West Bank

Many of the 792,081 Palestine refugees¹¹ registered in the West Bank continued to endure difficult economic and social conditions in 2015, as marked by a considerable increase in violence, demolitions, and growing frustration with a stagnant economy and the lack of political progress towards a negotiated two-state solution.

Restricted access to lands, services, and markets imposed severe challenges for West Bank residents, particularly those living or owning land in Area C and the 'Seam Zone' (areas behind the

Green Line and the Barrier). Economic stagnation and the lack of employment opportunities continued to stifle Palestinian livelihoods, eroding purchasing power and continuing their reliance on humanitarian assistance to cover basic needs. Rates of unemployment among Palestine refugees remained higher than for the population as a whole in 2015, at 19.3 per cent and 18.5 per cent respectively; joblessness for those living in camps was higher still (25.7 per cent).¹² Moreover, 29 per cent of refugees residing in camps were food insecure, higher than other population groups.¹³ In response, UNRWA continued to provide social safety net programme (SSNP) support to an average of 36,139 refugees¹⁴ throughout the year in the form of in-kind food assistance, while continuing its emergency food security assistance through food vouchers and cash-for-work (CFW) opportunities to 16,499 households (approximately 95,077 individuals) and partnering with the WFP to support 85 vulnerable Bedouin refugee communities with in-kind food support.¹⁵ The Agency continued to roll out the FHT approach in its health programme, achieving coverage of all 43 HCs and HPs in the West Bank (supporting the provision of approximately 1.4 million consultations).¹⁶ UNRWA also provided basic education to nearly 50,566 boys and girls and vocational and technical training to an additional 1,773 students in the West Bank.¹⁷

According to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), 170 Palestinians¹⁸ and 26 Israelis were killed during 2015 in attacks and clashes in the oPt and Israel. Eighty-three per cent (141) of the Palestinian and 85 per cent (22) of the Israeli fatalities were recorded during the last quarter of the year. Approximately 63 per cent of the Palestinian fatalities since 1 October were perpetrators or alleged perpetrators of attacks against Israelis. In total, 15,377 Palestinian and 350 Israeli injuries were reported during the year across the West Bank and Gaza, with over 90 per cent of the Palestinian injuries being recorded in the West Bank, including East Jerusalem.¹⁹ Settler violence also continued with relative impunity, resulting in damages to private Palestinian property, injuries and death.²⁰ Israeli restrictions on Palestinian access to holy sites in Jerusalem, especially Al-Aqsa Mosque, further inflamed tensions. In addition, Israel continued to advance plans for the transfer of 46 Bedouin communities, a majority of whom are Palestine refugees, from the central West Bank to three centralized townships. Ground work at one of the sites slated to accommodate the population targeted for transfer was completed in August 2015. The targeted population is subjected to stop working orders, demolitions, confiscations of post-demolition assistance and increased legal action from settlers living in the vicinity, raising increasing protection and humanitarian concerns. In 2015, 550 demolitions of Palestinian-owned structures without building permits were carried out by the Israeli Authorities, affecting 3,340 people, including 692 Palestine refugees, a considerable increase on the 411 refugees affected in 2014. August witnessed a record number of demolitions, with 143 structures demolished, provoking the displacement of 203 Palestinians, the largest number of Palestinians displaced in a single month in recent years. In addition, punitive demolitions, a practice that targets the family homes where perpetrators of violent attacks against Israeli civilians and security forces resided, continued in 2015. Illegal under international humanitarian law (IHL), punitive demolitions displaced at least 151 Palestinians, including 26 refugees during the reporting period.²¹ The last three months of 2015 also saw an increase in movement obstacles, especially in East Jerusalem and in the Hebron area. While most of the 41 new obstacles deployed in Jerusalem in October were removed by the end of the year, access to East Jerusalem remained subject to the Israeli permit system

that negatively affects over 80 per cent of the West Bank population. New checkpoints and roadblocks established in the Hebron area, including at the entrances to Hebron city, and Arroub and Fawwar refugee camps added to the 95 existing obstacles, including 19 checkpoints in Hebron H2. Movement restrictions affected residents' access to services and livelihoods, including health and education, as well as the Agency's humanitarian access.²²

2.1.4. Syrian Arab Republic

In 2015, the operational context in Syria continued to be defined by intense armed conflict and its dire humanitarian effects. Of the 560,000 Palestine refugees registered with UNRWA prior to the crisis, the 450,000 that remained in Syria in 2015 continued to face significant humanitarian needs. Some 280,000 refugees have been internally displaced, while an estimated 110,000 have left the country to seek safety elsewhere. Like Syrians, Palestine refugees have been among the casualties in Syria, though precise statistics are not available. At the end of 2015, 14 UNRWA staff members had been killed and 28 were missing, detained or kidnapped.

More than 280,000 Palestine refugees have been internally displaced at least once. Displacement leaves refugees considerably more vulnerable and many fall quickly into a cycle of deepening poverty. Prolonged displacement has resulted in previously strong communities becoming fragmented; families – which also provide a social safety net to members, particularly the young and the elderly – have been split across conflict lines and borders; and a widespread fear as to what the future might hold is widespread.

Due to funding constraints, UNRWA was able to provide Palestine refugees with only three out of the six planned rounds of cash assistance, covering just six months of need (in addition to enough food assistance to cover their nutritional requirements for five months). The economic context was marked by significant price rises, high unemployment and inflation, shortages of essential commodities, and the declining value of the Syrian pound (SYP), further compounded by the continued impact of sanctions. Against this backdrop, 95 per cent of Palestine refugees are dependent on UNRWA assistance to survive.

For those Palestine refugees able to find employment, the average daily wage was just SYP 1,125 (approximately equivalent to US\$ 3 as of December 2015). Health, education and other public services have been severely affected by the armed conflict.

Palestine refugees often have fewer coping mechanisms when compared to their Syrian counterparts, and their options to legally travel outside Syria are severely restricted. Some 47,000 Palestine refugees reside in conflict-affected areas and in locations that are inaccessible.

Despite complex challenges, UNRWA maintained its programme-budget-supported health care, education, vocational training, microfinance, youth support and social services, adapting them to the constrained circumstances of armed conflict and utilizing its comprehensive network of staff, facilities and resources. Forty-four UNRWA schools continued to operate, down from 118 prior to the crisis, as complemented by 55 schools hosted in Ministry of Education facilities. In total, these schools accommodated 45,000 students. Fifteen of the Agency's 23 HCs also remained operational, supplemented by an additional 11 HPs throughout the country. The Agency reimburses up to 95 per cent of the costs of secondary and tertiary medical care. As of December 2015, nine UNRWA

school buildings, the Damascus Training Centre and two other UNRWA installations continued to serve as temporary accommodation for 4,795 internally displaced civilians.

In northern Syria, home to some 50,000 Palestine refugees, including many displaced, UNRWA continued to maintain services and humanitarian assistance in the face of incessant armed conflict that also affected road access to Aleppo. Neirab camp was accessible for most of the year, while Ein el Tal camp remained inaccessible owing to the presence of armed groups since 2013. In Dera'a governorate in the south, intense armed engagements continued throughout 2015, with a major spike in clashes during June. The road from Damascus to Dera'a city remained open, albeit under frequent threat. UNRWA remained unable to reach the villages of Mzeirib and Jillin west of Dera'a city. Many Palestine refugees living in these towns were allowed to cross checkpoints into Dera'a to collect assistance, though at considerable personal risk and expense. The Agency has maintained some services in these villages thanks to the presence of UNRWA staff that continue to work despite considerable personal risk.

Approximately 80 per cent of Palestine refugees reside in Damascus, including in areas where humanitarian access is restricted. With government facilitation, UNRWA sustained regular and emergency operations in most parts of Damascus during 2015. Major difficulties were encountered in reaching Palestine refugee communities in Yarmouk, Khan Eshieh, Qudsaya and Ramadan. UNRWA aid deliveries to Yarmouk were halted in April due to the capture of the area by extremist armed groups, while access to adjacent areas was suspended on 23 September. In July, over 6,000 Palestine refugee families were able to return to the town of Husseiniyeh after having been displaced for over two years. UNRWA successfully resumed all services in Husseiniyeh, reopening the HC and the community centre, as well as four schools serving over 3,300 students, some of whom had missed out on over two years of education.

In the central area, UNRWA services to Palestine refugees in Homs, Hama and Latakia have remained fully operational, with humanitarian assistance regularly supplied from Damascus.

2.1.5. Lebanon

A majority of the 458,369 registered Palestine refugees in Lebanon (PRL) depend on UNRWA service provision as, through either law or practice, they are effectively denied access to most public services. In addition, Palestine refugees continue to be barred from exercising several syndicated professions, and restrictions remained in place on the right of refugees to own and inherit property in Lebanon. Over 41,000 PRS have fled to Lebanon, where they are particularly vulnerable given limitations on their ability to lawfully enter Lebanese territory, precarious legal status, difficulties in regularizing their stay and limited access to crucial civil registration procedures and social protection services. During 2015, an estimated 93 per cent of PRS were highly dependent on UNRWA for a broad range of regular and humanitarian assistance, including food, shelter, health care and education.

For Palestine refugees, including PRS, who are among the most vulnerable groups within Lebanon, daily life in 2015 continued to be dominated by poverty, debt, and increased competition for work. Palestine refugee camps in Lebanon also supported the influx of PRS, placing additional demands on limited and ageing camp infrastructure and on UNRWA to provide basic services.

In 2015, UNRWA operations in Lebanon provided critical basic

services under the programme budget to Palestine refugees, including the provision of basic education to 38,173 students during the 2014/15 scholastic year. The Agency also provided primary health-care services (PHC) through 27 HCs located in the areas of concentration of Palestine refugees; referred Palestine refugees to specialized protection services, such as child protection (CP), GBV and psychosocial support (PSS); and monitored, reported and advocated for PRL. Hospitalization was supported for 35,946 Palestine refugees – including assuring the quality of these services and supporting Palestine Red Crescent hospitals in camps. Social safety net support was provided to 61,709 abject-poor Palestine refugees, as well as access to microcredit initiatives and vocational training opportunities for 1,100 young men and women. UNRWA supported the employability of Palestine refugees through targeted vocational training and advocacy with stakeholders to promote employment for refugees from Lebanon. Further support was extended through access to quality and a sufficient quantity of water supplied to camp inhabitants. In addition, 430 shelters of vulnerable refugees were rehabilitated. Under the EA budget, PRS were also supported through access to UNRWA health and education services and direct humanitarian assistance. In addition, an average of 41,882 PRS benefited from cash for food assistance through support from UNRWA and WFP. In total, 11,747 PRS families received housing assistance for six months, while 10,735 PRS families received critical winterization assistance through the cash transfer programme. UNRWA also supported responses to displacement in Ein El Hjlweh in mid-2015 and made progress in addressing challenges related to the reconstruction of Nahr El-Bared Camp (NBC). Nine years following its destruction, the reconstruction of NBC reached the half-way point in 2015. Although it had originally been intended that the reconstruction of the Old Camp would be completed by mid-2011, the project faced numerous challenges since its inception, including logistical, legal and political obstacles and, most recently, a marked decline in the level of donations from the international community for project completion.

2.1.6. Jordan

The Hashemite Kingdom of Jordan hosts 2,144,233 registered Palestine refugees with the vast majority possessing Jordanian nationality, thereby enjoying social, economic and political benefits. A subset of approximately 150,000 Palestine refugees that fled Gaza in 1967 are largely excluded from Jordanian nationality and related benefits, such as access to public services. Jordan has remained stable in an increasingly insecure region, however, successive waves of refugees have placed considerable pressure on the nation's economy and infrastructure. The strain on host communities and the public budget has also grown.

By the end of 2015, an estimated 16,400 PRS were being hosted in Jordan. While the number of new arrivals has slowed due in part to the government policy of non-admission, the total recorded PRS population continued to gradually grow during the year from 15,000 to 16,400 by December 2015. In December 2015, 83 per cent were categorized as vulnerable or extremely vulnerable. PRS in Jordan continued to face discriminatory restrictions and forcible return. PRS also confronted difficulties in securing employment and accessing basic services as a result of the lack of legal status. Some PRS continued to be held in a specific facility and faced greater restrictions on their movement outside the facility in comparison with Syrians held in equivalent facilities. Notably, across all families, average weekly earnings were only JOD 22 (US\$ 31). The absence of legal status resulting from the Government's non-admission

policy and proper documentation were major concerns among the PRS population, making them more vulnerable than other Syrian refugees.

Apart from being officially barred from entering Jordan, PRS were mostly prevented from accessing non-UNRWA provided humanitarian assistance reserved for other refugees from Syria. An UNRWA vulnerability assessment indicated that only one quarter of PRS families received any type of aid (including one-off assistance) from any organization other than UNRWA. In 2015, UNRWA was the sole provider of health and emergency assistance, as well as registration services for PRS in Jordan.

The Health Reform continued in Jordan through the roll out of the FHT approach to all 25 HCs. Implementation of the Education Reform also continued and witnessed the establishment of technical units and the expansion of school-based teacher development training – 1,745 have completed this training, 1,087 are currently taking the course and 1,600 will start the training in 2016. In 2015, the relief programme started to roll-out of a “case management” approach that acknowledges the complex drivers of vulnerability and provides individually tailored support to Palestine refugees beyond the distribution of cash and food.

The Agency was able to ensure access to primary health services for PRS in Jordan through its existing HCs. Likewise, some 1,700 PRS children were provided with education in UNRWA schools. Regular cash assistance – for food and non-food items (NFIs) was provided to meet critical PRS family needs; however, due to funding constraints, it was not possible to offer winterization and shelter assistance.

2.2. Legal Matters

2.2.1. Legal Status of Palestine Refugees in the Agency's Area of Operations

The legal status of Palestine refugees in Jordan, Syria, Lebanon, the West Bank and the Gaza Strip remained substantially the same as that described in the report of the Commissioner-General to the UN General Assembly for 2008.²³

2.2.2. Agency Staff

Israeli authorities, citing security concerns, continued to restrict the freedom of movement for UNRWA personnel in the oPt, including East Jerusalem. Restrictions included closures of the West Bank and Gaza; the prohibition of local staff not resident in Jerusalem from travelling in UN vehicles across the Erez crossing or Allenby Bridge or from driving in Israel and East Jerusalem; and time-consuming and cumbersome procedures for obtaining permits for local staff not resident in Jerusalem to enter Israel and East Jerusalem. On many occasions, permits were not granted, even though procedures were followed. On average, permits to enter East Jerusalem from the rest of the West Bank were not issued to 18 per cent (105 individuals) of Agency personnel that needed them.

At Allenby Bridge, Israeli procedures continued to request searches of UN vehicles that would have violated the immunity of the United Nation unless an occupant held an identification card issued by the Ministry of Foreign Affairs. These procedures restricted, in particular, the movement of international staff based at UNRWA Headquarters in Amman, to whom the Ministry does not issue such cards.

Israeli procedures at the Erez crossing continued to request

that UN vehicles be submitted to a search that would have violated the immunity of the United Nations, unless the vehicle included a UN staff member holding a diplomatic visa or was driven by an international staff member on a limited list approved by Israeli authorities. Opening hours at the Erez crossing remained restricted. On 31 occasions at various checkpoints in the West Bank, including for entry into East Jerusalem, Israeli authorities demanded the search of an Agency vehicle. While the majority of searches were avoided through Agency intervention, rerouting or turning back, searches were carried out on seven occasions. UNRWA protested these searches as a violation of the immunity of the United Nations.

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

In the West Bank, staff movement continued to be restricted and unpredictable at several checkpoints, notably those controlling access to East Jerusalem or through the West Bank Barrier. In 2015, movement restrictions in the West Bank resulted in the loss of at least 75 staff days. It remained difficult to deliver Agency services in the area between the West Bank Barrier and the 1949 Armistice Line (Green Line). During 2015, Israeli authorities continued to insist that Agency and other UN trucks use specific commercial checkpoints to enter Jerusalem. The Agency's position remains that UN trucks should have unrestricted access through checkpoints in the West Bank (including those operated by the Border Police) in line with the long-standing practice prior to September 2014 and in recognition of humanitarian access.

Local staff in Gaza required permits from the Israeli authorities to transit the Erez crossing. During 2015, of 983 applications, 828 permits (84 per cent) were granted. Compared to 2014, the number of permits applied for increased by approximately 9 per cent, while the overall percentage of permit applications rejected decreased from 18 per cent to 16 per cent.

In 2015, the Rafah crossing between Egypt and Gaza was open for public use for 26 of 365 scheduled days. The ban imposed by the United Nations on duty travel for staff members travelling through Rafah remained in place, owing to the security situation in the Sinai. One staff member was allowed to cross in February 2015.

In Lebanon, the volatile security situation in Palestine refugee camps in the Saida area and the north Lebanon area resulted, at times, in movement restrictions that affected Agency staff and operations. During 2015, no significant movement restrictions were imposed on UNRWA staff by the Governments of Jordan or Palestine. In Syria, the armed conflict intensified during 2015 with growing engagement and military action from a variety of actors, increasing unpredictability and resulting in the continued use of heavy weapons of indiscriminate impact. Generalized insecurity seriously affected free movement and humanitarian access. Two staff members were injured in gunfire or as a result of shelling in 2015. Numerous checkpoints remained in place, including in and around Damascus. Agency

vehicles were searched at some checkpoints contrary to the immunity of the United Nations. The Agency applied for 150 visas (residency and visit) for international personnel, including renewals; of those, 13 visas were not granted.

At the end of 2015, 35 staff members were missing, detained, kidnapped or presumed to be detained: 28 believed to be missing, detained or kidnapped by the Syrian authorities or other parties, three detained by the Israeli authorities, one by the Palestinian authorities, one by the de facto authorities in Gaza and two by the Jordanian authorities. Despite Agency requests, in accordance with UN General Assembly resolution 36/232, in 2015 the Syrian authorities provided reasons for the detention of seven UNRWA staff detained but did not provide the Agency with access. Jordanian authorities provided access to and information on one detained staff member.

The Israeli authorities continued to impose transit charges on shipments entering the Gaza Strip, forcing UNRWA to pay US\$ 1,460,120 in 2015. In the view of the Agency, these charges constitute a direct tax, from which it ought to be exempt under the 1946 Convention. In the view of Israel, the charges were a fee for service and therefore, there was no exemption. The Kerem Shalom crossing remained the sole crossing for UNRWA imports to enter Gaza. It was closed for imports for 18 of 261 scheduled operating days (6.9 per cent). The continuing closure of the Karni crossing contributed to increased expenditure in the form of charges for storage, palletisation, sterilization, extra mileage, and additional staff amounting to some US\$ 5.9 million, in addition to Kerem Shalom transit charges.

As a result of the amended framework between Israel and the United Nations, agreed on 4 December 2013, stricter conditions continued to be imposed on UNRWA regarding the monitoring of construction material. UNRWA, inter alia, continued to employ an additional international staff member (in addition to using its extant international staff workforce), local staff engineers and security guards to meet Israel's daily monitoring requirements, amounting to over US\$1.2 million in extra staffing costs for the Agency during the year. Starting in 2015, the Agency was also required to provide Israeli authorities with written confirmation of UNRWA monitoring of each project, in addition to requirements predating 2015 for documentary material to facilitate Israeli monitoring of construction projects. In 2015 alone, additional staffing, transit and logistical costs resulting from Israeli requirements regarding access and monitoring of all Agency imports into the Gaza Strip amounted to almost US\$ 8.6 million. This is equivalent to the cost of building six UNRWA schools or distributing food to the current caseload of approximately 930,000 beneficiaries for five weeks. The US\$ 8.6 million does not include similar access costs that private contractors have incurred for shipping construction materials into Gaza through Kerem Shalom under the GRM.

In 2015, Israeli approval time for Agency construction projects in Gaza reduced noticeably compared to 2013 and 2014. Coordination for certain aggregates was no longer required as of 1 November 2015. Added to the list of restricted items in April 2015, and further limited in August 2015 was wood no thicker than one 1cm. Wood needed for Agency projects has not been received by UNRWA since then.

2.2.3. Agency Services and Premises

Israeli authorities continued to require standards testing for educational, electronic, medical and other items for official use. UNRWA imports goods for official use that conform to international standards and the United Nations considers that

Israeli requirements are contrary to the exemption under the 1946 Convention from prohibitions and restrictions on imports in respect to articles imported by the United Nations for official use. As of the end of 2015, 15 consignments destined for the West Bank were still detained, with the duration of detention ranging between four and six years for each consignment. The total storage costs for consignments delayed during the year exceeded US\$ 156,300.

Arrears due to the Agency of US\$ 90.9 million for services and goods procured for the West Bank and Gaza are outstanding for the VAT accrued prior to the arrangements agreed to in 2013 as reported previously. VAT outstanding in relation to the 2015 financial year totalled US\$ 2.66 million, with a total outstanding of approximately US\$99.4 million as of 31 December 2015.

The Agency was required, as in the past, to pay port fees and other charges to the Syrian authorities, contrary to the 1948 Agreement between the United Nations and the Government of Syria. In 2015, fees and charges totalling US\$ 18,318 were paid.

The Agency continued to face difficulties in obtaining exemptions from customs and other governmental fees from the Customs Department of the Ministry of Finance of Jordan for the importation of vehicles for official use. UNRWA considers these restrictions to be contrary to the Agency's exemption from restrictions on imports under the 1946 Convention and its 1951 bilateral agreement with Jordan. Jordan considers these charges as fees for service. Since 2012, the Drivers and Vehicles Licensing Department of the Ministry of Finance of Jordan has requested payment for the inspection of and registration cards for official UNRWA vehicles, which the Agency protested as constituting a direct tax from which it is exempt. UNRWA paid the inspection and registration card fees under protest in the absence of any Government response. The Agency also faced delays in obtaining construction permits for Agency installations.

The Operations Support Officer (OSO) programme continued in the West Bank, Lebanon and Gaza and was established in Jordan in early 2015. In addition, an Area Support Officer programme was established in Syria in 2015. The OSO programme played an invaluable role in upholding UN neutrality, including through the inspection of UNRWA installations and conducting ongoing training for staff on humanitarian principles. In the West Bank, the programme also facilitated access for UNRWA staff, vehicles and goods through checkpoints and to areas affected by Israeli military or security operations.

The 1946 Convention provides that the premises of the United Nations shall be inviolable. Contrary to this, the Israeli military and security forces entered UNRWA premises in the West Bank without authorization or coordination on six occasions. On at least 41 occasions, tear gas canisters, stun grenades, plastic coated metal bullets (PCMB) and/or live ammunition deployed by the ISF landed in UNRWA compounds or damaged UNRWA installations, resulting in the injury of three UNRWA staff and several others suffering from tear gas inhalation. In addition, one guard was injured by a PCMB while on duty outside an installation and one staff member was injured while driving to duty in a private vehicle. In Gaza, there were 117 reported incursions and other incidents that impacted UNRWA installations. On 23 occasions, demonstrations or sit-ins took place at UNRWA installations. The bulk instances, however, related to beneficiaries entering installations, refusing to leave and/or disrupting or assaulting staff members.

In 2015, the Secretary-General released a summary of findings by the UN Headquarters Board of Inquiry (BOI) investigation of certain incidents that occurred in Gaza during the hostilities from 8 July 2014 to 26 August 2014. The BOI found that all seven incidents in which UNRWA schools were either hit or struck by projectiles or other munitions were attributable to the Israel Defense Forces (IDF). The BOI also investigated three incidents in which weapon components were placed in three empty UNRWA schools, finding that in two incidents, unidentified armed Palestinian groups hid weapons in the schools. With regard to the third school, the BOI found it highly likely that unidentified armed Palestinian groups hid weapons there as well. During the reporting period, UNRWA began implementing BOI recommendations that concerned safety, security, neutrality and communication.

The general staff mechanism for fact-finding assessments established by the IDF in 2014 continued to examine exceptional incidents that occurred during the hostilities in Gaza, including the seven incidents affecting UNRWA schools. As of the end of 2015, the Military Advocate General had ordered criminal investigations into two of the seven incidents. Overall, by the close of 2015, accountability for the victims of the 2014 hostilities remained unaddressed. UNRWA continued to advocate for accountability for violations of international law based on credible, prompt, independent, impartial and thorough investigation that brings those responsible to justice and ensures victims have access to justice and remedies, including compensation for losses suffered in accordance with international law.

In the West Bank, there were seven incursions by armed Palestinians or Palestinian security forces, including three incidents when armed Palestinians entered an UNRWA installation and four incidents when live ammunition deployed by Palestinian security forces or armed Palestinians landed in or hit UNRWA installations. There were four misuses of UNRWA installations for unauthorized political or other events involving Palestinian factions, camp services committee members or other actors. There were additional incidents in which Palestine refugees, including members of camp services committees, prevented UNRWA staff from performing their duties, attacked staff or property, or held unauthorized protests in Agency installations, primarily to protest eligibility for UNRWA services.

In Syria, the Agency has sustained conflict-related property losses in the millions of dollars since hostilities began in 2011, including at least 46 of 180 UNRWA facilities that were either damaged or destroyed and 22 vehicles that were damaged, destroyed or stolen. During 2015, there were five incidents of shelling affecting UNRWA premises, causing damage to four premises and the total destruction of one disused UNRWA school. There were also three incidents of small arms fire affecting UNRWA installations that damaged two facilities and, in one incident, injured several refugees. Damage to and the lack of safe access to UNRWA facilities made it more difficult for Palestine refugees to obtain essential services. The Agency remained unable to verify reports regarding the military use of certain UNRWA installations in Syria due to insecurity and the presence of armed groups in those areas. Despite protests, the UNRWA Sanitation Office in Khan Dunoun continued to be used by military personnel at the adjacent checkpoint.

In Lebanon, there were 129 days of closures of different UNRWA installations in 2015. This was mainly owing to protests of discontented refugees, but also to civil unrest and armed factional fighting. In particular, armed factional fighting

in Ein El Hilweh refugee camp during 22-26 August 2015 led to the closure of all UNRWA installations inside the camp until it was considered safe on 31 August 2015. There were incursions into six UNRWA installations, five of which were used for an extended period. In addition, several installations were damaged as a result of weapons fire. The damage to installations is estimated at US\$ 123,000. UNRWA has protested these incidents and liaised with relevant authorities and Palestinian leaders during and after the events.

2.2.4. Other Matters

On 15 February 2012, approximately US\$ 74,000 was seized from the Agency HSBC bank account in Jordan on the basis of an order by the Jordanian Execution Office. Despite numerous requests and protests to the Government before and after the seizure, the funds had not been returned by the end of 2015. On 4 December 2015, the Jordanian Execution Office issued an execution order with respect to an adverse judgment against UNRWA in the amount of US\$ 24,400 in relation to a claim filed by a former UNRWA staff member.

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

UNRWA continued to dispute any liability for payment demanded by the Government of Lebanon in the sum of US\$ 167.4 million for electricity consumed by Palestine refugees outside of UNRWA installations in camps in Lebanon.

In relation to the internal justice system, the UNRWA Dispute Tribunal, established on 1 June 2010, operates on a full-time basis and is comprised of one judge and a part-time ad litem judge. During the reporting period, the Tribunal issued 58 judgments and 128 orders, disposing of 75 cases. As at the end of 2015, 57 cases were pending, of which 56 were filed by area staff and one was filed by an international staff member. There were also 17 appeals pending before the UN Appeals Tribunal.

2.3. Financial Overview

With the exception of 153 international staff posts funded by the General Assembly through the UN regular budget, UNRWA operations are funded by the voluntary contributions of donors. The Agency receives funding through the following three primary portals: (i) a programme budget fund that supports the Agency's core operations (including recurrent staff and non-staff costs), such as its education, health, camp improvement, relief and social services, and microfinance programmes, as well as support systems and structures; (ii) funding for specific, time-bound projects with a view to improving services without increasing recurrent costs; and (iii) funding in response to EAs for humanitarian interventions.

During 2015, UNRWA substantially widened its donor base, strengthened relations with Arab donors²⁴, engaged new private partners, continued to build its presence in emerging markets²⁵ and further deepened relations with traditional donors (TD).²⁶ In 2015, the Agency's resource mobilization efforts yielded positive results overall, with a total pledged amount of US\$ 1.24 billion. While this represents a decrease from the 2014 pledge of US\$ 1.32 billion, had exchange rates not fluctuated so dramatically between mid-2014 and mid-2015, (the Euro decreased in value by approximately 19.5 per cent against the American dollar) 2015 funds for UNRWA would have represented the highest-ever level of contributions. Arab donors contributed substantially to the overall budget with a total pledge of US\$ 204 million in 2015. While contributions

from Arab donors decreased from 2014, the Agency witnessed a key shift in terms of where Arab contributions were directed. The year 2015 saw 9.3 per cent of the programme budget funded by Arab donors, up nearly 4 per cent from 2014.

Contributions from private partnerships rose from 0.2 per cent in 2011 to 1.8 per cent in 2015, against a Resource Mobilization Strategy (RMS) target of 2 per cent. While the target was not met, the result of 1.8 per cent in total pledges from private sources is a notable achievement that is attributable to the strong resource mobilization efforts by the Agency's national committees and the willingness of a select number of large Islamic foundations to donate.

2015 witnessed a significant increase in needs, exacerbated by the ongoing conflict in Syria and residual needs stemming from the hostilities in July and August 2014 in Gaza. The 2015 Syria Regional Crisis EA, covering Syria, Lebanon and Jordan, called for US\$ 415 million; many donors responded generously, although only 51 per cent of funding needs were met. In the oPt, the Agency continued to provide basic humanitarian assistance through an EA for US\$ 414 million, 47 per cent of which was funded by year-end.

Based on unaudited financial statements, in 2015 the Agency expended US\$ 1,333.8 million. The largest expenditure was US\$ 766.7 million under the unrestricted regular budget, accounting for 55.4 per cent of total expenditure. Restricted fund activities, emergency activities and projects accounted for 1.3 per cent, 30.3 per cent and 12.4 per cent, respectively.²⁷ Education remained the largest programme funded from the programme budget, with an expenditure of US\$ 437.4 million, 57.05 per cent of the total unrestricted programme budget.

The overall ability of UNRWA to respond to challenges presented during 2015 was threatened by a US\$ 101 million funding shortfall that risked a delay in the opening of all UNRWA schools for the 2015/16 school year. Through the generosity of numerous donor partners, this eventuality was averted. Inadequate funding forced the Agency to further implement austerity measures, including consultant terminations, reductions in travel, the suspension of capital expenditure – including information technology, vehicles and equipment replacement – and reduced maintenance of buildings.

2.3.1. Financial Reporting

An audited expenditure report will be distributed in August 2016

Table 1: Actual expenditure by field of operations and programme, 2015 (Thousands of US\$)

General Fund	Gaza	Jordan	Lebanon	Syrian Arab Republic	West Bank	HQ	Total
Education	205,284.66	94,578.05	47,282.92	19,813.15	67,809.28	2,624.82	437,392.88
Health	26,897.71	22,613.59	27,145.25	6,374.41	27,436.56	745.22	111,212.74
Infrastructure	11,896.68	5,002.53	5,846.80	1,078.84	6,259.58	1,502.14	31,586.57
Relief and social services	14,411.78	7,295.07	8,748.90	2,331.35	8,702.72	1,070.08	42,559.90
Executive and Support	39,326.73	9,955.17	12,431.17	6,319.17	23,763.16	52,137.51	143,932.91
Grand Total	297,817.56	139,444.41	101,455.04	35,916.92	133,971.30	58,079.76	766,685.00
	38.84%	18.19%	13.23%	4.68%	17.47%	7.58%	100.00%
All Funding Streams	Gaza	Jordan	Lebanon	Syrian Arab Republic	West Bank	HQ	Total
Education Programme	249,291.27	104,412.81	58,878.19	36,126.15	75,817.35	3,961.40	528,487.17
Health Programme	47,073.66	23,346.98	35,558.35	10,703.42	34,899.70	1,677.70	153,259.80
Infrastructure and Camp Improvement	23,833.15	5,193.02	25,576.89	1,724.15	8,950.44	1,657.56	66,935.21
Relief and Social Services	217,229.12	18,700.08	43,072.20	118,140.01	20,965.25	1,417.65	419,524.32
Executive and Support	89,660.83	11,554.36	19,305.99	22,209.85	36,738.77	57,555.61	237,025.42
Grand Total	627,088.04	163,207.26	182,391.64	188,903.58	177,371.51	66,269.91	1,405,231.92
	44.76%	11.69%	13.06%	13.51%	12.55%	4.43%	100.00%

Table 2: Actual expenditure by Strategic Goal (Thousands of US\$)

General Fund	Gaza	Jordan	Lebanon	Syria	West Bank	HQ	Total
A long and healthy life	48,324.51	27,132.75	32,295.04	7,211.82	32,422.70	1,591.23	148,978.04
	6.30%	3.54%	4.21%	0.94%	4.23%	0.21%	19.43%
Acquired knowledge & skills	185,646.35	88,308.40	43,512.38	17,864.59	61,646.80	2,623.41	399,601.92
	24.21%	11.52%	5.68%	2.33%	8.04%	0.34%	52.12%
A decent standard of living	22,742.26	12,584.18	12,108.42	3,512.08	14,140.39	1,533.56	66,620.89
	2.97%	1.64%	1.58%	0.46%	1.84%	0.20%	8.69%
Human rights enjoyed	1,888.85	980.55	474.40	659.47	1,195.70	194.07	5,393.03
	0.25%	0.13%	0.06%	0.09%	0.16%	0.03%	0.70%
Management and operational effectiveness	39,215.60	10,438.54	13,064.81	6,668.96	24,565.71	52,137.51	146,091.13
	5.11%	1.36%	1.70%	0.87%	3.20%	6.80%	19.05%
Grand Total	297,817.56	139,444.41	101,455.04	35,916.92	133,971.30	58,079.76	766,685.00
	38.84%	18.19%	13.23%	4.68%	17.47%	7.58%	100.00%

All Funding Streams	Gaza	Jordan	Lebanon	Syria	West Bank	HQ	Total
A long and healthy life	87,141.27	32,323.63	37,699.97	24,387.10	35,721.58	7,150.13	224,423.68
	6.20%	2.30%	2.68%	1.74%	2.54%	0.51%	15.97%
Acquired knowledge & skills	192,598.22	91,095.65	43,960.49	21,207.09	63,765.89	3,018.03	415,645.37
	13.71%	6.48%	3.13%	1.51%	4.54%	0.21%	29.58%
A decent standard of living	67,630.61	17,889.41	20,262.69	18,345.45	19,190.32	2,669.30	145,987.78
	4.81%	1.27%	1.44%	1.31%	1.37%	0.19%	10.39%
Human rights enjoyed	19,318.34	1,730.61	14,645.06	5,277.58	9,696.79	1,126.54	51,794.93
	1.37%	0.12%	1.04%	0.38%	0.69%	0.08%	3.69%
Management and operational effectiveness	260,399.59	20,167.95	65,823.43	119,686.36	48,996.92	52,305.91	567,380.16
	18.53%	1.44%	4.68%	8.52%	3.49%	3.72%	40.38%
Grand Total	627,088.04	163,207.26	182,391.63	188,903.58	177,371.51	66,269.91	1,405,231.92
	44.63%	11.61%	12.98%	13.44%	12.55%	4.72%	100.00%

2.3.2. Financial Reporting: Syria Crisis Response Emergency Appeal

An audited expenditure report to be distributed in Aug. 2016

Table 3: Syria Crisis Response Emergency Appeal Funding Summary by Field, 1 January to 31 December 2015 (US\$)

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash Assistance ²⁸	required	249,218,472.00	197,245,322.00	37,878,874.00	12,894,276.00	1,200,000.00
	received	137,009,369.59	103,451,507.59	27,991,551.00	5,566,311.00	0.00
	difference	112,209,102.41	93,793,814.41	9,887,323.00	7,327,965.25	1,200,000.00
Non-Food Items	required	11,703,667.00	11,703,667.00	0.00	0.00	0.00
	received	2,958,039.58	2,958,039.58	0.00	0.00	0.00
	difference	8,745,627.42	8,745,627.42	0.00	0.00	0.00
Food Assistance	required	58,177,926.00	58,177,926.00	0.00	0.00	0.00
	received	15,231,493.99	15,231,493.99	0.00	0.00	0.00
	difference	42,946,432.01	42,946,432.01	0.00	0.00	0.00
Emergency Health	required	16,545,297.00	6,660,000.00	8,874,470.00	410,827.00	600,000.00
	received	8,407,041.48	1,127,465.48	6,600,076.00	679,500.00	0.00
	difference	8,138,255.52	5,532,534.52	2,274,394.00	(268,672.82)	600,000.00
Emergency Education	required	33,056,057.00	19,653,400.00	10,692,657.00	2,310,000.00	400,000.00
	received	17,984,420.61	14,211,504.61	1,535,613.00	2,237,303.00	0.00
	difference	15,071,636.39	5,441,895.39	9,157,044.00	72,696.70	400,000.00
Protection	required	3,438,497.00	1,110,000.00	1,857,590.00	170,907.00	300,000.00
	received	721,803.00	0.00	603,280.00	118,523.00	0.00
	difference	2,716,694.00	1,110,000.00	1,254,310.00	52,383.94	300,000.00
Shelter	required	1,421,000.00	1,221,000.00	0.00	0.00	200,000.00
	received	131,755.58	131,755.58	0.00	0.00	0.00
	difference	1,289,244.42	1,089,244.42	0.00	0.00	200,000.00
Environmental Health	required	16,974,238.00	13,532,143.00	3,442,095.00	0.00	0.00
	received	6,029,691.46	2,418,287.46	3,611,404.00	0.00	0.00
	difference	10,944,546.54	11,113,855.54	169,309.00	0.00	0.00
Capacity and Management Support	required	16,539,627.00	13,238,476.00	536,000.00	665,151.00	2,100,000.00
	received	15,233,157.85	13,069,964.85	626,085.00	654,108.00	883,000.00
	difference	1,306,469.15	168,511.15	(90,085.00)	11,043.00	1,217,000.00
Safety and Security	required	3,465,960.00	1,554,000.00	264,000.00	47,960.00	1,600,000.00
	received	756,288.08	728,455.08	27,833.00	0.00	0.00
	difference	2,709,671.92	825,544.92	236,167.00	47,960.00	1,600,000.00
Livelihoods	required	3,279,029.00	3,279,029.00	0.00	0.00	0.00
	received	0.00	0.00	0.00	0.00	0.00
	difference	3,279,029.00	3,279,029.00	0.00	0.00	0.00
Emergency Repair and Maintenance	required	1,554,000.00	1,554,000.00	0.00	0.00	0.00
	received	228,117.29	228,117.29	0.00	0.00	0.00
	difference	1,325,882.71	1,325,882.71	0.00	0.00	0.00
To Be Allocated			22,219.00	13,153,698.00	2,116,402.11	
TOTAL	required	415,373,770.00	328,928,963.00	63,545,686.00	16,499,121.00	6,400,000.00
	received	219,983,497.62	153,578,810.51	54,149,540.00	11,372,147.04	883,000.00
	difference	195,390,272.38	175,350,152.49	9,396,146.00	5,126,973.96	5,517,000.00

2.3.3. Financial reporting: oPt Emergency Appeal

An audited expenditure report to be distributed in August 2016

Table 4: oPt EA Funding Summary by Field, 1 January to 31 December 2015 (US\$)

Programme Interventions	Amount	Total	Gaza Strip Allocation	West Bank Allocation	Headquarters Allocation
Emergency food assistance	required	129,103,593.00	105,635,493.00	23,468,100.00	
	received	67,719,199.00	59,501,935.00	8,217,264.00	
	difference	61,384,394.00	46,133,558.00	15,250,836.00	0.00
Emergency cash assistance	required	19,500,000.00	19,500,000.00		
	received	0.00	0.00		
	difference	19,500,000.00	19,500,000.00	0.00	0.00
Emergency Cash-for-Work	required	84,455,969.00	68,613,360.00	15,842,609.00	
	received	20,773,391.00	8,620,140.00	12,153,251.00	
	difference	63,682,578.00	59,993,220.00	3,689,358.00	0.00
Community mental health	required	7,803,900.00	7,400,800.00	403,100.00	
	received	3,190,848.00	2,839,733.00	351,115.00	
	difference	4,613,052.00	4,561,067.00	51,985.00	0.00
Emergency education	required	8,067,800.00	8,067,800.00		
	received	2,545,742.00	2,545,742.00		
	difference	5,522,058.00	5,522,058.00	0.00	0.00
Emergency health	required	4,822,739.00	3,776,000.00	1,046,739.00	
	received	2,781,663.00	1,811,279.00	970,384.00	
	difference	2,041,076.00	1,964,721.00	76,355.00	0.00
Operations support officers	required	5,058,855.00	2,348,000.00	2,710,855.00	
	received	4,518,721.00	2,050,618.00	2,468,103.00	
	difference	540,134.00	297,382.00	242,752.00	0.00
Protection	required	2,075,783.00	500,000.00	1,575,783.00	
	received	1,396,163.69	0.00	1,396,163.69	
	difference	679,619.31	500,000.00	179,619.31	0.00
Gaza Summer Fun Weeks	required	5,000,000.00	5,000,000.00		
	received	2,553,173.00	2,553,173.00		
	difference	2,446,827.00	2,446,827.00	0.00	0.00
Unexploded ordnance education	required	950,000.00	950,000.00		
	received	32,905.00	32,905.00		
	difference	917,095.00	917,095.00	0.00	0.00
Emergency shelter and repair	required	127,000,000.00	127,000,000.00		
	received	76,316,886.00	76,316,886.00		
	difference	50,683,114.00	50,683,114.00	0.00	0.00
Emergency environmental health	required	5,796,800.00	5,796,800.00		
	received	2,041,503.00	2,041,503.00		
	difference	3,755,297.00	3,755,297.00	0.00	0.00
Coordination, safety, security and management	required		12,000,000.00	1,942,350.00	857,647.00
	received		10,447,386.00	1,145,646.00	857,647.00
	difference	0.00	1,552,614.00	796,704.00	0.00
To be allocated	received		69,016.00	17,480.00	
Total	required	414,435,436.00	366,588,253.00	46,989,536.00	857,647.00
	received	196,407,369.69	168,830,316.00	26,719,406.69	857,647.00
	difference	218,028,066.31	197,757,937.00	20,270,129.31	0.00

3. unrwa human development goal one: a long and healthy life

3.1. Health Reform Strategy

In 2011, UNRWA began a reform process based on the Family Health Team approach and the development of electronic medical records (e-Health). Together, the reforms aimed to modernize the Agency's primary health services, making them more person-centred, efficient and able to more appropriately address the shifting burden of disease among the Palestine refugee population. Since its inception in 1948, UNRWA has contributed to sizeable health gains for more than 3.5 million refugees, particularly in the areas of maternal and child health (MCH) and communicable and infectious diseases. While refugees are now living longer, they also now suffer from the same 'lifestyle related' diseases seen in ageing populations worldwide, specifically heart disease, cancer, diabetes, chronic respiratory conditions and hypertension, among others. These non-communicable diseases (NCDs) are associated with obesity, smoking and physical inactivity, often acknowledged by-products of more urbanized populations. Diabetes and hypertension alone are responsible for over 70 per cent of deaths among the Agency's served population and these costly-to-treat diseases led UNRWA to reconsider its traditional model of services.

In 2012, UNRWA launched its pilot FHT approach in HC Beirut Polyclinic in Lebanon and Beit Hanoun HC in Gaza. As briefly described above, 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. By the end of 2015, 115/117 HCs in four fields of UNRWA operation (excluding Syria) had implemented the FHT approach (two HCs being constructed in Gaza are outstanding). The transition to the FHT approach has begun with six HCs in Syria, with plans to continue the expansion in 2016 as the security situation allows.

In addition to the physical rearrangement of services, the development of e-Health, introduced in 2011, further allowed for the streamlining of services and contributed to improved efficiency and higher quality data collection. The system is undergoing continuous updates to address HC needs according to the new FHT approach. By the end of 2015, 54 HCs were implementing the FHT e-Health package, while 26 were using the standard version. All 117 HCs in the four fields (excluding Syria) are on track to introduce e-Health by the middle of 2017, while expansion will begin in Syria in 2016 and will spread as the security situation, infrastructure and connectivity allow. A recent evaluation of e-Health reiterated the relevance and adequacy of this system to meet the FHT needs and highlighted how a fully implemented e-Health system will not only improve the quality of the health-care services provided but will also significantly reduce costs. At the same time, the evaluation also noted that funding constraints have slowed implementation progress at the cost of reduced system effectiveness.

A series of 11 indicators were developed to monitor the success of the FHT reform, specifically with regard to

improving effectiveness and efficiency, with baselines dating from 2011. Results under these indicators have reflected the desired progress, while in many cases reform initiatives exceeded targets (data from Syria is not included due to inaccurate/unavailable data for 2012 and 2013). The number of consultations per doctor per day reduced from an average of 104 Agency-wide to 88, with considerable variation between fields, due in large part to better data collected by e-Health. The antibiotic prescription rate, with a 27 per cent baseline, is down to 23.3 per cent, which is encouraging given that high antibiotic prescription rates are a reflection, in part, of regional trends of over-prescription, patient expectations and short patient/doctor contact time. UNRWA has initiated research to better understand factors contributing to both antibiotic use and prescription rates among patients and caregivers, respectively. The number of hospitalizations is just above target at 108,088 in 2015, up from 82,527 in 2011. A small annual increase is a natural result of population growth and the increased detection and diagnosis of disease, though the Agency will continue to aim to keep the increase low. The percentage of pregnant women attending at least four antenatal care (ANC) visits was 90.2 per cent in 2015, an increase from the target of 87 per cent. Though 2015 targets were exceeded, reasons for slowing growth against this indicator, as reported in detail below, relate to the near-saturation of available capacity to take on new patients. The Agency is currently in the process of conducting a study to identify if vulnerable Palestine refugee women not enlisted with UNRWA facilities are accessing health services elsewhere.

Other indicators associated with the health reform were included in 2013 as a result of the Health and Education Efficiency Study (April 2013). Total hospital admissions/capita (served) in 2015 was 29.7, versus 25.4 in 2011, while prescriptions per capita served increased very slightly from 2.11 to 2.15. Total costs/capita (direct total costs per capita) are explained in detail, below.

Since the start of the conflict in Syria coincided with the launch of reform strategies, maintaining essential and lifesaving PHC services took priority over the integration of new models of care. Given relative stability in Damascus in 2015, the Agency began the transition to implementing FHT reform and introducing e-Health in its HCs (15) and HPs (12). A continued focus on quality of care and access for Palestine refugees will remain a priority alongside health reform goals.

Post-reform goals include improving hospitalization policies, reducing the need for secondary and tertiary referrals through improved PHC services and improving the quality of care provided. A major priority throughout the Agency under the new MTS 2016-2021 is the integration of mental health and psychosocial support services (MHPSS) and protection services in core programming. These services complement the holistic, person and family-centred approach taken by FHT and allow staff to address not just the physical, but psychosocial aspects of daily life that affect a person's overall well-being. A greater emphasis on measuring the quality of care provided through the FHT is also an upcoming priority; ensuring increased doctor/patient time is used most productively can ensure better patient outcomes.

3.2. MTS Strategic Objectives 1-3

- **SO1: Ensure universal access to quality, comprehensive primary health care**
- **SO2: Protect and promote family health**
- **SO3: Prevent and control diseases**

In 2015, the Department of Health continued steady progress towards: (i) ensuring universal access to quality, comprehensive PHC; (ii) the protection and promotion of family health; and (iii) disease prevention and control. The transition to the FHT model is all but complete and e-Health is operational in over half of all UNRWA HCs with a projected completion date of mid-2017.

The increasing incidence of NCDs among the Palestine refugee population has continued; however, the Agency has introduced new tests, medicines and public awareness to promote NCD prevention and condition management. Maternal and child health outcomes remain strong, though UNRWA continues to investigate areas where it can further improve its services.

In Syria, UNRWA has prioritized the provision of essential, life-saving care at the cost of system reform. Relative stability in Damascus has allowed the Agency to commence with FHT reform in six HCs with the expected introduction of e-Health in 2016. These measures will allow health staff to provide a higher quality of care to Palestine refugees in Syria. The

conflict in Syria also continues to further burden surrounding fields of UNRWA operation, particularly Lebanon, where the situation has necessitated the hiring of additional health-care staff to manage the growing number of PRS.

In 2015, the Department of Health designed a strategy for the integration of MHPSS into the FHT approach that seeks to address patient needs in a more holistic way. The World Health Organization (WHO) estimates that 30 per cent of patients attending PHC centers have an undiagnosed mental health issue; they also estimate that 70 per cent of those patients can be managed within that PHC center. This translates to over 500,000 patients (using 2015 data). As patients with undiagnosed mental health issues use primary health services twice as frequently as those not affected by mental health issues, the imperative to address these patients is undeniable. The strategy will be primarily delivered through nurses and midwives that will be trained to approach MHPSS issues in a more systematic manner to create efficiencies that offset cost implications. In addition, savings will be achieved through a reduction in unnecessary patient visits. The Department of Health is currently seeking funds for a three-year project in this regard, after which point the integration should be relatively cost-neutral (additional medication costs should be offset by savings from a costing exercise). Moreover, a revived focus on researching and documenting reform achievements and identifying areas for further improvement will allow the Agency to better target its activities into the MTS 2016-2021 period.

3.2.1. MTS Strategic Objective 1: Ensure universal access to quality, comprehensive primary health care

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Average daily medical consultations per doctor	WBFO	116	111	86	104
	SFO	N/A	80	80	N/A
	GFO	109	96	87	100
	LFO	92	108	98	83
	JFO	81	84	81	83.00
	UNRWA	99 Excl. SFO	95	86	93 Excl. SFO
Source: UNRWA Health Department Reporting					
Frequency: Annual					

The average rate of daily medical consultations per doctor declined across most areas of UNRWA operations in 2015.²⁹ The largest drop was in the West Bank where average daily medical consultations decreased by 22.5 per cent (from 111 in 2014 to 86 in 2015), followed by Gaza (from 96 to 87) and Lebanon (from 108 to 98). Key to these achievements was the transition of 115 of the Agency 143 HCs³⁰ to the FHT model, a person-centred approach to the delivery of PHC. 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 contributed to a more streamlined workload for doctors and improved service coverage and quality. Assisting in this reform effort, ten HCs were renovated to improve the health-care environment through the development of structures to facilitate patient flow and the application of protection and gender standards. The renovation of a further seven HCs and one HP are currently in the design stage. To date, the transition to the FHT approach

has been completed in 27 HCs in Lebanon, 43 in West Bank, 25 in Jordan and 20 in Gaza (a remaining two facilities are under construction and should be completed by 1 July). In Syria, six HCs launched the FHT approach in 2015 and expansion is slated for another 10 HCs in 2016 as the security situation allows. To date, the two full versions of e-Health (Classical and FHT) are being implemented in 27 HCs in Lebanon, 35 in West Bank, 13 in Jordan and 19 in Gaza. The adoption of eHealth has been challenged in Syria due to the conflict and resultant connectivity issues. Despite these challenges, the field hopes to bring e-Health to the Damascus Polyclinic in 2016. Further e-Health expansion will depend on the stability of the situation in Syria as well as the clearance of required equipment.

In total, 9,191,921 consultations were conducted by UNRWA doctors in 2015,³¹ including 1,598,989 consultations in Jordan for Palestine refugees and PRS; 1,051,195 in Syria; 1,312,576 in the West Bank; and 4,010,882 in Gaza. A further 1,218,279

consultations were provided in Lebanon, of which 18.5 per cent (225,948) were provided to PRS. Almost 60 per cent (5,513,208) of all medical consultations were provided to females.

The sizeable drop in average daily medical consultations in the West Bank as compared to other fields can be partially attributed to advances in the implementation of e-Health in that field. The West Bank has e-Health in 33 of 43 HCs – a greater percentage than in other fields of UNRWA operations,

so data collection is more accurate than in other fields. Average daily medical consultations have historically been collected by clerks through a paper-based method. In other fields, data collection shifted from clerks to doctors in 2015 in HCs without e-Health, also leading to more accurate results, which accounts for the shift in other fields. It is expected that when the e-Health transition is complete, all field averages will shift downwards.

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Total cost per capita (US\$)	WBFO	57.39	63.34	65.7	58.9
	SFO	N/A	N/A	21.7	N/A
	GFO	27.18	15.40	20.9	33.9
	LFO	82.70	67.61	65.9	70.4
	JFO	17.54	16.10	23.3	20.3
	UNRWA	31.97	28.23	31.9	35.2
		Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO
Source: UNRWA Health Department Reporting					
Frequency: Annual					

The implementation of health reform processes resulted in a total per capita cost that remained below the biennium target of US\$ 35.2, Agency-wide excluding Syria. Despite this, significant variations across the Agency's fields of operation were observed, as attributable to a number of factors including differences in salary levels of health staff, hospital tariffs, and applicable hospital admission/reimbursement levels. Though below target, consistent with 2014, Lebanon continued to show the highest cost per capita for medical care as attributable to: (i) the Lebanese regulatory environment that forced a larger proportion of registered refugees through UNRWA health-care facilities in comparison to other UNRWA fields of operation; and (ii) a reimbursement rate of 100 per cent for secondary care, one of the highest rates among UNRWA fields of operation. In response to these high costs, during 2015 UNRWA developed a revised hospitalization policy for application in Lebanon.

Jordan continued to show a lower per capita cost than Lebanon as Palestine refugees have access to the full spectrum of Ministry of Health (MoH Jordan) services in the country. In Gaza, increased expenditure compared to 2014, although still below target, may be attributable to increased service provision in the aftermath of the hostilities in July and August

2014 as many Ministry of Health (MoH Gaza) facilities were damaged. It is possible that this led to increased UNRWA health centre utilization. In addition, the cost of health care in Gaza per capita may have increased due to the inclusion of indirect costs³² in the calculation of per capita costs in 2015. The West Bank showed a slight increase in per capita health-care costs, likely due to increased hospitalization costs, while Lebanon decreased slightly and is still below target. Many of these calculation discrepancies are due to the inclusion of indirect costs in this year's calculations. Indirect costs, as a proportion of total per capita health care costs, are consistently higher in the West Bank and the departments of health and finance have begun analyzing the reasons for this.

While rising costs in the region for hospitalization, medicine and staff salaries can lead to an overall reduction in the cost per capita (as financing is finite), the reduction in the number of daily medical consultations may offset rising costs and lead to a higher cost per capita. Increased health campaigns and outreach activities, coupled with the higher quality of care provided through FHT, and efficiency gains introduced by appointment systems and e-Health will hopefully lead to a more balanced cost per capita.

3.2.2. MTS Strategic Objective 2: Protect and promote family health

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Percentage of pregnant women attending at least four antenatal care (ANC) visits	WBFO	83.40	81.50	91.5	85.00
	SFO	N/A	59.70	59.9	N/A
	GFO	93.00	91.70	93.8	93.50
	LFO	90.70	89.40	93.1	90.00
	JFO	83.40	84.10	86.6	84.50
	UNRWA	88.80 Excl. SFO	86.80	90.2	87.00 Excl. SFO
Source: UNRWA Health Department Reporting					
Frequency: Annual					

UNRWA has continued to promote and further expand access to ante-natal care, encouraging pregnant women to receive their first ANC assessment as early as possible and to have at least four follow-up visits throughout their pregnancies. In 2015, solid progress was registered in this area with the percentage of women receiving four ANC visits increasing to 90.2 per cent compared to 86.8 per cent in 2014, exceeding 2015 targets by almost 4 per cent. In the West Bank, the 10 per cent increase in pregnant women attending at least four ANC visits is attributable to: (i) the full implementation of e-Health in 2015 as leading to improved data accuracy and recording; and (ii) through enhanced public awareness efforts and follow-up, an intensified focus on strengthening ANC results in the West Bank in 2015. Although not included in the Agency-wide target, considerable challenges to programme implementation were faced in Syria, including the limited ability to collect reliable data.

UNRWA continues to focus efforts on the 10-15 per cent of women that do not attend the minimum required number of ANC visits offered through Agency HCs. Towards the development of a better understanding in this area, a survey

was conducted in Jordan during the reporting period. Preliminary findings suggest that women may favour external (public or private) facilities for a variety of reasons, including the presence of ultrasound equipment and extended hours of operation. Additionally, many were not aware of the need to attend at least four ANC visits during their pregnancies. In response and pending the full verification of results, Jordan field is improving health education messages around ANC during family planning and preconception care visits.

Ensuring that pregnant women attend all four ANC visits is crucial; however, it is becoming increasingly difficult to attain higher rates over the historically high compliance rate that UNRWA has achieved over the past decade. Despite this, increased efforts are required to ensure that MCH outcomes are sustained at high levels. To this end, the Agency carried out the following activities aimed at increasing the number of ANC visits: (i) integrating preconception care as an essential part of maternal health care; (ii) encouraging all women to seek ANC as soon as they have missed their periods; and (iii) providing special attention and care to those identified at risk.

3.2.3. MTS Strategic Objective 3: Prevent and control diseases

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
The total number of NCD patients in the programme ³³	WBFO	36,518	37,869	39,987	40,510
	SFO	N/A	20,210	27,967	N/A
	GFO	67,988	71,433	75,277	72,800
	LFO	23,690	28,058	28,820	24,000
	JFO	71,222	73,557	73,631	74,981
	UNRWA	199,418 Excl. SFO	231,127	245,682	212,291 Excl. SFO
Source: UNRWA Health Department Reporting					
Frequency: Annual					

An increasing prevalence of NCDs such as diabetes, hypertension, and cardiovascular and chronic respiratory diseases are being registered among Palestine refugees. Accounting for these outcomes are an increasingly ageing population, as well as sedentary and unhealthy lifestyles. NCDs, are a main cause of death in all of the Agency's areas of operation, accounting for 86 per cent of deaths in Lebanon, 76 per cent in Jordan, 46 per cent in Syria and 86 per cent in the oPt. Refugees are particularly vulnerable to NCDs, as many

families flee violence with limited resources, endure conditions of prolonged displacement and deepening poverty, and thus struggle to pursue healthy lifestyles and access adequate care. In an effort to ensure that the provision of NCD care reaches the most vulnerable, UNRWA has further broadened the scope of its services to include diabetes outreach, screening and education campaigns and has introduced statins Agency-wide as well as Haemoglobin A1C, when possible.

Overall, a total of 245,682 NCD patients were assisted in the Agency's HCs in 2015, a 6.3 per cent increase on 2014. Of these, 6.9 per cent still have active NCD files. Increases in patient coverage and outreach were registered across all UNRWA fields of operation compared to 2014, with progress against 2015 targets being largely met. The total number of NCD patients in Syria increased from 20,210 in 2014 to 28,285 in 2015 due to improved patient access to care, particularly in Damascus, where one HP was converted to a HC and a formerly damaged and abandoned HC was renovated and reopened. In order to lessen the impact of NCDs, UNRWA interventions also aimed to reduce the risk factors associated with these diseases. As such, a range of prevention strategies were put in place in 2015 to contain prevalence rates. These included outreach efforts – such as a diabetes campaign – and community health awareness activities that served to increase the number of patients screened and consequently diagnosed for NCDs across the five fields of Agency operations. The FHT reform process also increased NCD awareness and detection through the PHC model of care now administered throughout the majority of UNRWA HCs. The early diagnoses of diabetes, if followed by the provision of proper and timely medical care, has the potential to significantly improve patient quality of life and reduce the frequency and severity of debilitating complications, as well as the associated cost burden for families and UNRWA.

NCD treatment rates are not available for all fields given the many service providers – both public and private – and the lack of unified tracking databases,³⁴ although the analysis of data suggests that the burden of disease among the Palestine refugee population is comparable to that in host countries. To reduce the prevalence of NCDs, it is imperative that UNRWA continues outreach, screening, treatment and advocacy campaigns. Challenges to Agency efforts in this regard included restricted patient access to HCs in the West Bank due to limitations on movement within the oPt and the ongoing conflict in Syria which continues to negatively affect patient access to care, data collection, and health reforms such as FHT and eHealth. UNRWA in Syria was able to increase the number of NCD patients as a result of incremental progress since the start of the conflict.

Complementing the provision of direct medical care, UNRWA has also engaged in improving the overall health environment of refugees through efforts to control the outbreak of disease. In this regard, across all fields of operation except Syria, almost 100 per cent of Palestine refugee houses are connected to a water network (although water quality still remains a concern) and 87.3 per cent to a sewage network. Inside refugee camps, these efforts are still underway.

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Percentage of 18-month-old children that have received all expanded immunization programme (EPI) vaccinations according to host country requirements	WBFO	100.00	100.00	100	100.00
	SFO	N/A	80.50	99.6	N/A
	GFO	99.70	99.50	99.8	100.00
	LFO	99.50	99.50	99.2	99.50
	JFO	98.80	98.20	98.2	99.50
	UNRWA	99.40 Excl. SFO	99.30	99.30	99.50 Excl. SFO
Source: UNRWA Health Department Reporting					
Frequency: Annual					

Targets under this indicator were met in 2015 as 99.3 per cent of children aged 18 months received expanded immunization boosters against a planned 99.5 per cent. Data was collected using a rapid assessment method in which the records of the 6,302 children born during May 2014 who were 18 months of age in November 2015 were examined. Of those children, 6,255 (99.3 per cent) had received all required vaccinations by 18 months. Additional efforts in 2016 will focus on identifying

defaulters in each field so that all children can be brought under the programme. UNRWA will also continue to partner with the MoH, the WHO, and the United Nations Children's Fund (UNICEF) in host countries to ensure 'herd immunity'³⁵ among all children living in each UNRWA field of operation. In 2015, UNRWA continued to participate in host country national vaccination campaigns to improve the vaccination rates for Palestine refugee children.



Children visiting the UNRWA health centre in Jaramana camp.
© 2013 UNRWA Photo by Carole Alfarah

3.3. Syria Regional Crisis Response

- **Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability**

As the Syria crisis continues to intensify, health care and psychosocial needs have increased at an alarming pace as Palestine refugees continue to flee widespread violence, often undertaking long, risky and deeply traumatic journeys. Compounding threats to their physical safety, families often have to grapple with an increasingly precarious existence and deepening poverty. Within this environment, the incidence of trauma and mental health disorders are a concern. At the same time, prohibitive costs for specialized care, a shortage of medical professionals and overstrained health facilities often mean that many personal health issues go unmet. In order to keep pace with a growing demand for services, UNRWA scaled-up the provision of health care both within Syria and in neighbouring Lebanon and Jordan in 2015. In Syria, capacities were enhanced through the opening of additional HCs and enhanced geographic outreach that allowed for over 1 million

consultations and referrals to be carried out, exceeding the target by 40 per cent. Of these, 328,100 consultations were provided to new patients. Although the highly volatile security environment and frequent access restrictions prevented the continuous provision of health services throughout the year, arrangements were put in place whereby service provision could resume whenever conditions allowed. Through these means, UNRWA was able to effectively respond to and curb an outbreak of typhoid fever in 2015.

Access to medical services was also enhanced in neighbouring Lebanon and Jordan. In the former, additional medical personnel were appointed in 27 HCs to strengthen capacities to reach a greater number of patients. As such, in-patient care, including emergency room services, registered a 6 per cent increase, while the number of medical consultations increased 10 per cent in comparison to 2014. In Jordan, adequate funding meant that medical services were able to meet the health needs of all registered Palestine refugee families. HCs across Syria, Lebanon and Jordan did not experience medical supply stock ruptures. In Syria, antibiotic shortages were overcome through the selective use of alternative multipurpose antibiotics.³⁶

3.3.1. Syria

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Palestine refugees are able to cover their primary, and life-saving secondary and tertiary health-care needs through UNRWA services.	Number of individuals accessing UNRWA primary, secondary and tertiary health care services (visits ³⁷)	1,051,195	650,000
Palestine refugees have access to primary health-care services.	Number of visits by males to UNRWA health facilities	457,355	305,000
	Number of visits by females to UNRWA health facilities	593,840	345,000
	Number of operational UNRWA HCs and HPs	26	26
Palestine refugees have access to hospital care (secondary and tertiary).	Total number of hospitalizations (secondary and tertiary)	19,346	15,000
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock-outs' of 12 tracer items	74%	100%
Decrease public health threats to the affected population.	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	N/A ³⁸	460,000
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	N/A ³⁹	460,000
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	116,965	280,000

In 2015, UNRWA provided more than 1 million PHC consultations in Syria; a strong indication not only of increased health needs, but also of the Agency's capacity to respond. The provision of PHC through an expanded total of 26 facilities (against 22 in early 2014), including 15 fully-equipped HCs and 11 HPs, helped to ensure that primary health needs were met, in addition to referrals for secondary and tertiary care. A further indication of the health programme's continued and improving outreach was the 328,112 consultations provided to new patients, representing 31.2 per cent of the total, including infants under 5 years old and NCD patients.

During the reporting period, the Rukn Eddin facility was upgraded from a HP to a full HC following the installation of an additional laboratory, maternal health and dental services. Following the reopening of Husseiniyeh, UNRWA was able to rapidly re-establish and rehabilitate the HC there, which had been looted, partially damaged by armed conflict and remained empty following the displacement of refugees more than two years prior. By way of contrast, the mobile HP in Yalda, established to meet the needs of refugees previously besieged in Yarmouk who fled in April, was only operational during 29 one-day missions throughout the year due to access issues. Nevertheless a total of 7,830 PHC consultations and 259 dental consultations were provided, in addition to nutrient bars supplied by WFP. Due to deteriorating conditions, UNRWA had to quickly respond to an outbreak of typhoid in Yalda during August and September. Treatment was provided to 86 patients over the course of two months until no new cases were reported.

The Agency continued its successful secondary and tertiary referral system, subsidizing between 75 and 95 per cent of 19,346 hospitalization treatments throughout the year. The Agency established or maintained relationships with a total of 14 hospitals in 2015, including five in Damascus; two in Aleppo; and one each in Hama, Homs, Latakia and Dera'a.

Despite significant challenges restocking certain facilities⁴⁰, including Khan Eshieh, Ramadan and Mzeirib, the majority of UNRWA HCs and HPs did not report any stock ruptures for the duration of 2015. Nevertheless, shortages of specific antibiotics resulted in an average of 26 per cent of health facilities reporting shortages of at least one of the 12 core drugs on one occasion or more. These shortages were overcome through the use of alternative multipurpose antibiotics as needed. UNRWA also participated in a country-wide health awareness campaign, distributing 50,000 leaflets on personal hygiene donated by UNICEF.

UNRWA continued to distribute regular supplies of hygiene items to refugees living in collective shelters, and other vulnerable groups, including Palestine refugees residing in areas of active conflict and constrained humanitarian access. Over the course of the year, UNRWA distributed a total of 17,071 family hygiene kits, including 100 to families displaced from Yarmouk that fled to Yalda following the incursion of extremist armed groups on 1 April. The Agency also distributed hygiene items such as children's diapers (43,004 packs), diapers for infirm adults (29,325 packs), and sanitary towels for women (96,195 packs). Each child, adult and woman received four, five

and three packs per month, respectively. The Agency did not reach its target due to underfunding and the prioritization of cash as the most effective form of assistance.

Contributing to an environment conducive to good health, water and sanitation needs were met in Syria wherever possible through the programme budget, including in the case of collective shelters and the trucking of water to camps such as Khan Dunoun, Shahba and Jdeide Artouz. In 2015, 120,000 litres of water were distributed to approximately 5,000 families in Yalda. Access to adequate and safe water sources, however, remained a serious concern for Palestine refugees across Syria due to damaged infrastructure, constrained access to camps and gatherings, and an ongoing drought across much of Syria. Emergency funding was used to procure a range of hygiene and sanitation items for refugees, including hygiene kits, sanitary items and washing supplies

for collective shelters. Emergency project funding was also used to ensure the regular maintenance of collective shelters, including infrastructural upgrades, electricity, water, sewerage, heating and sanitation services. In 2015, UNRWA undertook a multisector needs assessment of Husseinieh camp, including a survey of water and electricity infrastructure needs. The Agency also undertook the removal of rubble from Qabr Essit, Rif Damascus as part of a rehabilitation project underway there and is undertaking an assessment of the use of wind turbines to power water well pumps in Homs. Coordination with other UN agencies resulted in the distribution of 1,700,000 aqua tabs, the provision of additional sanitation labourers in Latakia, and receipt and deployment of five mobile water treatment units from UNICEF, the United Nations Development Programme (UNDP) and WHO, respectively.



UNRWA Health Centre in Rukn Eddin, Damascus.
© 2015 UNRWA Photo by Taghrid Mohammad

3.3.2. Lebanon

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
PRS able to cover their primary and life-saving secondary and tertiary health-care needs through UNRWA services.	Percentage of population accessing UNRWA primary, secondary and tertiary health care services	85%	75%
PRS have access to primary health care-services.	Number of visits by males to UNRWA health facilities	91,358	110,000
	Number of visits by females to UNRWA health facilities	134,590	150,000
	Number of operational UNRWA HCs and mobile HP	27	27
PRS have access to hospital care (secondary and tertiary).	Number of hospitalizations (secondary and tertiary)	5,483	6,672
	Number receiving secondary health care	5,309	6,072
	Number receiving tertiary health care	174	600
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	100%	100%
Decreased public health threats to the affected population.	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	22,560	22,500
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	48,376	22,500
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	N/A ⁴¹	22,500

UNRWA has adopted the strategy of equal treatment and equal access for PRS both hospitalisation and to all PHC services inside UNRWA's 27 HCs. Any PRS that approaches UNRWA for PHC is provided with assistance, even if she/he is not recorded in the UNRWA database as living in Lebanon. For this reason, the number of family files active and recorded in HCs is 12,388 (56,966 persons). In 2015, 48,376 actually attended the PHC at least once; this represents 85 per cent of the population with files recorded in UNRWA HCs. The Agency ensured PRS access to primary and secondary health-care (life-saving hospitalization) under the same conditions as PRL.

The presence of PRS in Lebanon has added considerable strain on existing health services. In 2015, UNRWA supported the PRS influx through additional health staff (doctors, nurses, pharmacists and health assistants) in all areas to provide

quality care through the provision of medical consultations, essential laboratory tests, oral health including specialist consultations, and medications. The numbers of PRS in Lebanon have reduced over the past 12 months. In 2015, 225,948 medical consultations (91,358 male, 134,590 female) were provided to PRS in UNRWA HCs, an almost 10 per cent increase on 2014. Women made up a significant number served, something that may be attributable to the fact that the majority of consultations are maternal-health related.

In 2015, 5,483 patients received in-patient care, including emergency room services. In total, 174 patients received tertiary health care and PRS patients suffering from critical health conditions received assistance through the Catastrophic Ailment Relief Programme (CARE). There were no stock outs of 12 tracer items in HCs.

© 2015 UNRWA Photo by Mohammed Khaled al-Sheikh Khalil



3.3.3. Jordan

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
PRS able to cover their primary and life-saving secondary and tertiary health-care needs through UNRWA services.	Number of visits to UNRWA clinics; referrals to secondary and tertiary services	18,999	26,093
PRS have access to primary health care services.	Number of visits by males to UNRWA health facilities	7,520	9,061
	Number of visits by females to UNRWA health facilities	10,833	13,039
	Number of operational UNRWA HCs and mobile HP	29	28
Palestine refugees have access to hospital care (secondary and tertiary).	Number of secondary and tertiary referrals	646	119
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	92%	100%

In Jordan, the health component of the 2015 EA was well funded, ensuring that all PRS had access to primary care services in UNRWA HCs and through referrals to external health-care providers. In and around Palestine refugee camps throughout Jordan, UNRWA operates a network of 25 HCs and four mobile dental clinics that served a total recorded population of 16,434 PRS during the reporting period. Female PRS were the main beneficiaries of UNRWA health services in all categories, both primary and secondary. A total of 18,353 consultations, comprised of 7,520 male and 10,833 female visits, took place. The annual target of 26,093 was set on the basis of almost 23,000 visits and referrals in 2014 and an expected increase in PRS population. The implementation of the FHT approach, the appointment system and less PRS arrivals than estimated contributed to the gap between the actual and the target. It is also worth noting that the Health Reform has resulted in the steady decline of unnecessary consultations by Palestine refugees.

The costs of 646 hospital consultations and admissions, comprised of 641 secondary and 5 tertiary care cases, were met for males (47 per cent) and females (53 per cent). The over 550 per cent increase in the delivery of hospitalization services is due to successful awareness-raising regarding UNRWA services with the help of social-workers, other front-line staff and the use of brochures.

Health-care services were also provided to 125 PRS residing in Cyber City through the Jordan Health Aid Society (JHAS) under an UNRWA service contract, funded from the EA. Services covered included consultations, secondary and tertiary care and the supply of medications.

During the reporting period, only 2 HCs, Jerash HC and Zarka Town HC, experienced a stock-out as a result of delays in the delivery of supplies.



UNRWA health worker checking baby at Taybeh Health Centre. © 2015 UNRWA Photo by Sahem Rababaa

3.4. oPt Emergency Response

- **oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks**
- **oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld**
 - ◊ **Specific Objective: The impact of the crisis on health services for refugees is mitigated**
 - ◊ **Specific Objective: Outbreaks of waterborne diseases caused by non-functioning water and sanitation systems are prevented**

The emergency health response in the West Bank and Gaza primarily focused on expanding access to curative and preventive mental and physical health care services, as well

as PSS for underserved communities. In the West Bank, six mobile health clinics improved outreach to communities that would otherwise face difficulties in accessing health services, while PSS afforded priority attention to Bedouin refugee communities, vulnerable to multiple protection threats including forced displacement, property demolition and settler violence. In Gaza, 21 HCs provided medical care to Palestine refugees, while a range of works to improve the functioning of the water supply network and the solid waste management system mitigated against the outbreak of waterborne diseases.

Due to high demand, most 2015 oPt EA health indicator targets were either met or exceeded in Gaza and the West Bank. Notwithstanding these accomplishments through the tremendous financial support from our donors, the provision of health services under the EA faced considerable challenges, including a risky operational environment and limited funding that constraining capacity to meet growing demands. In Gaza for instance, tertiary health-care subsidies could only cover the needs of 13 per cent of poor refugees.

3.4.1. Gaza

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- Specific Objective: The impact of the crisis on health services for refugees is mitigated
- Specific Objective: Outbreaks of waterborne diseases caused by non-functioning water and sanitation systems are prevented

Output	Indicator	Actual	Target (2015)
The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care.	Percentage of patients referred to contracted secondary and tertiary health care access these services	100%	100%
	Percentage of patient reimbursement claims for expenses from non-contracted secondary and tertiary health care services are fulfilled	100%	100%
	Percentage of HCs with no 'stock-out' of 12 tracer items	76.63%	100%
	Percentage of poor refugees among total beneficiaries having their secondary or tertiary health care subsidized	100%	100%
Outbreaks of waterborne diseases caused by non-functioning water and sanitation systems are prevented.	Number of outbreaks of waterborne diseases due to non-functioning water and sanitation systems	0	0
	Percentage of coverage of minimum fuel requirements needed by the local utilities to run WASH facilities.	100%	100%
	Percentage of coverage of additional fuel requirements needed to run UNRWA WASH systems due to electricity shortages	100%	100%
	Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported	100%	100%
Reduced exposure of refugee population to disease-transmitters and breeding grounds.	Number of cases of vector-related health problems	0	0
	Number of identified mosquito breeding sites cleared	3	2
	Tons of waste removed from unofficial dumping sites	42,200	12,500

UNRWA continued to provide essential and quality health care for Palestine refugees through 21 HCs. In 2015, school health teams performed 85,013 medical assessments and screenings (48 per cent girls) for students in grades 1, 4 and 7.

In 2015, 8,760 (97 per cent) new entrants and students were identified with generalized learning difficulties under the Special Children Special Needs (SCSN) initiative and underwent a comprehensive medical examination; 75.6 per cent of these students (6,623) received more in-depth assessments and those found in need of medical assistance (visual, hearing aid, etc.) were provided for by the Agency.⁴²

In support of environmental health, UNRWA ensured a functioning water supply, wastewater treatment and solid waste management services in the Gaza Strip and reduced the risk of water-borne diseases and public health emergencies through the provision of fuel. In this regard, UNRWA provided Coastal Municipality Water Utilities and Gaza municipalities with 1,210,125 litres of fuel to operate water and wastewater

assets and an additional 1,076,855 litres of fuel for municipal solid waste management services from April to December. UNRWA also provided small quantities (10,000 litres) of fuel to operate Abu Rashid pool storm water pumps to alleviate flooding for Palestine refugees living in nearby Jabalia camp. Further, fuel requirements to operate UNRWA water wells affected by power outages were fully met and the Agency repaired two WASH installations. Overall, the provision of fuel proved essential in mitigating disease outbreak; the lack of fuel and resulting frequent and lengthy power outages would have hindered the proper functioning of generators and other equipment necessary for the provision of a functional water supply, waste water treatment and solid waste management. In the first half of 2015 (soon after the hostilities in July and August 2014), 21,000 tons of solid waste was removed from temporary dumping sites. This increased to 42,200 tons by the end of the year, exceeding the 2015 EA target that was based on pre-conflict estimates.



A student during a regular examination before school by a doctor from UNRWA Khan Younis HC, southern Gaza. © 2015 UNRWA Photo by Tamer Hamam

3.4.2. West Bank

oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL, and barriers to accessing services are promoted, protected and upheld.

- Specific Objective: The impact of the crisis on health services for refugees is mitigated.
- Specific Objective: The resilience and mental health of vulnerable refugees, households and communities is promoted.
- Specific Objective: Palestine refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted, and the humanitarian consequences of abuses are mitigated.

Output	Indicator	Actual	Target (2015)
Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services.	Percentage of regular visits conducted per community, as scheduled	136.60%	100%
	Number of people provided with improved access to health services through mobile health clinics	122,256	122,256
	Number of patient consultations provided in mobile health clinics (gender disaggregated)	121,083	108,000

UNRWA mobile health clinics provide access to preventative and curative health care services to communities facing significant obstacles in accessing essential health services in Area C, including the East Jerusalem periphery and the Seam Zone. In 2015, the mobile clinic team exceeded expected

targets by conducting 136 per cent of planned community visits (1,967 visits) and provided 121,083 patient consultations. Female patient consultations (74,475 consultations) constituted 61.5 per cent of total consultations while 31.2 per cent (37,852) were for children below 5 years of age.

4. unrwa human development goal two: acquired knowledge and skills

4.1. Education Reform Strategy

The Education Reform Strategy (ERS), 2011-2015 was designed to bring about transformational change to classroom practices, and thus improve children's learning outcomes, through the adoption of a systemic and interrelated approach. It was endorsed by UNRWA Senior Management and the Advisory Committee in 2011. Although work must continue to embed, sustain and build upon its achievements in the MTS 2016-2021 period, the funded implementation period of the reform ended in December 2015.

Over the past four years, the reform has been a vehicle for change at three key levels – the policy level, the strategy or structural level, and the individual capacity development level – and in eight interrelated programmatic areas, addressing teachers, curriculum, student assessment, student inclusion and well-being. All levels were underpinned by strengthened planning, monitoring and evaluation, and the measurement of impact. This systemic approach reflects global evidence that educational reform cannot be achieved by concentrating on one element only, as articulated in the call to “strengthen education systems” (World Bank, 2010) and to “promote education in a holistic manner” (BMZ, 2010).

There have been numerous achievements of the reform, from the clearly articulated strategic direction, through Agency-wide policies – Teacher, Human Rights, Conflict Resolution and Tolerance (HRCRT), and Inclusive Education (IE); to the strategies that guide the policy implementation – HRCRT, IE, the Common Monitoring Framework, Research Strategy and the Curriculum Framework; and crucially to the strengthened capacity of teachers, school principals and other education cadre, to better enable them to deliver quality education in line with the policy principles and priorities – for example, School-Based Teacher Development (SBDT) programmes I and II; Leading for the Future and Core Knowledge, Skills and Competences for Strategic Support Staff.

The ultimate test of the effectiveness of the reform design and implementation is, of course, education system level change where students drop out less frequently, do not repeat grades and their learning outcomes improve; this leads to a more efficient and effective system. The key indicators of an efficient and effective system are: student drop out; student survival; coefficient of internal efficiency; and student achievement. The 2015 Reform progress report, a separate document from the AOR, shows that across all fields there have been gains in these areas, with:

- Student survival rates at the highest they have been in the last five years in the basic education cycle (93.5 per cent for boys against the target of 91.8 per cent and 95.5 per cent for girls against a target of 95.5 per cent).
- Cumulative dropout rates for elementary boys and girls; and preparatory boys are at their lowest rate in the last five years, with a slight decrease in the preparatory girls' rate, despite a small increase in Jordan since the last reporting period. Overall, the rate still remains lower for girls than since the beginning of the reform. Agency-wide drop-out for elementary boys is 1.95 per cent, against

the 2015 reform target of 2.4 per cent and for elementary girls the dropout rate is 0.96 per cent against the Agency target of 1.4 per cent. For preparatory boys Agency-wide, the dropout rate is 3.55 per cent, against a target of 5.5 per cent, and for preparatory girls it is 2.92 per cent against a target of 3 per cent.

The coefficient of internal efficiency is at its highest since the reform began (0.91). This means that the UNRWA education system has become more efficient with more students graduating on time; this exceeds the reform target of 0.90. With regard to the achievement of students, the monitoring learning achievement (MLA) of 2013 showed an increase in student mean score, but most crucially as part of the Reform, the MLA has become a means of providing far greater insight into how the UNRWA education system is impacting on its students' learning outcomes. The design of the MLA test and the way in which it is subsequently analyzed now generate information about student performance levels, i.e. in relation to the expected performance at the tested grade levels; about student learning skills and competences, i.e. if they are able to reason and apply knowledge or if their competencies are limited to knowledge recall; and about the way in which a subject is taught with regard to its content domains, for example grammar and dictation content domains in Arabic and geometry, numbers and operations content domains in math. The findings of the 2013 MLA were disseminated to all Fields with each school receiving a 'School Sheet', which detailed its own students' performance in these key areas. Baselines and target indicators have also been generated from the 2013 MLA and the 2016 MLA, which will be implemented in all Fields, including Syria, which was not included in 2013 due to the conflict, will give a very clear indication of how UNRWA is supporting its students with regard to quality, equity and inclusiveness of the education provision.

There has been recognition of the quality and innovativeness of the UNRWA Education Reform in host countries, the region and even at a global level among key education stakeholders in relation to the design, development and operationalization of the process and the modalities of its teacher training programmes. From the outset, the active engagement of educationalists from all Fields, and colleagues from other programmes and departments, led to high-quality products, wide ownership and enhanced capacity. At the programmatic level, the multi-media, blended learning approach, adopted for the flagship training programmes, enabled teachers, school principals and education support cadre to learn as they worked, i.e. in situ, trying out new ideas on a day-to-day basis. Similarly, the toolkits developed to support teachers in the classroom in delivering human rights education, to identify and address the special needs of their pupils, and to review the textbook they were about to use in the lesson – to see if it supports the development of student competencies and is in line with UN values – have been widely showcased for their innovative approach.

What was perhaps unexpected was the way in which the reform would help those educationalists impacted by the Syria crisis better respond to evolving needs. When the crisis began, the Syria education team continued determinedly

to implement the reform, likely due to a need for a level of normalcy and for student to not be left behind, rather than as a means to help mitigate the impact of the crisis. However, the process of undertaking the programmes and of implementing the policies and strategies empowered the teachers, school principals and education cadre - as individuals and as a community. This provided a strong foundation for the schools to better respond to the needs of the students impacted by the emergency, through changing their classroom and school practices to be more inclusive and child-friendly and engaging with each other, and with parents, to meet the new challenges together. In this way, the system, most specifically in Syria but also in Lebanon, was better able to embrace the (project-funded) innovative UNRWA Education in Emergencies (EiE) interventions, a discussion of which goes beyond the remit of this report.

The additional costs of the Reform, i.e. over and above the salaries of key staff, are detailed in the full report that will be issued separately from the AOR. The reform was mainly funded through the project 'Implementation of UNRWA's ERS', which was finalized in December 2015 with all funds having been spent. The French Government provided funding specifically for the Agency-wide education management information system (EMIS) and, although progress here was impacted by a number of factors, with funding extended to October 2016- the project will go live in all Fields in September 2016. There was also key support from Irish Aid in the early phase of the Reform, namely for the development of the research strategy and then the subsequent Agency-wide research into classroom practices and reasons for student drop out.

The ongoing support of the United States Government (USG) for HRCRT has enabled the HQ Education Department to strengthen the existing programme, in line with the overall education reform, through the development and implementation of an HRCRT Policy, Strategy and Teacher Toolkit and specific support to strengthening School Parliaments. This has enhanced the culture of human rights, non-violent conflict resolution and tolerance in UNRWA schools. There was also valuable support for the embedding of IE practices from Diakonia/Norwegian Association of the Disabled (an NGO) and from GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit) for the area of PSS to UNRWA students.

The Reform has led to a rethinking of the way education is delivered in UNRWA schools. Not only has it changed the discourse and practices of the educationalists and built capacity at all levels across the Agency, but it has also served as a model of reform and helped to better articulate the roles and responsibilities of the HQ and Field staff in line with the UNRWA Operational Development (OD) process of 2008. However, the Reform cannot be said to be over. Programmes that were developed in 2015 (SBTD II for teachers of Arabic, English, maths and science, and the training package of the new Field level strategic support staff), still have to be fully implemented, as do a number of policies and frameworks. But crucially it is the principles and practices of the Reform that must be sustained, embedded and enriched over the 2016-2021 MTS period. There are already concerns that the austerity measures of 2015, which led to larger class sizes and impacted negatively on educationalists, will take their toll and that this will be reflected in the performance of the 2015/16 school year.

4.2. MTS Strategic Objectives 4-6 and Field-Specific Strategic Objectives for Gaza and Lebanon

- **SO4: Ensure universal access to and coverage of basic education**
- **SO5: Enhance education quality and outcomes against set standards**
- **SO6: Improve access to education opportunities for learners with special educational needs**
- **Field-Specific SO (Gaza): Sustain UNRWA's schools of excellence achievements and exceed them**
- **Field-Specific SO (Lebanon): Improve achievement levels in UNRWA schools**

In 2015, much was achieved with Agency-wide targets being realised in the key areas of student drop out, student achievement, pupil input costs, human rights education and the identification of children with special needs. In addition, the Agency faced an unprecedented financial crisis in the summer of 2015 that placed the 2015/16 school year at risk and led to a delay in the class formation process and subsequent data collection and verification for this and other Agency reporting.

The achievement of 2015 targets is particularly relevant as targets were set in 2010 to measure the impact of the ERS that was formally endorsed in 2011. Considerable capacity development work with regard to strengthening data collection and analysis processes was accomplished at the field level, with HQ also leading on a data verification process with field level colleagues. The Agency wide EMIS will prove paramount in ensuring timely and reliable data collection, however, there will be an ongoing need to further develop capacity in the area of data analysis.

With greater insight into student learning provided by the 2013 MLA, the Agency and schools can see where their strengths and challenges lie. For all fields of operation, the results of the MLA emphasise the importance of ensuring that the education delivered to UNRWA students develops their higher order thinking skills (HOTS), in line with reform aspirations, for individual learning outcomes, overall development and for their contribution to society as a whole. In identifying and supporting students with special educational needs (SEN), much programmatic progress has been made however, the importance of continued support to teachers in using the IE toolkit is crucial.

The work of the reform of the last few years and the Agency's strengthening of its overall monitoring and evaluation systems, has placed the education programme in a strong position to strive for, and hold itself accountable against, the provision of quality, equitable and IE, as reflected in the MTS 2016-2021 Common Monitoring Matrix.

4.2.1. MTS Strategic Objective 4: Ensure universal access to and coverage of basic education

Indicator	Location	Actual 2011/12	Actual 2012/13	Actual 2013/14	Actual 2014/15	Target 2014/15
Learner dropouts – Elementary Education (MALE)	WBFO	0.92	0.30	1.02	0.60	0.92
	SFO	N/A	N/A	N/A	N/A	N/A
	GFO	2.55	2.80	3.81	2.15	2.55
	LFO	5.10	4.46	4.78	3.50	5
	JFO	2.42	2.56	2.80	1.53	2.1
	UNRWA	2.64	2.62	3.38	1.95	2.4
		Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO
Source: UNRWA Education Department Reporting						
Frequency: School year						
Indicator	Location	Actual 2011/12	Actual 2012/13	Actual 2013/14	Actual 2014/15	Target 2014/15
Learner dropouts – Elementary Education (FEMALE)	WBFO	0.27	0.12	0.25	0.43	0.27
	SFO	N/A	N/A	N/A	N/A	N/A
	GFO	0.79	0.94	1.47	0.39	0.75
	LFO	3.68	2.81	5.01	1.64	3.50
	JFO	3.67	2.62	2.48	2.38	3.20
	UNRWA	1.70	1.33	1.78	0.96	1.40
	Excluding SFO	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO
Source: UNRWA Education Department Reporting						
Frequency: School year						

During the reporting period, through the continued support of our donors, UNRWA achieved overall Agency-wide Reform and AOR targets in relation to elementary cumulative drop-out for both girls and boys, with all fields achieving their targets for males and four out of five fields achieving their targets for females. These are the lowest Agency-wide elementary dropout rates since the Education Reform began, despite fluctuations over the years. This was accomplished within a challenging operational context, particularly with the ongoing crisis in Syria and its impact in Lebanon and to a lesser extent in Jordan, the ongoing blockade in Gaza, and the occupation in the West Bank. For males, the percentage of drop outs Agency-wide decreased from 3.38 to 1.95 and for females, from 1.78 to 0.96. The decreases in the dropout rates in Gaza are particularly evident; given that Gaza accounts for approximately 48.7 per cent of registered UNRWA students, any fluctuation in dropout rates in this field of operations significantly affects overall UNRWA results. This suggests that the achievements of the Education Reform are having an impact. It will be important to continuously monitor data collection and verification processes for accuracy and to provide continued capacity-building in order to ensure that achievements are sustained.

In Gaza, the male dropout rate decreased from 3.81 to 2.15. The decrease in the percentage of children dropping out in comparison to the 2013/14 school year could be explained by the impact of the hostilities in July and August 2014. As it has been more than one year since the hostilities ended, the movement of families seeking temporary shelter is more

likely to have stabilized. With security conditions improving, parents may be prompted to send their younger children to school. This could have been a factor in the lower number of drop outs recorded in October 2015 in comparison to October 2014. There were also improvements in the dropout rates in Lebanon where the female dropout rate decreased by 3.37 percentage points. Such an improvement could have been influenced by improved capacity at the school level to properly follow-up and track students and enhanced work to properly identify dropouts. Both Lebanon and Gaza underwent data verification exercises with the HQ Department of Education with regard to drop out data collected for the 2014/15 school year.

UNRWA carried out a data verification exercise in Jordan which revealed that there was a slight decrease in the percentage of females dropping out in the elementary cycle from 2.48 to 2.38. West Bank dropout rates for both males and females continued to be some of the lowest among all five fields of UNRWA operations as in previous years, yet a slight increase was observed for elementary females. Here the rate increased by 0.18 percentage points, with 0.43 per cent of girls dropping out before reaching the end of the elementary cycle. This will require further investigation at the field level.

The implementation of the Agency-wide EMIS during the 2016/17 school year will facilitate the timely and systematic collection and analysis of data for all UNRWA students, education staff and educational premises.

Indicator	Location	Actual 2011/12	Actual 2012/13	Actual 2013/14	Actual 2014/15	Target 2014/15
Learner dropouts – Preparatory Education (MALE)	WBFO	4.34	1.64	4.37	3.28	4.34
	SFO	N/A	N/A	N/A	N/A	N/A
	GFO	4.67	3.47	3.55	2.65	4.40
	LFO	10.31	8.20	6.89	3.42	8.80
	JFO	8.08	7.69	9.83	9.01	7.70
	UNRWA	6.09	4.02	4.75	3.55	5.50
	<i>Excluding SFO</i>	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO
Source: UNRWA Education Department Reporting						
Frequency: School year						
Indicator	Location	Actual 2011/12	Actual 2012/13	Actual 2013/14	Actual 2014/15	Target 2014/15
Learner dropouts - Preparatory Education (FEMALE)	WBFO	1.58	0.95	1.23	1.20	1.50
	SFO	N/A	N/A	N/A	N/A	N/A
	GFO	2.34	1.80	1.36	1.04	2.00
	LFO	4.55	7.26	4.56	4.24	4.55
	JFO	9.77	10.41	11.06	11.85	9.20
	UNRWA	4.48	3.39	2.99	2.92	4.70
	<i>Excluding SFO</i>	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO
Source: UNRWA Education Department Reporting						
Frequency: School year						

During the reporting period, UNRWA achieved overall Agency-wide 2015 Reform and AOR targets in relation to preparatory cumulative drop-out for both boys and girls, with four out of five fields achieving their own targets. The percentage of boys dropping out of the preparatory cycle Agency-wide decreased from 4.75 to 3.55. Overall, the female preparatory drop-out rate Agency-wide also decreased from 2.99 to 2.92. This decrease was achieved despite a slight increase in preparatory girls dropping out in Jordan Field in 2013/14, from 11.06 to 11.85.

In Gaza, the male dropout rate decreased by 0.9 percentage points. This decrease could be attributed to a more stable environment a year after the hostilities in July and August 2014, during which fewer boys were required to leave school to work in order to assist their families economically. This could have been a factor in the reduced prevalence of drop-outs at the beginning of the 2015/16 school year in comparison with the beginning of the 2014/15 school year. As in Gaza, the greatest gains in Lebanon were at the male preparatory level,

where the percentage of boys dropping out decreased by 3.47 percentage points. Contributing factors include enhanced awareness and capacity-building at the school level regarding the identification of school leavers and drop-outs. Both Lebanon and Gaza Fields undertook data verification exercises with the UNRWA HQ Department of Education and confirmed drop-out data collected for the 2014/15 school year.

In the West Bank, the percentage of boys and girls dropping out also decreased, mirroring previous yearly fluctuations. In Jordan, however, there has been an increasing trend of girls dropping out in the preparatory cycle, as noted above. Since the last reporting period, there has been a 0.79 percentage point increase in girls dropping out of the preparatory cycle. Although the increase is small, Jordan Field is currently exploring what factors may play a role in the relatively high drop-out rate for preparatory girls. This may be due at least partly to conservative socio-cultural factors, but this will need a targeted review at the field level to confirm.

Indicator	Location	Baseline 2013/14	Actual 2013/14	Actual 2014/15	Target 2014/15
Pupil input unit costs	WBFO	New	1,494.50	1383.12	-
	SFO	New	N/A	N/A	-
	GFO	New	808.11	803.44	-
	LFO	New	1704.57	1351.84	-
	JFO	New	907.04	891.99	-
	UNRWA	New	976.17	934.54	≤ 974.60
	<i>Excluding SFO</i>	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO
Source: UNRWA Education Department Reporting					
Frequency: School year					

During the reporting period, UNRWA achieved the overall Agency-wide 2015 Reform and AOR targets in relation to pupil input unit costs; during the 2014/15 school year, pupil input costs Agency-wide decreased by 4.26 per cent to US\$ 934.54 per pupil. The UNRWA education programme seeks to measure the overall efficiency of the system; one indicator is that of input costs. Previously, UNRWA was only able to report on direct costs; however, the Agency is now able to compute both indirect and direct costs.⁴³ Data for previous years has been retroactively calculated for the purposes of comparability. Within the overall decrease in pupil input unit costs, there were significant variations from field to field. For example, in Gaza, direct costs actually increased by approximately 8.9 per cent; this was due to a change in the categories into which staff were assigned, in line with the Activity Based Costing (ABC) structure.⁴⁴ The increase in direct costs was offset by the overall increase in student enrolment in Gaza, from 232,504 in 2013/14 to 240,413 in 2014/15. Due to the strike in the West Bank, December 2013 salaries were not paid until early 2014. Thus, there were 13 salaries paid in 2014. Direct costs in the West Bank in 2015 returned to the previous average (the additional salary was not paid in 2015). Direct costs in Jordan and Lebanon remained relatively stable from 2014 to 2015, with slight increases in enrolment helping to decrease input pupil unit costs.

4.2.2. MTS Strategic Objective 5: Enhance education quality and outcomes against set standards

The MLA measures student achievement in Arabic and maths in grades 4 and 8. This exercise was carried out in 2009 and 2013, with the next MLA scheduled for 2016. In 2015, the MLA was not implemented as planned due to logistical constraints and a longer than anticipated time required for analysis. In the 2014 Harmonized Results Report, the 2013 MLA results were computed with mean scores only (see Annex 7 of the current report for the previous mean score analysis), although the design and analysis of the 2013 MLA went beyond mean scores allowing to ensure a much more informed understanding of students' achievement according to performance levels (there are four performance levels: advanced/achieved/partially achieved/not achieved) and in relation to HOTS. The 2013 MLA data presented in the table below informs three new indicators and will be used as baselines moving into the 2016-2021 MTS. These indicators will better capture wider results than the 2013 MLA provided in comparison to only reporting on mean scores. The indicators will capture information on achievement, quality and equity as described below:

- Achievement Dimension: Percentage of students meeting required levels in MLA tests achievement;
- Quality Dimension: Mean score of students in HOTS; and
- Equity Dimension: 'Gap' in student performance in MLA testing (Percentage of students at the 'not achieved' level).

Achievement Dimension - Indicator: Percentage of students performing at 'Achieved' and 'Advanced' Levels in MLA tests	Agency⁴⁵	Baseline (2013)
a. Percentage of students meeting required levels in MLA tests achievement (Grade 4 Arabic Male)	UNRWA	26
b. Percentage of students meeting required levels in MLA tests achievement (Grade 4 Arabic Female)	UNRWA	50
c. Percentage of students meeting required levels in MLA tests achievement (Grade 4 Mathematics Male)	UNRWA	24.3
d. Percentage of students meeting required levels in MLA tests achievement (Grade 4 Mathematics Female)	UNRWA	38.8
e. Percentage of students meeting required levels in MLA tests achievement (Grade 8 Arabic Male)	UNRWA	44.3
f. Percentage of students meeting required levels in MLA tests achievement (Grade 8 Arabic Female)	UNRWA	76.1
g. Percentage of students meeting required levels in MLA tests achievement (Grade 8 Mathematics Male)	UNRWA	27.8
j. Percentage of students meeting required levels in MLA tests achievement (Grade 8 Mathematics Female)	UNRWA	43.6
Output 3.1: Quality Education Ensured - Indicator: Mean score in HOTS items		
a. Mean Score in HOTS (Grade 4 Arabic Male)	UNRWA	28.1
b. Mean Score in HOTS (Grade 4 Arabic Female)	UNRWA	42.8
c. Mean Score in HOTS (Grade 4 Mathematics Male)	UNRWA	18.4
d. Mean Score in HOTS (Grade 4 Mathematics Female)	UNRWA	23.5
e. Mean Score in HOTS (Grade 8 Arabic Male)	UNRWA	34.3
f. Mean Score in HOTS (Grade 8 Arabic Female)	UNRWA	55.8
g. Mean Score in HOTS (Grade 8 Mathematics Male)	UNRWA	15.8
j. Mean Score in HOTS (Grade 8 Mathematics Female)	UNRWA	21.3
Output 3.3: Equitable Education Ensured - Indicator: Gap in student performance (Percentage of students at 'Not Achieved' level)		
a. Gap in student performance (Grade 4 Arabic Male)	UNRWA	31
b. Gap in student performance (Grade 4 Arabic Female)	UNRWA	11
c. Gap in student performance (Grade 4 Mathematics Male)	UNRWA	27.4
d. Gap in student performance (Grade 4 Mathematics Female)	UNRWA	13.2
e. Gap in student performance (Grade 8 Arabic Male)	UNRWA	15.7
f. Gap in student performance (Grade 8 Arabic Female)	UNRWA	3
g. Gap in student performance (Grade 8 Mathematics Male)	UNRWA	16.1
j. Gap in student performance (Grade 8 Mathematics Female)	UNRWA	6.6

In 2013, overall student performance was stronger in Arabic than in Mathematics, with girls consistently outperforming boys. For example, in Grade 8 Arabic, 76.1 per cent of girls had sufficient or comprehensive understanding (achieved/advanced levels) while less than 50 per cent of boys reached these levels in the same grade and subject. With regard to issues of equity, where the number of low achievers is significant, the 2013 MLA showed a higher percentage of boys across both grades and subjects in the 'not achieved' performance level. In Grade 4 Arabic, 31 per cent of boys were at the 'not achieved' performance level, while only 11 per cent

of girls were in the same level for the same subject and grade. Student achievement in relation to HOTS showed a need for improvement, with the highest mean score being 55.8 per cent for girls in Grade 8 Arabic.

The more specific analysis set out above will be key in helping schools and the Agency as a whole better identify children's cognitive and content needs in order to respond accordingly. The 2016 MLA will thus enable a comparison of student achievement with regard to these more meaningful indicators.

4.2.3. MTS Strategic Objective 6: Improve access to education opportunities for learners with special educational needs

Indicator	Location	Baseline (Actual 2011/12)	Actual 2012/13	Actual 2013/14 ⁴⁶	Actual 2014/15	Actual 2015/2016	Target 2014/15
The percentage of all children enrolled in UNRWA schools identified as having a disability	WBFO	8.00	10.10	NC	6.15	2.10	3.0
	SFO	N/A	N/A	NC	N/A	N/A	N/A
	GFO	3.20	3.70	NC	3.35	1.96	3.5
	LFO	0.32	1.40	NC	3.93	2.46	2.0
	JFO	1.35	1.30	NC	1.67	1.43	3
	UNRWA	3.07 Excl. SFO	3.60 Excl. SFO	NC	3.74 Excl. SFO	1.88 Excl. SFO	2.90 Excl. SFO
Source: Field Office Education Programme Reporting							
Frequency: Annual							

Overall there has been a decrease at the Agency-level in the percentage of children identified with a disability, from 3.74 to 1.88 per cent, thus achieving the Agency-wide target. The decrease was particularly apparent in Gaza and Lebanon and can be partially attributed to a refinement in data collection processes and an enhanced understanding regarding the different categories of disability. This reflects Agency efforts to harmonize data collection at the field and school levels towards alignment with IE Toolkit definitions and categories. Further training on the tool, in parallel with ongoing monitoring and support, will strengthen the accuracy of the data collection process.

The design of new schools is further supporting children with special needs. During the reporting period, construction was completed or is ongoing for 42 new schools or extensions.

Designs were also prepared for more than 29 schools or schools' extensions. The design and construction of all new schools aim to facilitate the creation of an inclusive learning environment in line with protection standards, addressing the needs of girls and boys, children with disabilities, and issues of safety and security. As UNRWA moves into the MTS 2016-2021, an emphasis will be placed on measuring the percentage of children that have been identified with a disability but then have been appropriately supported, either using resources found within or outside of UNRWA. This means that the achievement of targets will be more meaningful. While the reporting will specifically focus on those identified with disabilities, continuous work to support all children's needs, including learning, health and psychosocial needs, will be ongoing and remain a priority.

4.2.4. Field-Specific Strategic Objective (Gaza): Sustain UNRWA's schools of excellence achievements and exceed them

Indicator	Subject	Actual 2012/13	Actual 2013/14	Actual 2014/15	Target 2014/15
GFO unified testing pass rates	Arabic	80.99	83.41	86.75 M: 82.25 F: 91.52	M: 80 F: 91
	Maths	71.00	81.17	88.08 M: 85.19 F: 91.15	M: 72 F: 81
Source: GFO Education Programme Reporting					
Frequency: School year					

To measure student achievement against standards identified for critical subjects, the Gaza Field Office (GFO) instituted the practice of final unified examinations. Commencing in 2008, these exams were administered at the end of every academic semester for students in grades 4 through 9. Under this system, a minimum passing score in the subjects of Arabic and mathematics is required in order to advance students to the next grade. During the 2014/15 academic school year, students performed better in both Arabic and mathematics (girls' clearly outshone boys) in final unified examinations. The Arabic pass rate was 86.75 per cent compared to 83.41 per cent in the previous year (a 3.34 per cent improvement). In maths, students achieved a pass rate of 88.08 per cent versus 81.17 per

cent in the previous year (a 6.91 per cent increase). Improved results were influenced through the provision of learning support materials that enriched the curricula. In addition, the capacity of 250 newly appointed teachers was strengthened through trainings that included the SBDT training programme and the Leading for the Future programme that resulted in enhanced lesson planning, teaching skills, remedial learning and the development of an atmosphere conducive to learning. In the future, UNRWA aims to improve access to protective, inclusive and child-friendly quality education for boys and girls through the implementation of the Interactive Learning Program (ILP), UNRWA TV and other similar capacity development interventions.



A group of students enjoying their scholastic day at an UNRWA schools in the Gaza Strip.
© 2015 UNRWA Photo by Tamer Hamam

4.2.5. Field-Specific Strategic Objective (Lebanon): Improve achievement levels in UNRWA schools

Indicator	Location	Actual 2011/12	Actual 2012/13	Actual 2013/14	Actual 2014/15	Target 2014/15
Pass rates (National exams for preparatory)	LFO	51.90	63.58	N/A	M: 57.91	M: 55.0
					F: 68.82	F: 66.30
Source: GFO Education Programme Reporting						
Frequency: School year						

The Brevet examination results of UNRWA grade 9 students for the 2014/15 scholastic year showed an improvement of almost 1 per cent on 2012/13 results (the last time that the national exam was convened). The successful integration of PRS students into the educational system in Lebanon was a milestone during the reporting period; students transitioned from the Syrian curriculum through dedicated support teaching assistance. In comparison to the educational services provided by the Lebanese government, the Brevet test scores of UNRWA students were slightly lower (65.09 per cent for students in Lebanese government schools vs. 64.12 per cent for UNRWA school students). Consistent with previous results, girls performed better than boys: the pass rate for girls was 68.82 per cent for the 2014/15 scholastic year compared to 68.45 per cent in 2012/13 and for boys the pass rate showed a slight decrease from 58.95 per cent in 2012/13 to 57.91 per cent

in 2014/15. New textbook materials were developed during the 2014/15 scholastic year with a focus on enhancing active learning processes while additional instruction was provided to students that required catch-up assistance. As Palestine refugees, despite restrictions, continue to flee Syria and cross-over into Lebanon, additional resource requirements are anticipated in order to ensure that PRS students are adequately supported and integrated in UNRWA schools. In 2015 alone, the enrolment of PRS students increased by 20 per cent, heavily straining the Agency's already limited school infrastructure. These additional funds will be required in spite of the mobile nature of the PRS population, most of whom are only transitory in Lebanon, staying for short periods of time before moving on to other destinations – a dynamic that forces many PRS students to leave school early.⁴⁷



Palestinian schoolgirl in Rafidia, Sidon. © 2016 UNRWA Photo by Francesco Romagnolo

4.3. Syria Regional Crisis Response

- **Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability**

During 2015, the Agency continued to prioritize the education of Palestine refugee children in Syria and PRS in Lebanon and Jordan. During the reporting period, enrolment in Syria remained relatively stable between the 2014/15 and 2015/16 school years and stood at approximately 45,541 students enrolled; original enrolment prior to the war stood at 67,000. The UNRWA Agency-wide EIE approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth, even at times of emergencies, continues to build on the existing education system, while introducing innovations in order to sustain the delivery of quality education and keeping children at the heart of what the Agency does. The approach ensures that the most vulnerable children and youth are not left behind as they are given the type of

support needed to continue their education. The UNRWA Agency-wide EIE approach is multidimensional and 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 which involves strengthening 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 recovery; (ii) Quality teaching and learning, including the provision of alternative learning modalities and professional development of teachers on these modalities and resources; and (iii) Community engagement and parental and student participation, which involves identifying and mobilizing available resources within the community and building consensus and support for EIE programming. During emergencies, UNRWA increasingly relies on communities to help manage and deliver essential education services; therefore, key in the EIE response is building active community participation from the onset of the emergency through to recovery.

4.3.1. Syria

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Palestine refugees are able to continue their education despite conflict and displacement	Number of students completing basic education	3,356	4,000
	Number of students completing end-of-year exams (grades 1-8)	38,221	38,000
	Number of schools provided with furniture, heating or other equipment	0	118
Palestine refugee students have access to formal and non-formal education	Number of children enrolled in regular classes in UNRWA schools	45,802 (2014/15) 45,380 (2015/16)	47,000
	Number of children receiving education from UNRWA in host government schools	24,725 ⁴⁸ (2015/16)	20,000
	Number of children receiving non-formal learning from UNRWA in alternative learning places	5,525	1,000
	Number of education staff trained in delivering emergency education	131	150
Palestine refugee students provided with PSS support	Number of children attending UNRWA schools	20,655	20,000
	Number of children receiving PSS	1,165	40,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of students provided with educational and recreational materials (including back-to-school kits)	10,480	50,000
	Number of students participating in summer and recreational activities	10,000	13,000
	Number of educational TV lessons produced targeting Palestine refugees in Syria	-	400
	Number of units developed for the interactive learning program targeting Palestine refugees (grades 1-9)	4	4
	Number of sets of self-learning text material developed for grades 1-9 (e.g. one set per subject/grade)	10,619	50,000
Palestine refugees receive vocational training and are supported in job placements	Number of youth who receive career guidance, short- or long-term vocational training	0	10,000

Within a context of widespread psychosocial trauma, the destruction of schools and dropouts associated with the conflict, UNRWA continued to provide primary education to over 45,800 refugee students in 2015. By the end of the year, UNRWA had expanded the number of operational schools to 99, up from 85 in 2014 thanks to the use of 55 Ministry of Education schools in afternoon shifts.

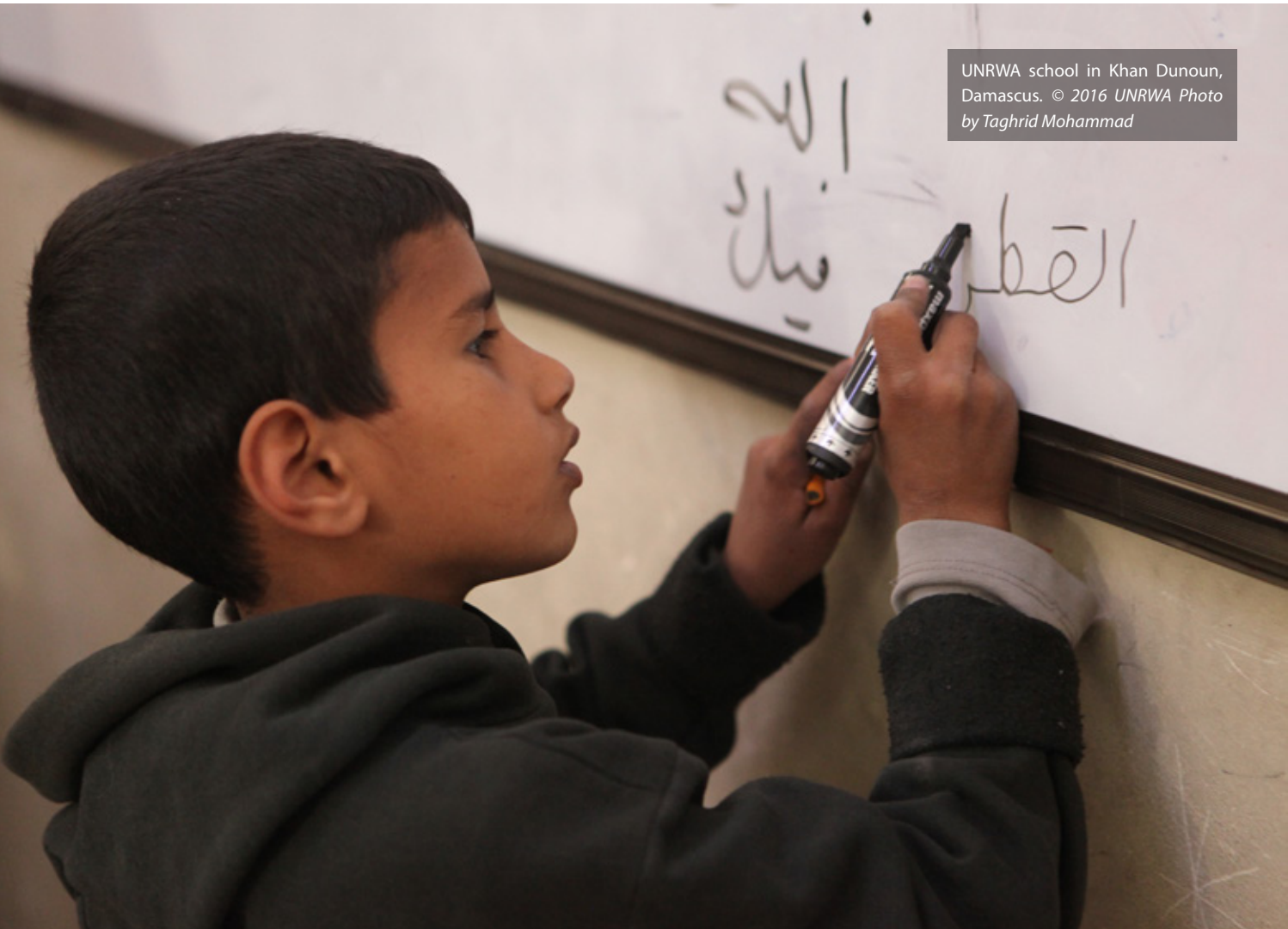
PSS continues to be a high priority in Syria, but need far outstrips capacity. With support from UNICEF and other donors, UNRWA was able to establish a total of 21 recreational spaces and eight safe-learning spaces, supervised by teaching staff and PSS counsellors to provide a protected space where refugee children can learn and play. These safe-learning spaces provided a minimum level of education to 3,114 female and 2,411 male students.

Summer catch-up classes were again provided in 2015, providing lessons, recreational activities and PSS to 10,000 students that were unable to attend regular classes throughout the regular scholastic year. A total of 53 schools and 359 teachers participated across Syria, except in Dera'a, where a surge in fighting throughout June and July prevented the implementation of this initiative.

With the opening of Husseiniyeh to returning civilians in September, UNRWA reopened four schools, facilitating the return of 3,300 students to regular classes. Many of these students had been living in UNRWA-managed collective shelters where their only source of education was self-learning materials (SLMs) and safe-learning spaces. The return of these students to regular classes ensured that they will receive additional learning and psychosocial support.

SLMs developed by UNRWA continue to play an important role in supporting formal education services and have been shown to provide a useful resource, both to students attending regular classes and those who suffer from reduced access. UNRWA distributed a total of 10,619 SLM sets, provided by UNICEF and 10,480 back-to-school kits in Husseiniyeh, Khan Dunoun, Qabr Essit, Khan Eshieh, Sasa'a, Maloul, Qudsayya and Jaramana. In total, 5,118 boys and 5,501 girls in Sasa', Ramadan camp, Khan Eshieh, Jaramana and Khan Dunoun benefited from the SLMs. UNICEF also contributed recreational kits that benefited up to 22,992 male and 22,353 female students. UNRWA continues to offer the SLMs and ILP online at <http://slp-syria.unrwa.org>. SLMs cover core Arabic, maths, English and science subjects from grades 1-9, while the ILP provides basic numeracy and literacy for grades 1-3 and additional Arabic and maths for grades 4-5. The Agency also continues to offer approximately 11 hours per day of education content on UNRWA TV for grades 4-9 in Arabic, English, maths and science, available on Nilesat channel 11679 and on <http://www.youtube.com/unrwatv>.

End-of-year exams in May continued to highlight the achievements of Palestine refugee students, with 3,356 (1,653 male and 1,703 female) out of 4,117 (2,074 male and 2,043 female) students successfully graduating from basic education (grade 9), representing a pass rate of 81.5 per cent. In addition, 38,221 (19,288 male and 18,933 female) out of 40,295 (20,510 male and 19,785 female) students in grades 1-8 passed to the next grade. Lower pass rates were noted at schools in areas with high levels of displaced refugees, including Jaramana and Sahnaya, as well as opposition-controlled areas such as Mzeirib in the countryside of Dera'a.



UNRWA school in Khan Dunoun, Damascus. © 2016 UNRWA Photo by Taghrid Mohammad

4.3.2. Lebanon

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	144	365
	Number of students completing end-of-year exams (grades 1-8)	5,288	5,600
	Number of UNRWA schools hosting PRS	61	60
	Number of UNRWA double-shift schools hosting PRS	8	8
	Number of schools provided with furniture, heating, equipment	55	60
PRS students have access to education through regular/special classes and alternative learning modalities	Number of children enrolled in regular classes in UNRWA schools	6,527	7,300
	Number of education staff trained in delivering emergency education based on INEE standards	276	300
PRS students provided with psychosocial support	Number of children receiving PSS	2,645	3,000
	Number of education staff trained in delivering PSS	85	72
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to school kits, psychosocial/recreational kits and stationery	6,527	7,300

Data on the educational enrolment and performance of PRS children fluctuates on a monthly basis due to internal migration within Lebanon as families search for better opportunities, economic factors that prevent school attendance, legal status uncertainties, migration/return, security concerns, and social barriers and discrimination. By way of response, UNRWA is putting in place an integrated education response mechanism to mitigate these risks, including: monthly tracking of attendance, PSS/recreational activities targeting both PRS and PRL to foster social cohesion and reduce discrimination practices in schools, learning support activities to support performance and advocacy with the Ministry of Education to allow PRS children to sit for official exams.

For the 2014/15 scholastic year, 6,527 PRS students (3,108 male and 3,419 female) were enrolled in UNRWA schools, a figure that is in line with enrolment figures from the previous scholastic year. All PRS children were provided with back-to-school kits and textbooks, enabling them to follow the regular Lebanese curriculum in schools, together with their PRL peers. In June 2015, 144 children (63 male and 81 female) sat for Brevet examinations (grade 9). As the student numbers sitting for this examination are broadly consistent with the enrolment rate during the reporting period, the UNRWA target was too ambitious. Scholastic performance of PRS students was satisfactory as being in line with PRL performance.

Sixty-one of 67 UNRWA schools in Lebanon hosted PRS students. Thirty-two of these schools received gas and oil under the programme budget, while EA funds provided gas and oil to an additional 18 schools.

During the reporting period, 2,645 students (1,455 male and 1,190 female) received individual PSS counselling and case management support services provided by school counsellors. In this regard, the ability of educational staff to provide appropriate assistance was enhanced through the UNRWA provision of: (i) PSS training for 22 school counsellors and 63 teacher counsellors and (ii) PSS/recreational kits for counsellors to more effectively support students through specific needs-based activities (guidance sessions, group counselling and recreational activities). Regardless of this support, the PSS needs of PRS children in Lebanon remain high.

Overall, 276 teachers (in equal numbers of elementary and preparatory teachers) were trained in EiE that, following Inter-Agency Network for Education in Emergency (INEE) minimum standards, developed capacities to effectively engage student learning in times of emergency.



Psychosocial Open Day, Ain Assal School.
© 2015 UNRWA Photo by Walaa Alomari

4.3.3. Jordan

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	65	69
	Number of UNRWA schools hosting PRS	136	146
	Number of UNRWA double-shift schools hosting PRS	135	135
	Number of schools provided with furniture, heating, equipment	40	40
PRS students have access to education through regular/special classes and alternative learning modalities	Number of children enrolled in regular classes in UNRWA schools	1,696	1,800
	Number of education staff trained in delivering emergency education based on INEE standards	6	100
PRS students provided with psychosocial support	Number of children receiving PSS	1319	1,550
	Number of education staff trained in delivering PSS	18	150
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to school kits, PSS/recreational kits and stationery	1,696	1,800

In 2015, UNRWA provided education to children from Syria through 136 schools (out of a total of 172), of which 135 operated on a double-shift basis. At the end of the 2014/15 scholastic year, a total of 1,696 children (785 male and 911 female) from Syria attended UNRWA schools. In September 2015, 1,468 children (774 girls and 694 boys) from Syria were enrolled in the scholastic year 2015/16. Of these, 137 were new students comprised of 126 PRS and 11 children of PRS women married to non-refugees.

In May 2015, the admission target was lowered from 2,500 to 1,800 because the target was unrealistic. As per UNRWA vulnerability assessment data, 2,789 PRS children that have Jordanian identification were enrolled in government schools while 111 were enrolled in private schools.

In 2015, 65 PRS students completed grade 10 in UNRWA schools and four dropped out. In addition, 37 PRS youth, comprised of 17 males and 20 females, were studying at two

vocational training centres. Of this number, 20 are expected to graduate in 2016. As PRS are not admitted to Jordanian technical and vocational training centres, this represents one of the few opportunities for PRS to develop future livelihood options for when they return to Syria.

Textbooks were purchased from the Ministry of Education and provided to all children covered under the EA. In addition, back-to-school kits, provided as an in-kind contribution by UNICEF, comprised of a school bag and stationery were distributed to 1,696 children who were enrolled in the 2014/15 scholastic year. Back-to-school kits were also distributed to the poorest Palestine students who benefited under the SSNP and studied alongside PRS students. Moreover, 30 schools attended by Syrian children were provided with furniture and sports equipment. In addition, the two vocational training centres were provided with computers and data show projectors to strengthen teaching and learning processes.

UNRWA schools continued to serve as a key entry point for the delivery of PSS to 1,319 (almost 90 per cent) children in 2015. Besides counselling services, 400 children participated in a three-day summer camp that was implemented in partnership with Right to Play and the Japan International Cooperation

Agency. In addition, four PSS counsellors⁴⁹ (one for each of the Agency's operational areas in Jordan) led PSS activities in schools in collaboration with 18 school counsellors and 173 teacher counsellors. PSS and school counsellors provided guidance to teacher counsellors in delivering PSS services to PRS children.

The targets associated with the number of UNRWA education staff trained in delivering PSS (12 per cent actual) and emergency education (6 per cent actual) were not met as the recruitment of an EiE Specialist was delayed due to the unavailability of suitable candidates despite three rounds of recruitment. Consequently, the plan to commence capacity-building within UNRWA schools in key areas, including contingency planning, safe school environments and critical elements that promote effective teaching and learning, was postponed to 2016.

Protection staff, in coordination with the education programme, implemented support groups for PRS students to mediate conflicts with other students and contribute to a safe learning environment. These efforts have proven successful in improving relationships between PRS and non-PRS children.



Fourteen-year-old Maria from Marka Camp in Jordan benefited from UNRWA education services.
© 2015 UNRWA Photo by Sahem Rababaa

4.4. oPt Emergency Response

- **oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks**
 - ◊ **Specific Objective: The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment.**

During the reporting period, UNRWA provided students with the basic materials needed to participate in school and worked to meet the needs of students with SEN through SCSN. The UNRWA Agency-wide EiE approach, elaborated above, is also implemented in Gaza as a means of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth, even during times of emergencies.

4.4.1. Gaza

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- Specific Objective: The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment.

Output	Indicator	Actual %	Target (2015) %
Students have the essential materials to participate in learning to the fullest extent	Percentage of students equipped to actively participate in their learning, as reported by teachers	70	70
	Percentage of students in UNRWA schools provided with essential materials	100	100
Students whose learning abilities are undermined by their environment fulfil their educational potential.	Percentage of summer-learning students that pass their end-of-summer-learning exam	80.97	80
	Percentage of students failing key subjects who enrol in summer learning	100	100
Students with special needs are identified for tailored assistance allowing them to fully participate in educational activities.	Percentage of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	97	100
	Percentage of children identified with special needs who receive relevant support	75.6 ⁵⁰	100

During the first semester of the 2015/16 school year, under Programme Budget funding, 250,118 students (128,589 boys and 121,529 girls) attended UNRWA schools - an increase of 9,705 students from the previous semester. Through the Emergency Appeal, all students received a stationery package at the start of the school year that contained essential grade-appropriate learning materials to relieve families of an additional economic burden. Coupled with a safe school environment, these materials equipped students to fully participate in school and assisted in offsetting an environment characterized by siege, hostilities, poverty and power outages.

Summer learning was made available to 25,579 children (a decrease of approximately 8,000 students from 2014), of whom 35 per cent were girls. This initiative provided an opportunity for students who did not pass Arabic, mathematics or both

subjects to enhance their learning, qualify for passage into the next grade and thus reduce drop outs. In total, 20,711 students (88.69 per cent girls and 76.94 per cent boys) passed the final summer learning examination. Learning was also enhanced through UNRWA TV that aired lessons in Arabic, English, mathematics, science and other awareness programmes.

In 2015, 10,640 students (6,409 boys and 4,231 girls) assessed with disabilities (major motor, fine motor, visual, hearing, speech, and other issues) received PSS from teachers and counsellors to help achieve their full potential. Subject-matter specialists and SEN teachers on Job Creation Programme (JCP) contracts also assisted these children. Awareness sessions were provided to parents to empower them to better respond to their children's needs.

A group of students enjoying their day during Summer Fun Weeks. © 2015 UNRWA Photo by Tamer Hamam



5. unrwa human development goal three: a decent standard of living

5.1. UNRWA Human Development Goal Three: A Decent Standard of Living – Reduce Abject Poverty

5.1.1. MTS Strategic Objective 7: Reduce Abject Poverty

Through a continuous process, fields seek to increase the concentration of abject poor⁵¹ among those served by replacing non-abject cases with abject cases. In total, 58 per cent of the SSNP beneficiaries assisted in 2015 were identified as abject poor, exceeding the Agency-wide target. Targeting through this approach triggered a more thorough reflection on the multifaceted nature of poverty and the need to further adapt programmes in the coming period to ensure assistance is focused on those most in need.

5.1.1.a. MTS Strategic Objective 7 - Reduce abject poverty

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Percentage of SSNP individuals who are abject poor	WBFO	7.17	30.00	37.7 (13,631 individuals)	81.00
	SFO	N/A	N/A	N/A	N/A
	GFO	40.00	73.60	73.84 (72,876 individuals)	40.00
	LFO	New	5.00	5.22 (3,221 individuals)	30.00
	JFO	41.00	92.00	97.30 (57,359 individuals)	75.00
	UNRWA	Abject Poor: 41.40 Excl. SFO	55.30 Excl. SFO	57.58 Excl. SFO	45.50 Excl. SFO
Source: UNRWA Refugee Registration Information System (RRIS) and Field-specific information systems (FSS)					
Frequency: Annual					

Of the 255,445 Palestine refugees that received assistance under the SSNP⁵² in 2015, 147,087, or 58 per cent, were identified as abject poor under the proxy-means test formula (PMTF) that, as further described below, assesses essential characteristics to identify and prioritize the poorest of the poor. Of the 147,087 abject-poor recipients of SSNP assistance, 54 per cent were women, 38 per cent had a registered disability and 37 per cent lived in camps. While Agency-wide targets were exceeded in 2015, significant variations existed across UNRWA fields of operation. Under achievement was due to: (i) changing trends in poverty in Lebanon resulting from barriers to employment, displacement and sociopolitical obstacles necessitating a wider targeting to include both the abject poor and individuals from the approximately 65 per cent of total poor at risk of dropping further into poverty; and (ii) industrial action in late 2014 and early 2015 that slowed SSNP implementation in the West Bank, coupled with the establishment of an overly ambitious target. Despite this, progress was registered in the West Bank where over 4,000 individuals were enrolled in the SSNP in 2015 alone. UNRWA exceeded targets in Jordan due to a multi-year review of SSNP recipients that, commencing in 2012, resulted in the removal of non-abject-poor recipients and their replacement with abject-poor cases.

This indicator replaces the indicator, 'Percentage of refugees identified (or estimated) to be poor who receive a social transfer'. Of the more than 2 million total estimated poor Palestine refugees across UNRWA fields of operation, the SSNP covers 14.16 per cent of this number. Due to funding limitations, the SSNP targets the abject poor, as these are the most extreme cases of individuals unable to meet their basic food requirements. These individuals are identified through the application of a poverty-based targeting system, including the above-referenced PMTF that analyses underlying causes of poverty, poverty lines, the cost of food commodities, and socioeconomic and protection factors. The strategic objective of reducing abject poverty is being realised through this restructured approach as more abject poor are incorporated into the programme. While the SSNP provides these individuals with a sustainable form of relief to raise their standard of living, the support given does not lift recipients out of poverty. UNRWA recognises the need to improve livelihoods and employment opportunities before progress can be made towards lasting poverty reduction.



5.1.2. Syria Regional Crisis Response

- **Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 1: Preserve the resilience of the community through targeted relief;**
- **Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability**

During the reporting period, the Syria regional crisis EA continued to support PRS through emergency assistance interventions that included food, shelter, cash, NFIs and winterization assistance. Through this initiative, nearly 100

per cent of targeted refugees received one or more forms of assistance, exceeding the combined target for Syria, Lebanon and Jordan. In food assistance alone (including cash for food and food parcels), the EA was able to reach 521,984 refugees across the three fields against a target of 515,000. In addition, through the provision of regular cash assistance, families were afforded a greater sense of dignity and flexibility while UNRWA distribution costs were reduced. Regardless, the impact of underfunding resulted in a number of indicators falling short of their targets. In particular, winterization, NFI and shelter assistance were not fully implemented throughout the three fields. As a result, PRS remain vulnerable and unable to meet these basic needs.

5.1.2.a. Syria

- Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 1: Preserve the resilience of the community through targeted relief;
- Syria Regional crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Palestine refugees are able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	100%	100%
Palestine refugees provided with food assistance	Number of individuals receiving food assistance per quarter (cash for food and food parcels)	466,502 ⁵³	460,000
Palestine refugees provided with NFI assistance	Palestine refugees provided with NFI assistance per quarter	50,138	117,610
Palestine refugees provided with shelter assistance	Number of families receiving shelter assistance	3,031	2,400
	Number of female-headed families receiving shelter assistance	314	150
	Number of families provided with winterization assistance	12,535	70,000
	Number of displaced refugees receiving shelter at UNRWA facilities	12,636	13,000

Cash and food are the largest humanitarian interventions delivered by UNRWA in Syria, providing critical, adaptive and immediate support to conflict-affected Palestine refugees that rely on UNRWA assistance to meet their basic needs.⁵⁴ Food insecurity remains one of the most critical humanitarian concerns for Palestine refugees in Syria. While food remained available in most markets in 2015, inflation, including for basic commodities; the continued collapse of livelihoods; and restricted access made UNRWA food assistance a lifeline for Palestine refugees throughout 2015. In addition to food, cash enabled refugee families to cover basic needs allowing them greater flexibility and independence in purchasing decisions and in the management of expenditure. With extremely low distribution costs, cash assistance allows UNRWA to provide aid through a network of banks and financial institutions in multiple locations across Syria, with multiple outlets in Damascus, Aleppo, Latakia, Homs, Hama and Dera'a.

As of Q1 2015, UNRWA was providing regular cash and food assistance to over 466,000 Palestine refugees across Syria. Due to the rapid and continuing displacement of PRS, a limited verification exercise was conducted in September 2015 to ensure that only Palestine refugees present in Syria continued to receive UNRWA assistance over the course of the year. Based on the results of this exercise, the cash and food assistance caseload declined from over 460,000 to 430,000 recipients.

In 2015, UNRWA reached its target and distributed cash to 466,502 individuals (including special hardship cases) in need over three out of six planned distribution rounds. As a consequence of the above-referenced verification exercise, the number of individuals provided with assistance in each distribution round decreased from 466,502 (Round 1, 2015) to 419,793 (Round 2, 2015) to 413,745 (Round 3, 2015). A consistently higher proportion of females benefited from cash distributions – 239,033 female against 227,469 male

recipients in the first round, 218,374 female and 201,419 male recipients in the second round, and 215,366 female against 198,379 male recipients in the third round. Anecdotal evidence suggests that this may be due to a higher proportion of males departing Syria for refuge in other countries, particularly from the second round (May 2015) onwards.

Food was distributed over five rounds in 2015, with Round 5 being split between 2015 and 2016. After the verification exercise, there was also a decrease in the number of individuals, provided with assistance. In Round 1, the Agency distributed food parcels to 403,639 individuals including 196,861 males and 206,778 females. In Rounds 2 and 3, numbers remained stable, with 404,916 people being served in Round 2, including 197,484 males and 207,432 females, and 407,081 individuals in Round 3, including 198,540 males and 208,541 females. In Round 4, the number dropped to 368,603 individuals, including 179,773 males and 188,830 females. Round 5 which continued until the beginning of 2016, evidenced an even larger decrease with 257,609 Palestine refugees being served, including 125,640 males and 131,969 females.⁵⁵ Up to 12,636 families (50,138 individuals) were provided with 274,360 NFIs, including mats, tarpaulins, jerry cans, cleaning tools, detergents and sanitary products as well as 2,306 blankets, 27,768 mattresses and 3,550 clothing kits. These kits were primarily distributed during the winter. Hygiene kits were distributed on a monthly basis; however, the lack of funding prevented UNRWA from reaching its targets regarding NFIs and winterization.

In 2015, up to 12,636 individuals were sheltered in 37 UNRWA installations, vocational training centres and schools across Syria. By December 2015, however, only 4,795 individuals opted to remain in 15 shelters, while continuing to receive food assistance and a reduced cash stipend.





© 2016 UNRWA Photo by Francesco Romagnolo

5.1.2.b. Lebanon

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Output	Indicator	Actual	Target (2015)
Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	97%	90%
PRS provided with food assistance	Number of individuals receiving food assistance per quarter	41,882	42,000
PRS provided with shelter assistance	Number families receiving shelter assistance	11,748	11,700
	Number of female-headed families receiving shelter assistance	5,298	3,400
	Number of families provided with winterization assistance	10,735	7,700

In February 2014, the Agency introduced the provision of PRS cash assistance through ATM cards. This strengthened programme efficiency through diminished Agency overheads while serving as an effective means to mitigate security risks for front-line staff. In 2015, eligibility for food assistance was based on the results of a vulnerability assessment which found that 97 per cent of PRS were vulnerable. Targeting the most vulnerable, during the reporting period, UNRWA provided 41,822 refugees with cash assistance for food. The level and frequency of assistance was maintained throughout 2015.

The results of the vulnerability assessment also clarified the PRS eligible for housing assistance. In total, 11,748 families

were assisted with US\$ 100 per family per month for six months. Due to financial constraints, UNRWA was unable to extend this assistance after June 2015. Vulnerability assessment results also informed targeting for winterization assistance, with four months of US\$ 100 per family provided to those residing between 0 and 500 metres above sea level and US\$ 150 for those living above 500 metres. The winterization assistance rate and distribution to PRS was aligned with assistance provided to other refugees from Syria. The number of families assisted by UNRWA was 10,735, an increase on the target due to the expansion of coverage and fund availability.

5.1.2.c. Jordan

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	98.7	100%
PRS provided with food assistance	Number of individuals receiving cash for food per quarter	13,600	13,600
PRS provided with NFI assistance	Number of families receiving cash for NFIs per quarter	3,270	3,400
PRS provided with shelter assistance	Number of families receiving cash for shelter	0	3,400
	Number of female-headed families receiving shelter assistance	0	1,224
	Number of families provided with winterization assistance	3,827	4,250
PRS provided with one-time emergency cash grants	Number of families receiving one-time cash grants	484	850

Funding shortfalls resulted in operational challenges and required adjustments to the delivery of planned relief activities. Significantly, UNRWA made the difficult decision to prioritize cash for food and NFI assistance over shelter assistance for the second year in a row. This enabled the Agency to deliver cash transfers for food and NFIs to 98.7 per cent of eligible families, although the timing of the transfers was irregular due to limited funding early in the year. The total received amount was US\$ 2.5 million less than required

UNRWA was unable to provide shelter assistance for 3,400 PRS families, including 1,224 female-headed families. This compromised the ability of PRS to pay rents and, as such, increased their vulnerability. This conclusion is based on the results of the 2014 vulnerability assessment which found that more than one quarter of PRS families had been evicted by lessors at least once since arriving in Jordan, while 71 per cent were late in paying rent by one month or more at the time of the assessment. To make matters worse, PRS in Jordan face

increasing rents and a shortage of affordable housing due to refugee inflows. Without UNRWA support necessary for shelter needs, evictions will increase, more PRS will be forced into substandard and/or overcrowded accommodation, and personal debt levels will rise. To highlight critical PRS needs and support enhanced programme planning and strengthened targeting, an accelerated vulnerability assessment was launched in October 2015. This exercise will be completed in April 2016.

All PRS were targeted for the distribution of winterization cash, however, due to funding constraints, it was not possible to cover the full amount of US\$340 for each family or to reach 100 per cent of the target, (4,250 families). Consequently, an average sum of US\$220 was distributed to 3,827 families (90 per cent of the target) as a one-time cash grant for winterization. Likewise, one-time emergency cash distribution was possible only in the second half of the year for 484 families.



UNRWA cash assistance to Palestine refugees.
© 2015 UNRWA Photo by Hannington Muyenje

5.1.3. oPt Emergency Response

- **oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks**
 - ◊ **Specific Objective: Food-insecure households meet their most basic food requirements through food assistance**
 - ◊ **Specific Objective: Enabling abject-poor households to close their 'post-food assistance' poverty gap through complementary unconditional cash transfers**
 - ◊ **Specific Objective: Food-insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.**

Food assistance through the oPt EA continued to serve Palestine refugees across the West Bank and the Gaza Strip

in 2015. Through the identification and targeting of poor Palestine refugees, 89.39 per cent (858,191) of food-insecure refugees and registered persons in the oPt received food assistance, either through in-kind aid or e-vouchers.

Of the targeted 62,983 refugees in the CFW programme, 24,092 participants were provided with job opportunities across the oPt. Of these participants, over one third (8,242) were women employed in a range of positions, including atypical posts such as security guards and packers. Priority was given to poor refugee households with focused targets on female and youth participation.

Funding constraints prevented the full realization of 2015 oPt EA food security targets. In Gaza, the school feeding programme remained suspended and food assistance could not be provided for pregnant women and children under the age of two, while in the West Bank, both food and cash assistance had to be scaled back. Long-standing structural factors, such as the blockade on Gaza – which entered its ninth year this past summer – continued to limit access to basic resources and contribute to refugee vulnerability.

5.1.3.a. Gaza

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- Specific Objective: Food-insecure households meet their most basic food requirements through food assistance
- Specific-Objective: Enabling abject poor-households to close their 'post-food assistance' poverty gap through complementary unconditional cash transfers
- Specific Objective: Food-insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.

Output	Indicator	Actual	Target (2015)
The severity of refugee food insecurity is tempered.	Percentage of caloric needs of the abject poor met through food distributions (on average per quarter)	76.45%	76%
	Percentage of caloric needs of the absolute poor met through food distributions (on average per quarter)	41.68%	40%
	Number of food-insecure refugees receiving food assistance (gender disaggregated)	801,265	800,000
	Percentage of food-insecure refugee households receiving in-kind food aid	100%	100%
Schoolchildren have improved food intake.	Percentage of UNRWA students guaranteed at least one small meal per day	0%	100%
	Number of small meals distributed to students	0	49,525,000
Nutrition of refugee children < 24 months is optimized.	Percentage of women benefiting from additional food aid receiving guidance on appropriate complementary feeding for infants and young children aged 6-24 months	0%	100%
	Percentage of pregnant and breastfeeding refugee women receiving appropriate additional food aid.	0%	100%
	Percentage of children aged 6-24 months receiving complementary food	0%	100%
Abject-poor families close their 'post-food assistance' poverty gap.	Percentage of 'post-food assistance' poverty gap bridged.	0%	100%
	Percentage of eligible abject-poor families receiving family income supplement	0%	100%
Food-insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	Percentage of CFW beneficiaries using earnings to cover basic food needs.	89.6%	79%
	Percentage of CFW beneficiaries using earnings to pay debts	40.3%	38%
	Number of refugees benefiting from short-term CFW (gender disaggregated)	15,973	52,983
	Total value provided to CFW beneficiaries	US\$ 8,487,981	US\$ 61,813,837



An UNRWA social worker during his visit to a family for poverty assessment. © 2015 UNRWA Photo by Khalil Adwan

UNRWA continued to provide food assistance throughout 2015, reaching 801,265 beneficiaries (146,357 households) in the last quarter of the year, including 13,856 female-headed households. Overall, 379,129 abject-poor refugees living below the US\$ 1.74 per person per day poverty line received 76 per cent of their required daily caloric needs, while 422,136 absolute poor refugees living on less than US\$ 3.87 per person per day received 40 per cent of their caloric requirements. Food assistance numbers increased from 774,419 in the first quarter of 2015 due to: (i) the resumption of food assistance for those that departed CCs but were eligible prior to their displacement and (ii) new beneficiary families who qualified for assistance under an enhanced UNRWA poverty assessment system (PAS). This tool was launched in May 2015 and facilitates the rapid, fair and accurate identification of those eligible for food assistance. From the restart of the PAS until December 2015, 142 social workers assessed a total of 33,545 families.

Due to considerable funding constraints, the Agency was unable to implement the school feeding programme for a second consecutive year. As a result, poverty-stricken refugee families, with limited ability to shoulder additional financial burdens, faced further strain in providing their children with a daily meal that they could ill afford. Funding constraints also resulted in the inability to: (i) provide additional food assistance for pregnant women and children under two; and (ii) implement the cash assistance intervention, meant to help abject-poor refugees bridge the 'post-assistance' gap in essential food needs and to support 'back-to-school' costs.

The Agency's JCP created 758,977 working days in 2015, equalling 2,635 full-time equivalent positions. This translated into short-term employment opportunities for 15,973 refugees, benefiting a total of 89,449 individuals (workers and their families) and injecting US\$ 8,487,981 directly into the local economy. Internal monitoring confirmed that the large majority of beneficiaries (89.6 per cent) used JCP income to purchase food, while 40.3 per cent used it to pay off accumulated debts. Despite an 87.3 per cent funding shortfall from the planned target of US\$ 61.8 million, 5,158 women received job opportunities, of whom, 3,548 women were given skilled or professional positions. Female applicants received 32.3 per cent of the total number of job opportunities, an increase on the 27 per cent of women that directly benefited from JCP in 2014. As part of the Agency's efforts to ensure a protective environment for service delivery and enhanced gender equity, women were hired for atypical positions such as school attendants, guards and packers. This is the first time that UNRWA has employed female guards in a systematic manner. A 5 per cent increase in JCP applicants was recorded in 2015 in comparison to 2014. Accordingly, and against the backdrop of funding shortages, it will take longer for applicants to receive a job opportunity given diminishing prospects for refugees within the prevailing difficult economic situation.

5.1.3.b. West Bank

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- Specific Objective: Food-insecure households meet their most basic food requirements through food assistance
- Specific objective: Food-insecure refugee households have increased economic access to cover basic food needs, through cash-for-work

Output	Indicator	Actual	Target (2015)
The severity of refugee food insecurity is tempered.	Number of food-insecure refugee households receiving food voucher assistance	8,330	25,000
	Number of food-insecure refugees receiving food assistance (gender disaggregated)	Male:24,606 Female: 23,990	160,000
	Total value of electronic vouchers provided to food- insecure refugees	US\$ 5,525,994	US\$ 19,200,000
Food-insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	Number of refugees engaged in short-term cash for-work (gender disaggregated).	Male: 5,035 Female: 3,084	10,000
	Total value provided to CFW beneficiaries	US\$9,965,033	US\$ 12,600,000
	Number of cash-for-work projects realized in the camps	18	19

UNRWA emergency food security interventions targeted Palestine refugees living inside camps and in urban areas outside camps. Monthly e-vouchers, of an average value of US\$ 10 per person, were transferred to households outside camps, improving their access to a range of fresh foods, including dairy products, eggs, cooking oil and pulses, among others. In 2015, a total of 8,330 households (48,596 individuals, of whom 23,990 were women) were supported. Overall, achievements fell short of targets as funding limitations hindered the expansion of the programme to families living inside camps and compelled UNRWA to target the most vulnerable households only. Also due to a shortage of funds, UNRWA was only able to provide emergency food assistance to 8,330 households; this leaves around 16,000 refugee households

(outside camps) identified to be food insecure without any form of emergency food security assistance, which as a result, has a severe impact on their coping mechanisms.

Inside camps, 8,119 households (46,481 individuals) were offered temporary job opportunities through the CFW programme in 2015. Each household nominated one member to participate in the programme; 38 per cent of participants were women, 12 per cent were youth aged 18-24 years and 7 per cent were persons with disabilities. Each beneficiary received US\$ 420 per month for three months in exchange for work performed under the supervision of partner community-based organizations (CBOs). Funding gaps accounted for the programme not meeting its target of 10,000 households.



Beneficiary purchasing fresh food items using his UNRWA electronic voucher at a certified local store. © 2015 UNRWA Photo by Rula Karake

5.2. UNRWA Human Development Goal Three: A Decent Standard of Living - Microfinance

5.2.1. MTS Strategic Objective 9: Offer inclusive financial services and increased access to credit and savings facilities, especially for vulnerable groups such as women, youth and the poor

The gradual expansion of the UNRWA microfinance programme over the biennium reflects the implementation of a number of field-based strategies that improved programme

efficiency. In this regard, an incentive scheme was adjusted in the West Bank to boost staff performance, and on-the-job training was provided throughout the year. In Gaza, loan terms and conditions were modified to better reflect client needs while internal communication and feedback mechanisms were strengthened to improve staff accountability. In Jordan, lighter contractual arrangements were applied. Unfortunately, due to the conflict in Syria, an expansion of the programme was not possible. The displacement of families and the loss of personal capital, coupled with the depreciation of the SYP, continued to cause losses to the programme that resulted in a contraction of lending. These factors also contributed to donor reluctance to provide additional funding to the programme in Syria.

5.2.1.a. MTS Strategic Objective 9

Offer inclusive financial services and increased access to credit and savings facilities, especially for vulnerable groups such as women, youth and the poor

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Total number of loans financed to refugee clients through all microfinance loan products	WBFO	2,167	2,479	2,743	2,812
	SFO	124	222	160	508
	GFO	3,144	2,587	3,221	5,116
	LFO				
	JFO	6,178	7,248	7,065	11,993
	UNRWA	11,613	12,536	13,189	20,429
Source: UNRWA Microfinance Loan Management Information System					
Frequency: Annually reported, monitored monthly					

A total of US\$ 37,898,797 was disbursed by the UNRWA microfinance programme in 2015 through 38,193 loans issued in the West Bank, Gaza, Jordan and Syria.⁵⁶ Of these, 13,189 loans, valued US\$ 17.2 million (over 45 per cent of total loans) were granted to vulnerable Palestine refugees including women, youth and persons with disabilities. Overall, the majority of loans were used to support informal businesses, along with the household, education and health expenses of low-income families.

With regard to results achieved under the indicator, only 65 per cent of the planned 20,429 loans were disbursed. In addition, considerable variations were registered across UNRWA fields of operation with the greatest achievements being registered in the West Bank, where 98 per cent of planned loans (to a value of US\$ 3,477,260) were disbursed - an 11 per cent increase on 2014 results. Programme implementation remained a challenge in Gaza as the blockade continued to restrict the movement of people and supplies, crippling business opportunities and raising unemployment levels.

Likewise, continued large-scale population displacement in Syria accounted for the achievement of only 32 per cent of the target. In Jordan, high staff turnover combined with delayed recruitment processes resulted in low capacity to expand the programme. As such, only 7,065 loans were disbursed (59 per cent of the target) at a value of US\$ 8,673,728.

Women are uniquely and disproportionately affected by armed conflict. Many become primary caregivers, are often marginalized in the labour market and struggle to cope economically. Given this reality, the UNRWA microfinance programme afforded priority attention to female borrowers. In 2015, a total of 14,859 loans (valued at US\$ 11,478,475) were disbursed to women, of which 4,948 loans were extended to women refugees (valued at US\$ 4,579,534). For the overall programme, this marked a 14.3 per cent growth in outreach compared to 2014. In addition, a total of 11,188 loans were disbursed to youth borrowers (valued at US\$ 10,813,409) of which 3,351 loans (US\$ 3,745,157) or 30 per cent were extended to young Palestine refugees.

Indicator	Actual 2014	Actual 2015	Target 2015
The periodic review of social performance of the microfinance programme	One poverty study completed in Gaza	One poverty study completed in Gaza. One annual social performance review for the microfinance programme as a whole was completed. Five social performance reports for the fields (Jordan, Syria, Gaza, and the West Bank) were completed.	Complete at least one social-rating assessment and one poverty-scoring assessment for each field office in the biennium. Annual social performance reviews for each field, and for the Department.
Source: UNRWA Microfinance Studies			
Frequency: Annually reported/conducted			

Annual Social Performance Management (SPM) reviews were completed in Jordan, the West-Bank, Gaza and Syria alongside an umbrella SPM review covering the microfinance programme as a whole. Each report tracked indicators, such as programme outreach against different social categories and the share of microloans disbursed by field of operations, and provided a trend analysis of lending levels. Moreover, a poverty-scoring study was completed in Gaza in February 2015 on the socioeconomic profile of the programme’s clients as of 2014. The results found high rates of poverty and vulnerability, with clients being classified as poor (36.30 per cent), deep poor (19.4 per cent), and almost three quarters as living under the Palestine national poverty line of NIS 49.69 per person per day. The social-rating assessment was not conducted in 2015 due

to funding gaps and a reduction in programme-generated income due to the hostilities in July and August 2014 in Gaza and the crisis in Syria.

In 2015, the UNRWA microfinance programme also focused efforts on strengthening staff capacity to improve programme implementation/service delivery. To this end, UNRWA delivered 18 trainings to 339 loan officers and other staff members in Jordan, Gaza and the West Bank on SPM and client protection principles. In addition, induction courses were provided on all aspects pertaining to programme implementation. Prior to the start of satisfaction surveys conducted in Gaza (September 2015) and Jordan (March 2015), loan officers were also trained on data collection methodologies and analysis.



Gaza fisherman, Ayman Shukri Ulwan, is 21 years old and started his first business venture with capital of just US\$2,500. Now, seven years later, he has accumulated business capital of US\$14,000 that generates a monthly income of US\$2,500 to support his family of 10.
© 2015 UNRWA Photo by Shareef Sarhan

5.2.2. Syria Regional Crisis Response

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

A results analysis is not possible given that funding was not received for the implementation of 5.2.2.a.

5.2.2.a. Syria

Syria Regional crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Palestine refugees have access to microenterprise and consumer loans for small businesses and households	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	N/A	39,750

Funding was not received towards this assistance measure under the 2015 Syria Regional Crisis EA. As such, this key programme intervention for poverty reduction and local economic and social development was unable to proceed.

2014 graduates, exceeding the 2015 female target. This has been accomplished through continued donor support that enabled a combination of new and enhanced initiatives in all fields including: (i) revised and updated courses in emerging trades and skills; (ii) enhanced capacity-building for instructors to equip them with current training modalities and approaches to meet the skills in demand by employers; (iii) the establishment and strengthening of partnerships with the business community and the private sector to increase employment prospects for TVET graduates; (iv) increased advocacy targeting employers, industries and NGOs to employ UNRWA TVET graduates; (v) the involvement of employers in the upgrading of curricula and training materials through the establishment of advisory committees with representatives from the private sector; (vi) improved follow-up and tracking of graduates (including through social media) through a collective effort by the Instructor and the Placement and Career Guidance Office; and (vii) improved referrals for graduates to available employment opportunities.

5.3. UNRWA Human Development Goal Three: A Decent Standard of Living - Improve Employability

5.3.1. MTS Strategic Objective 10: Improve employability

The Agency-wide 2014 employment rates for graduates from the Agency's technical vocational education and training (TVET) programme improved considerably during the reporting period; the male employment rate increased from 72.29 per cent for 2013 graduates to 79.66 per cent for 2014 graduates, while the female employment rate increased from 60.61 per cent for 2013 graduates to 76.06 per cent for

5.3.1.a. MTS Strategic Objective 10

Improve employability

Indicator	Location	Baseline 2014 for 2011/12 graduates	Actual 2014 for 2012/13 graduates	Actual 2015 for 2013/14 graduates	Target 2015 for 2013/14 graduates
Percentage of graduates employed or continuing their studies among active job seekers (MALE)	WBFO	89.00	83.42	92.67	82.11
	SFO	45.00	74.44	74.74	N/A
	GFO	71.00	48.37	54.73	80.00
	LFO	69.00	43.32	68.20	92.00
	JFO	98.00	98.62	98.13	95.00
	UNRWA	78.00 (83.00 Excl. SFO)	72.29 (72.11 Excl. SFO)	79.66 (80.14 Excl. SFO)	87.80 Excl. SFO
Percentage of graduates employed or continuing their studies among active job seekers (FEMALE)	WBFO	77	57.65	80.46	66.45
	SFO	57.00	40.16	63.79	N/A
	GFO	49.00	33.74	42.18	54.00
	LFO	66.00	55.94	67.38	77.00
	JFO	93.00	93.20	94.41	80.50
	UNRWA	75.00 (76.00 Excl. SFO)	60.61 (62.94 Excl. SFO)	76.06 (77.26 Excl. SFO)	71.30 Excl. SFO

Source: UNRWA Education Management Information System (EMIS)

Frequency: Annual (12 months after the school year)

In 2015, both the male and female Agency-wide employment rates of TVET graduates increased. For males, the employment rate increased by approximately 8 percentage points, while for females, the employment rate increased from 60.61 to 76.06 per cent, surpassing the 2015 target. These increases occurred in four of the five fields of UNRWA operations, while Jordan maintained already high rates of TVET graduate employment. Some of the largest jumps in male employment rates were in the West Bank and Lebanon. In Lebanon, male employment increased by more than 20 percentage points. In Gaza, Lebanon and Syria there were also significant improvements in female employment rates. In Syria, the employment rate for females increased from 40.16 to 63.79 per cent. These increases reflect an Agency-wide emphasis on the use of different outreach mechanisms with potential employers and graduates, including awareness-raising activities for TVET graduates and employers about different opportunities available to them and holding job fairs. Increased partnerships

with the labour market, such as through advisory committees, helped ensure that curricula were more demand driven. In addition, the teaching of employability skills has been integrated in the curricula of several courses to better prepare students for the labour market. Innovative methods to follow up with graduates, such as through the use of social media, were also implemented. Increased employment rates also reflect specific field efforts and evolving contexts. For example, in Syria, improved security conditions around Damascus may have played a role in families allowing their daughters to work, thus helping to improve the female employment rate.

The ongoing conflict in Syria, the influx of Syrians into the Lebanese labour market and restricted employment opportunities, the occupation in the West Bank, and the ongoing blockade of Gaza have had a negative impact on graduates' ability to access sustainable, long-term employment and can cause large fluctuations from year to year.



Architecture Engineering class in Auto-Cad 3D, Wadi Seer Training Centre in Jordan. © 2016 UNRWA Photo by Marwan Ayyash

5.4. UNRWA Human Development Goal Three: A Decent Standard of Living - Improve the Urban Environment

5.4.1. MTS Strategic Objective 11: Improve the Urban Environment through Sustainable Camp Development and Upgrading of Substandard Infrastructure and Accommodation

Progress towards ensuring a healthy urban environment through sustainable camp development proceeded at a slow pace in 2015, with achievements coming in well below target. Limited funding or, as in the case of Gaza and Lebanon, lengthy government approvals and restrictions on the entry of construction materials, severely hampered the implementation of activities at the planned scale. In 2015, UNRWA received funding sufficient for less than 10 per cent of houses assessed to be in need of rehabilitation. In the West Bank, while progress was recorded in the area of

environmental infrastructure development, only 62 per cent of houses are currently connected to a sewerage network. Overall, the adequacy of water, sewerage, storm-water drainage and solid waste management systems remain a growing concern, heightening the risk of disease outbreaks in camps. Furthermore, while rehabilitation in 52 facilities (schools and HCs) was completed in 2015 and is underway in an additional 31 facilities, many remain in a poor state of repair and do not meet minimum protection standards.

Continued years of underfunding, coupled with the poor economic condition of refugees, has translated into a rapid degradation of the overall environment occupied by Palestine refugees. UNRWA estimates that there are currently around 44,000 substandard shelters (excluding Syria) in need of rehabilitation at an approximate value of US\$ 550 million and this number is expected to increase. In 2016, UNRWA plans to target 2,500 shelters for rehabilitation that will require an estimated US\$ 35 million. Similarly, a large amount of funds are required for camp improvement, environmental infrastructure development and facility rehabilitation.

5.4.1.a. MTS Strategic Objective 11

Improve the urban environment through sustainable camp development and upgrading of substandard infrastructure and accommodation

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Number of identified SSN refugee families living in substandard shelters which have improved living conditions	WBFO	201	594	169	1,050
	SFO	0	N/A	N/A	N/A
	GFO	203	0	294	6,756
	LFO	1,011	671	430	2,890
	JFO	6	76	100	193
	UNRWA	1,421	1,341	993	10,889
	Excl. SFO	Excl. SFO	Excl. SFO	Excl. SFO	
Source: UNRWA Infrastructure & Camp Improvement					
Frequency: Annual					

Overcrowded conditions, inadequate sewerage, storm-water drainage and water supply systems in certain camps, and makeshift shelters are just some of the challenges plaguing the 58 official Palestine refugee camps in Syria, Lebanon, Jordan, Gaza and the West Bank that registered a population of over 1.56 million in 2015.⁵⁷ This included approximately 773,484 women and 786,691 men, of whom an estimated 21 per cent (320,464) were youth between the ages of 15 and 24 years and 8 per cent were aged 65 and over. Evolving from temporary 'tent cities' when they were established several decades ago, these camps have now become congested with multi-storey buildings; narrow alleyways; and a population living in conditions of often extreme poverty, poor hygiene, and in dwellings that are often unsafe, lack privacy and do not conform with minimum protection and security standards. Already strained camp infrastructure has been further aggravated in recent years through large influxes of refugees as families continued to flee violence in Syria.

While ensuring that adequate living standards for Palestine refugees remain a key Agency priority, years of underfunding have severely curtailed infrastructure and camp improvement programme (ICIP) implementation across all areas of operation.

These constraints accounted for achievements that fell well below 2015 targets. Notwithstanding, available resources were optimised and substandard shelters were rehabilitated for 1,040 families in 2015, of which 993 homes belong to Palestine refugees registered under the SSNP. Interventions were prioritized to assist those families classified as absolute and abject poor that qualified for assistance through a two-stage assessment process that evaluated families' socioeconomic conditions, physical safety and environmental health issues related to the structures they inhabited. In 2015, particular attention was afforded to the rehabilitation of 294 substandard shelters in Gaza after the outbreak of the hostilities in July and August 2014 caused widespread damage and the temporary suspension of all shelter rehabilitation activities. Moreover, 100 shelters were rehabilitated in Jordan, representing 52 per cent of the target for 2015 and marking a 32 per cent increase from 2014, while 430 homes were rehabilitated in Lebanon in 2015. A select number of non-SSNP families benefited from rehabilitation works if the: (i) properties were required for camp improvement purposes (the building of roads or other infrastructure) or (ii) structures represented security hazards for camp residents.

During the reporting period, works in 83 facilities, including schools, HCs, and vocational training and community development centres, were initiated, of which 52 were completed, while works in solid waste disposal, drainage, and water and sewerage systems were carried out to improve the overall health environment and prevent the spread of disease. Lastly, in an effort to expand the scale of works in 2016, prevent a further deterioration of the urban environment in many camps, and mitigate protection and security risks, camp improvement plans (CIP) were initiated for development in Jordan (Jerash), Gaza (Deir El-Balah) and Lebanon (Rashidieh). All camp improvement interventions engage the full participation of Palestine refugees themselves. In this regard, participatory working groups are established at

the outset and include the representation of women, elderly, youth and persons with disabilities. The needs identified during these forums are then translated into comprehensive action plans that inform project implementation. Moreover, ICIP continues to promote the self-help approach, which directly engages families in the rehabilitation of their own homes, thereby enhancing ownership. In a situation of limited financial resources, the self-help approach accounts for a 15 per cent cost reduction in the rehabilitation of each structure and encourages beneficiaries to voluntarily contribute with additional financial resources for the betterment of their homes. In 2015, the majority of the shelters in the West Bank and Lebanon were rehabilitated through the self-help approach.



Before



After

Before Photos: © 2013 UNRWA Photo by Abed El-Allah Abu Sahioun

After Photo: © 2015 UNRWA Photo by Anwar Abu Sakieneh

Shelter Rehabilitation – Bringing smiles to the life of little girls and family, Husn Camp, Jordan

5.4.2. oPt Emergency Response

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- **Specific Objective: Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld.**

Throughout 2015, EA funds allowed UNRWA to focus on both the repair of shelters that were damaged during the hostilities in July and August 2014 and the provision of shelter assistance

to the displaced. Although shelter repair targets were largely met during the year, thousands of refugee families continue to require assistance for shelter rehabilitation. As a result, refugees in Gaza face heightened vulnerability in the absence of family and community support networks. Such prolonged vulnerability may also increase refugee dependency on UNRWA assistance to meet basic shelter needs, and if these needs are not met, the result may manifest itself in eroding resilience, political instability; and the loss of trust towards international humanitarian aid providers. UNRWA will continue to both provide assistance and advocate on behalf of displaced families to ensure a decent and dignified basic standard of living.

5.4.2.a. Gaza

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- Specific Objective: Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld.

Output	Indicator	Actual	Target (2015)
Displaced refugee families have increased means to access a temporary housing solution.	Average percentage of temporary housing costs covered by transitional shelter cash assistance (TSCA)	76.21%	70%
	Percentage of eligible displaced refugee families receiving TSCA	98.91%	100%
	Number of individuals hosted at collective centres	16,610	30,000
Refugee families affected by military operations or natural disaster have their shelters returned to pre-existing conditions.	Percentage of damaged shelters repaired to pre-existing conditions	59.68%	80%
	Percentage of repair costs for damaged shelters covered	37.06%	100%
	Percentage of refugee families in need of home winterization provided with required materials	100%	100%
Displaced or affected refugee families have non-food items to ensure their basic personal comfort and dignity.	Percentage of displaced or affected refugee families receiving NFIs indicating that their immediate needs were met	91.5%	100%
	Percentage of eligible displaced or affected refugee families approaching UNRWA for assistance provided with emergency NFIs	100%	100%
Households experiencing material loss as a result of military operations have their coping capacities protected.	Percentage of households receiving cash assistance who do not resort to negative coping mechanisms following material loss	0% ⁵⁸	100%
	Percentage of eligible households experiencing shock from military-related destruction assisted with replenishing basic requirements	75.4%	100%

Shelter conditions in the densely populated Gaza Strip continued to be extremely difficult in 2015, with the existing deficit in housing stock exacerbated by the unprecedented destruction of homes during the 2014 hostilities. The ongoing displacement of some 9,500 refugee families renders refugees – particularly women and children – increasingly vulnerable to violence, including GBV, in often crowded, temporary shelter arrangements, away from support networks. Recurrent hostilities and the socioeconomic impact of the blockade have eroded both physical infrastructure and the resilience and coping mechanisms of refugee communities in Gaza. Refugees remain vulnerable to further displacement as a result of escalating hostilities and natural disasters. UNRWA has engaged in extensive work to build emergency preparedness and capacity, including through the development of an emergency response manual and standard operating procedures for emergency shelter that: (i) are based on the past experience of front-line and management staff involved in the response; (ii) mainstream gender and protection concerns;

and (iii) reflect community engagement and participation.

During 2015, UNRWA exerted considerable effort to assist refugee families whose homes were affected during the 2014 hostilities through the operation of CCs and the provision of repair assistance, rental subsidies, and essential NFIs. In addition to assisting refugee families to make repairs, displaced families with uninhabitable shelters received TSCA, a monthly subsidy of approximately US\$ 225 to support temporary rental or stay with host families, as well as cash to replace essential household items. With the repair/reconstruction of some uninhabitable homes completed in 2015, the caseload of refugee families requiring TSCA dropped throughout the year.

As of 1 January 2015, over 16,000 people remained displaced in 18 UNRWA facilities acting as CCs, over 50 per cent of whom were children and 49 per cent of whom were female. UNRWA provided ready-to-eat food and hygiene NFIs, as well

as medical and PSS services to displaced people. Following successful efforts to assist refugee families make more appropriate interim accommodation arrangements, UNRWA was able to close all remaining CCs in June 2015.⁵⁹ This allowed the facilities to be rehabilitated and resume functioning as schools for the 2015/16 academic year. In addition, a total of 6,486 families (39,824 people) whose shelters were damaged or destroyed were provided with NFIs such as kitchen kits and plastic sheets to make emergency repairs to damaged homes.

An assessment of refugee homes carried out by UNRWA social workers and engineers was completed in early 2015, confirming that 139,400 Palestine refugee homes were damaged or destroyed during the hostilities in July and August 2014, over 12,000 of which were rendered uninhabitable.⁶⁰ With the blockade of Gaza still in place, construction materials for repair was only available on the local market through the GRM, a temporary agreement between the Government of Palestine and the Government of Israel brokered by the United Nations in September 2014. The GRM facilitated a relatively steady volume of construction materials in 2015, with funding constraints the main obstacle to the repair of Palestine refugee homes.

As of December 2015, UNRWA had provided assistance to allow a total of 67,660 families to complete the repair of their homes (almost half of the total caseload), with repairs on a further 11,064 homes ongoing. Families received 100 per cent of the cost required to make their home repairs. In addition, construction work is ongoing for three new community

development centres, and designs and tender documents were developed for an additional four centres. Due to funding constraints, as of 31 December 2015, some 53,000 families had not received assistance to undertake repairs, amounting to over 60 per cent of the total repair cost for all damaged shelters.

All registered Palestine refugees whose homes have been assessed as affected by the hostilities in July and August 2014 are eligible to receive TSCA until they are able to repair or reconstruct their shelters. TSCA payments were set in coordination with the Shelter Cluster in Gaza, based on costs in the local market, with payments tailored to family size and paid on a quarterly basis. Focus groups with refugee families receiving TSCA found that over 90 per cent confirmed using TSCA payments wholly for rent, with all participants stating that they would struggle to cope without the TSCA payment. Ninety-seven per cent of respondents were living beneath the poverty line, and 69 per cent were unemployed or had no source of sustainable income. Eighty-eight per cent of participants reported living in rented accommodation, with the remainder living with host families or in their damaged homes.⁶¹

Refugee families whose homes were rendered uninhabitable during the hostilities in July and August 2014 were also eligible for a US\$ 500 cash grant to replace basic household goods, such as kitchen equipment, blankets and mattresses. Due to funding constraints, UNRWA was only able to provide this subsidy to 75 per cent of the eligible refugee families.



Palestine refugees receiving food assistance, northern Gaza, December 2015. © 2015 UNRWA Photo by Khalil Adwan

6. unrwa human development goal four: human rights enjoyed to the fullest extent possible

6.1. MTS Strategic Objectives 12-13

- **SO12: Ensure service delivery meets the protection needs of beneficiaries, including vulnerable groups**
- **SO13: Safeguard and advance the rights of Palestine refugees by promoting respect for human rights and international refugee law**

UNRWA aims to ensure that Palestine refugees enjoy human rights to the fullest extent possible internally by providing protection in and through its service delivery and, externally, by promoting greater respect for international law, including international humanitarian and human rights law. Palestine refugees continued to experience significant protection threats and violations of international law across all fields of UNRWA operations in 2015. The violence in Syria continued to drive large-scale population displacements and present Palestine refugees with significant protection threats. In Jordan and Lebanon, given entry restrictions, PRS faced few flight options, and for those that sought refuge in neighbouring countries, they faced the constant threat of detention or forcible return, as well as restrictions to movement and barriers to employment, health and education services not already provided by UNRWA. In the oPt, the context of occupation continues to severely deteriorate the social fabric and lives of Palestinians. In particular, an upsurge in violence in the West Bank, including East Jerusalem, since October 2015 made the deadliest year since 2006 for Palestine refugees in the West Bank including East Jerusalem.

In 2015, significant progress was achieved with regard to the further development of an UNRWA policy framework on protection and strengthening understanding on protection issues across the Agency and among refugees.

This included the development of an Agency-wide Child Protection Framework, which was finalized during the year. UNRWA also conducted a mapping of case management activities and is developing a system to safely and effectively address individual protection cases, including guidelines, an information management system and trainings. Further progress was also made in integrating a disability dimension in the Agency's programmes. This included the development of guidance on improving the accessibility of UNRWA facilities for persons with disabilities, recommendations on effective targeting, the inclusion of persons with disabilities (PwD) in relief programmes, and guidelines on disability inclusion, which will be finalized in 2016 and rolled out to the field offices. The expansion of protection activities in UNRWA during 2015 led to dedicated protection units/teams working on protection in all five UNRWA fields of operation for the first time in the Agency's history.

In 2015, UNRWA identified over 5,006 protection cases across the five fields of UNRWA operations that included general protection, GBV and 1,046 CP cases that UNRWA responded to throughout the year.⁶² In addition, 4,866 UNRWA staff across all fields of Agency operations received protection training, while 12,058 Palestine refugees received legal advice and guidance. UNRWA continued to engage with the international human rights system, providing inputs to a range of UN human rights mechanisms, including human rights treaty bodies, the UN Human Rights Council's Universal Periodic Review working group, and UN human rights mandate holders. In 2015, the Agency made seven submissions to UN human rights mechanisms and provided information for a range of Secretary-General reports.

6.1.1. MTS Strategic Objective 12: Ensure service delivery meets the protection needs of beneficiaries, including vulnerable groups

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Degree of alignment of programmes with UNRWA protection standards	WBFO	40%	44%	Not assessed	54%
	SFO	Not assessed	Not assessed	35%	54%
	GFO	Not assessed	49%	Not assessed	54%
	LFO	44.4%	50%	Not assessed	54%
	JFO	53.3%	51%	Not assessed	54%
	UNRWA	45.9%	48.5%	35%	
		Excl. SFO and GFO	Excl. SFO	Only SFO	
Source: Protection Division					
Frequency: Annual					

Protection audits, used to measure the degree of alignment of Agency programmes with UNRWA protection standards were conducted for all field offices (except Syria) in 2014, revealing an overall alignment rate of 49 per cent. In 2015, protection audits were not convened given the need to review protection standards and the audit methodology. This said, UNRWA conducted its first-ever protection audit in Syria in 2015 and found 35 per cent programme alignment with protection standards. This is below the Agency-wide baseline given: (i)

considerable protection-related constraints in Syria and (ii) the recent (2015) establishment of an UNRWA protection team in Syria. In place of full protection audits, protection audit reviews were conducted in the West Bank, Gaza, Jordan and Lebanon to measure the rate of implementation of the recommendations from the 2014 protection audits. These reviews found that overall, 74 per cent of the recommendations were either partially or fully implemented.

6.1.2. MTS Strategic Objective 13: Safeguard and advance the rights of Palestine refugees by promoting respect for human rights, international humanitarian law and international refugee law

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities	WBFO	67%	67%	25%	40%
	SFO	-	-	38.5%	40%
	GFO	N/A	N/A	N/A	40%
	LFO	67%	43%	44%	40%
	JFO	28%	44%	No data	40%
	UNRWA		54.0%	41%	36%
Source: Protection Division					
Frequency: Quarterly					

In 2015, UNRWA advocacy interventions with the relevant authorities elicited an Agency-wide positive response in 36 per cent of instances, which is less than the 2015 target of 40 per cent. The results from 2015 represent a decrease compared to the 2014 results of 41 per cent. In support of these results, 574 advocacy interventions were organized across all fields of UNRWA operations and 40 formal letters were submitted to duty bearers in order to raise concerns regarding specific protection issues. This outcome should be viewed in the context of worsening protection situations in many fields of operation, with the ongoing blockade in Gaza, the conflict in Syria, refugee flows and border restrictions in Jordan and Lebanon, increased violence in the West Bank, and increased vulnerability of PRS in neighbouring countries. The engagement in protection and advocacy varies significantly across the five fields of UNRWA operation. In the West Bank, the percentage of cases raised to the responsible authorities decreased from 66 per cent in 2014 to 49 per cent in 2015 due to a lack of transmissible data and the unresponsiveness of Israeli interlocutors around the protection issues raised by UNRWA.

6.1.3. Issue in Focus: Gender Mainstreaming

In 2007, UNRWA adopted a Gender Equality Policy followed by a 2008 Gender Mainstreaming Strategy. Towards strategy operationalization, UNRWA: (i) established a gender taskforce

with 70 gender focal points representing all programmes across the five fields of Agency operation; (ii) develops and utilizes, for each field of Agency operation, gender action plans (GAPs) to identify priorities; and (iii) monitors progress towards the achievement of results against key indicators within set timeframes.

In 2014, UNRWA commissioned an evaluation of the Gender Mainstreaming Strategy and a gender analysis that fed the development of: (i) the MTS 2016-2021; (ii) Gender Equality Strategy 2016-2021; and (iii) GAPs for 2015.

In terms of gender mainstreaming progress, UNRWA has implemented the main drivers for change as defined in the UN System-Wide Action Plan on Gender Equality and the Empowerment of Women (UNSWAP) and scores above the average achieved by the UN system as a whole against key UNSWAP indicators. As elsewhere in the UN system, improvement is still needed for women to access senior positions and for the establishment of a gender marker.

In terms of priorities to reduce identified gender gaps, addressing GBV continues to be the main priority implemented across all fields of UNRWA operation. Gaps in human and financial resources continue to constitute the main challenge for Gender Mainstreaming Strategy implementation and the reduction of gender gaps that undermine the quality of services.

6.2. MTS Strategic Objectives 14-15

- **SO14: Strengthen refugee capacity to formulate and implement sustainable social services in their communities**
- **SO15: Ensure Palestine refugee registration and eligibility for UNRWA services are carried out in accordance with relevant international standards**

The Agency's partnership framework, coupled with the initiation of protection standards, has allowed the relief and social services (RSS) programme to re-evaluate its relationship with CBOs and other organizations that provide social services. A review of community-based rehabilitation centres (CBRCs) in Jordan, a stock take of current CBO agreements across all fields of operation and efforts to accredit CBOs under host by-laws are all part of the transition from an ad hoc to a more structured approach towards CBO engagement. Further, socioeconomic profiles prepared for Lebanon, Jordan and the West Bank included social marginalization factors such

as disability and exposure to GBV as correlates of poverty, thus providing evidence for the social service support necessary to further mitigate poverty. Barriers to discussing CBOs as independent entities from UNRWA remain tenuous, particularly in Jordan where the government has no by-laws in this regard and in Syria where the humanitarian crisis has hindered the ability to dialogue with the government.

In terms of registration, international standards were upheld across all UNRWA areas of operation through a strict screening procedure, which ensured that new inscriptions adhered to eligibility requirements with 100 per cent compliance. In 10 per cent of cases, the request was rejected due to a lack of appropriate documentation or the need for further clarification. New registration requests were evaluated at the headquarters and field level, providing a comprehensive review of each case. Where the required documentation was either not available or inadequate, inscription cases were either returned to the fields to address deficiencies or rejected for not meeting Agency eligibility criteria.

6.2.1. MTS Strategic Objective 14: Strengthen refugee capacity to formulate and implement sustainable social services in their communities

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Number of partnerships established with CBOs	WBFO	New	In 2014, a consultant was hired to develop a strategy for regularizing the relationship between UNRWA and partner CBOs. During the evaluation period, this indicator was not reported on.	14	27
	SFO	New		N/A	N/A
	GFO	New		14	18
	LFO	New		8	6
	JFO	New		0	8
	UNRWA	New			36.00 Excl. SFO
Source: Relief and Social Services Programme					
Frequency: Annual					

By implementing CBO partnerships, UNRWA has been able to enhance social service delivery through: (a) the provision of specialized care to vulnerable and marginalized groups such as youth, survivors of GBV and those in need of MHPSS; (b) operational assistance that facilitates the Agency's reach; and (c) poverty mitigation initiatives that promote income generation. During 2015, efforts continued to establish CBO partnerships with promising results in Lebanon, the West Bank and Gaza, where a combined 36 partnerships were established to implement projects that serve the poor and vulnerable, empower women, and ultimately, make a positive impact on refugee lives. In addition, 41 memorandums of understanding (MoUs) were signed with CBOs in Lebanon and the West Bank governing the use of buildings and equipment where CBOs operate from UNRWA premises.

In 2014, an evaluation found that CBO services have largely not been harmonized with other programmes and are not consistently used to combat poverty by strengthening social inclusion. To address this, in 2015, UNRWA moved to advance

and consolidate processes, initiated in 2014, to formalize and strengthen partnership agreements with CBOs and prepare the groundwork for the broadening of its partnership base. As part of this process, an overarching framework was developed during the reporting period to guide, standardize and support Agency partnership building efforts across all fields of UNRWA operations. This new approach replaces ad hoc procedures and informal MoUs that negatively impacted programme implementation efficiencies. Such internal restructuring (changing the definition of what constitutes a partnership) accounts for UNRWA not meeting the indicator target for 2015. Regularizing the CBO relationship and its facility-based approach, as well as developing quality standards for the monitoring of CBOs, will continue to be an Agency priority, particularly in light of the new framework, with the overall aim being to increasingly treat CBOs not as beneficiaries themselves, but as a means for UNRWA to achieve its five overall Strategic Outcomes in the MTS 2016-2021.

6.2.2. MTS Strategic Objective 15: Ensure Palestine refugee registration and eligibility for UNRWA services are carried out in accordance with relevant international standards

Indicator	Location	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Percentage of new inscriptions meeting UNRWA standards	WBFO	100.00	92.00	82.35	100.00
	SFO	N/A	69.00	83.33	100.00
	GFO	100.00	100.00	100.00	100.00
	LFO	50.00	100.00	100.00	100.00
	JFO	100.00	100.00	95.23	100.00
	UNRWA	90.00 Excl. SFO	90.00	91.67	100.00
Source: Relief and Registration Information System (RRIS)					
Frequency: Annual					

New inscriptions that met UNRWA standards reached 91.67 per cent for persons and the descendants of persons whose normal place of residence was Palestine during the period from 1 June 1946 to 15 May 1948 and who lost both home and the means of livelihood as a result of the 1948 conflict. In 2015, only 5 per cent of submitted inscription cases were either returned or rejected, reflecting strong adherence to inscription policies. Positive results against this indicator also reflect field office efforts to screen new inscription applications prior to sending them to Headquarters with a recommendation for approval. During the reporting period, all new inscription applications were reviewed by four different staff members in their respective field prior to being introduced to two additional levels of evaluation within Headquarters that included the Director of RSS. In 2015, 55 new inscriptions⁶³ were received,

reviewed and approved, while only five individuals across three cases were returned due to incomplete information. Approved new inscriptions were distributed across Gaza (14), Jordan (20), Lebanon (2), Syria (5) and the West Bank (14). Of the 60 inscriptions received, the gender breakdown was 66.6 per cent male and 33.3 per cent female. A relatively low number of new inscriptions originated from those living in camps (17 per cent). Programmatic challenges in this area included continued difficulties among applicants in obtaining sufficient documentary evidence to prove that they satisfied the Agency's Palestine refugee criteria. UNRWA continues to assess verification measures to ensure that any persons eligible under its mandate are able to access the appropriate services.

6.3. Syria Regional Crisis Response

- **Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability**

More than ever, Palestine refugees in and from Syria face a profound protection crisis as the conflict continues to drive population displacement, particularly externally. Within Syria, some Palestine refugee families are extremely vulnerable to a range of threats, while the protection needs of many PRS in Lebanon and Jordan are exacerbated through the denial of legal status, forcing them to live in constant fear of arrest and forced return to Syria. The implications of their precarious legal status is evident in the areas of birth registration; employment opportunities; and health, education and other services, the denial of which cause untold misery. Within this context, throughout 2015, the provision of UNRWA services

in Syria, Jordan and Lebanon were expanded to respond to the specific protection needs of Palestine refugees. Protection responses included ensured access to services according to Agency protection standards and individual interventions to address specific protection issues. UNRWA also sought to enhance the protection capacity of 3,874 UNRWA staff, results that exceeded targets.

In Syria and Lebanon, protection assistance was extended to 95 per cent of protection cases identified; however, in Jordan, planned results regarding the assistance of individuals at risk were underachieved by a considerable margin. A number of reasons accounted for this including the restricted protection environment, and the confidential and non-transmissible nature of many protection interventions. Legal advisory/ counselling services were also provided to 5,990 individuals in Syria and Lebanon, exceeding targets, mainly due to the increasing needs arising from the uncertainty of the legal status of PRS in neighbouring countries.

6.3.1. Syria

Syria Regional crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Enhanced protection of Palestine refugees	Percentage of protection cases tracked that are responded to	97%	100%
Improved protection against violence, abuse, coercion and neglect	Number of individuals provided with legal advice	359	200
	Percentage of survivors of sexual- and gender-based violence (SGBV) who are supported by UNRWA (through specialized services or referrals)	56%	100%
	Number of CP cases that are responded to with targeted services	587	-
	Number of incidents of alleged human rights violations documented by UNRWA	-	-
	Number of staff receiving training in protection in emergencies and psychosocial support	2,597	500
Palestine refugees are accurately recorded on the UNRWA database	Number of records updated in the Refugee Registration Information System emergency system (RRIS)	91,203	25,000

Plans to initiate a robust protection incident tracking and case management system are currently being developed by UNRWA. This new system will allow for more effective and efficient responses to protection cases; data collection; and analysis of indicators, baselines and targets.

Of 2,085 protection cases in 2015, 56 per cent; (1,176 cases) related to SGBV. Of the 587 CP cases, 68 per cent were boys and 32 per cent were girls. Cases included SGBV and children injured by conflict-related and non SGBV-related violence by peers, teachers or parents. Specialized services provided to survivors of SGBV included PSS services, health care and the provision of legal guidance. The provision of legal advice target was exceeded in dramatic fashion, reflecting both need and an increased Agency capacity to respond through the 2015 establishment of Family Support Offices in Homs and Dera'a, in addition to the office operating in Damascus.

Results under CP indicators could not be recorded in Q1 2015 due to the absence of a dedicated CP issues focal point. As such, UNRWA had limited capacity to detect, assess and refer CP cases, except those related to GBV. From Q2, an Area Support

Officer team made significant strides in improving CP data collection, particularly in the areas of result disaggregation by sex and age and the tracking of cases beyond CP and GBV. Incidents of alleged human rights violations remained difficult to track. In Syria, violations of refugee rights, including under international human rights law (IHRL) and IHL violations are rarely reported by survivors themselves due to the fear of reprisal, access or security issues. Reporting on the few known cases would be incomplete/inaccurate.

In 2015, UNRWA also worked towards improving the protection capacity of both staff and beneficiaries. A total of 2,597 trainees attended the following 16 protection-related courses: (i) six GBV classes were held for 192 males and 374 females; (ii) two protection courses were attended by 59 males and 68 females; (iii) two early marriage courses were convened for 5 male and 40 female participants; (iv) four human rights and child rights classes were attended by 560 male and 1,190 female participants; and (v) two PSS classes were held for 41 males and 68 females.

UNRWA school in Khan Dunoun. © 2016 UNRWA Photo by Taghrid Mohammad



6.3.2. Lebanon

Syria Regional crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	93%	100%
Improved protection against refoulement, SGBV, violence ⁶⁴	Number of individuals provided with legal advice	4,905 PRS, 726 PRL (2,140 female, 3,491 male)	1,660
	Number of GBV survivors detected accessing services	44 PRS, 69 PRL (94 female, 19 male)	60
	Number of CP cases responded to with targeted services	PRS 31, PRL 41 (32 female, 40 male)	60
	Number of UNRWA staff receiving training in protection in emergencies and PSS	811	350
PRS are accurately recorded on the UNRWA database	Number of records updated in the RRIIS	40,807	45,000

During 2015, 444 protection cases were identified by or referred to UNRWA. Individuals received a thorough follow-up and response from the Protection Unit, taking into account specific needs and following a client-centred approach. While the Agency was, in the majority of instances, able to respond through its own services or through referrals to specialized services, some cases presented particularly complex and multilayered protection risks. These challenges were compounded by gaps in specialized protection services in

Lebanon, such as protective shelters; services for lesbian, gay, bisexual, transgender and intersex (LGBTI); the elderly; and PwDs. UNRWA addressed these challenges through ongoing coordination and advocacy with protection partners and other stakeholders, including the Lebanese authorities and the donor community.

5,631 Palestine refugees, including 4,905 PRS and 2,140 women, accessed legal support through the UNRWA legal aid

programme compared to the 1,660 targeted. This is due to the high level of uncertainty about legal stay and entry regulations imposed by the Lebanese authorities that continued during 2015, as well as the evolution of the Syrian crisis and the potential of moving to Europe.

GBV survivors were provided with counselling and PSS by trained caseworkers that also managed referrals to specialized services offered by external partners to ensure a comprehensive protection response. In order to further raise awareness of available services and address the widespread underreporting of GBV, UNRWA reached out to more than 300 women and adolescent girls, including over 100 PRS, with GBV sensitization and information sessions.

Of the 72 CP cases identified in 2015, 43 per cent were PRS, many of whom were subject to abuse, neglect and exploitation. To address these cases, UNRWA worked with local CP actors and the national CP system to strengthen effective responses in Palestine refugee camps, including through referrals to CP case management, MHPSS specialised protection services, and medical and education services.

During the reporting period, UNRWA involved over 800 staff in training activities to further develop an understanding of protection principles and human rights concepts, as well as GBV and CP in an effort to ensure that service delivery better meets the protection needs of PRL.



© 2013 UNRWA Photo by Mahmoud Kheir

6.3.3. Jordan

Syria Regional crisis, Emergency Appeal 2015 - Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	44%	65%
Improved protection against refoulement, SGBV, violence	Number of GBV survivors detected accessing services	13	50
	Number of CP cases responded to with targeted services	34	80
	Number of protection incidents of alleged HR violations documented by UNRWA	14	200
	Number of staff receiving training in protection SGBV, prevention of sexual exploitation and abuse (PSEA), CP, psychosocial assistance, and other relevant topics	467	100
PRS are accurately recorded on the UNRWA database	Number of records updated in the RRIS	558	200

UNRWA identified and responded to a total of 315 protection cases that affected the lives of 836 PRS in Jordan. The majority of these cases (201 or 64 per cent) concerned protection issues mainly related to civil documentation, registration and legal status issues. In addition, 35 GBV and 46 CP cases, including child labour, were identified. In total, 44 per cent of the total number of protection cases were responded to through internal and external referrals. No further action was taken with regard to the remaining 56 per cent, either because the individuals/families declined to provide consent or because no avenues for action or interventions could be taken to address the protection concern. The attainment of GBV targets was further affected by the place of residence, sociocultural issues and limited awareness about GBV among PRS.

Over the course of 2015, UNRWA in Jordan recorded 14⁶⁵ incidents, in which a total of 75 individuals (24 PRS men, nine PRS women, six Syrian women married to PRS men, and 36 minors – 20 boys and 16 girls) were forcibly returned to Syria. UNRWA regularly followed up with the authorities on these incidents and worked with other international organizations and partners to try and prevent deportations from occurring. In light of the challenging protection environment in Jordan, promoting the respect and fulfilment of PRS rights provided for under international law remains extremely sensitive/difficult. UNRWA has also gathered preliminary data on 61 cases of PRS children that have not been issued birth certificates and

33 cases of PRS reporting incidents of denationalization. These cases are not included in the reporting table because further analysis is required to ascertain whether human rights violations occurred.

A number of SGBV and general protection awareness-raising and training sessions were provided to 467 UNRWA staff throughout the course of 2015. Of these, 408 front-line staff were trained with funds outside of the EA. Activity Info, a pilot protection information management system, was launched and 46 staff received training. This system allows for greater efficiency and enhances accuracy and consistency in the data collection, tracking and monitoring of protection incidents. In addition, 13 staff were trained on denationalization. GBV and PSS training targets were not included in the annual target during the planning phase, hence a significant positive difference in achievement is evident. Notwithstanding the funding source, PRS concerns were covered in all of the technical sessions.

As to the number of records updated in the RRIS emergency system, 558 new arrivals were registered with UNRWA in 2015. This result exceeded the indicator target by a considerable margin due to a clerical omission that misstated the target in the EA. During the reporting period, 216 PRS family records were deactivated due primarily to the return of PRS to Syria or their migration to a third country.



Palestine refugee children.
© 2015 UNRWA Photo by Ahmad al-Ameen

6.4. oPt Emergency Response

oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld.

- **Specific Objective: The resilience and mental health of vulnerable refugees, households and communities is promoted**
- **Specific Objective: Palestine refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted and the humanitarian consequences of abuses are mitigated.**

Supporting the psychosocial well-being of populations exposed to violence, abuse and poverty is fundamental to an effective protection response. In Gaza, where persistent insecurity, occasional outbreaks of violence and restrictions to the movement of goods and persons has resulted in deepening poverty and growing distress among the resident population, UNRWA has focused on: (i) the provision of psychosocial and mental health interventions to alleviate symptoms of anxiety, depression and/or grief caused by socioeconomic and protection concerns (vulnerability due to unemployment, loss of property, insecurity, forced displacement, etc.) and (ii) directly addressing protection cases of abuse, harassment and violence. In spite of financial limitations that narrowed the scope of these interventions, psychosocial counsellors

were appointed in over 200 schools to work with those in need. Moreover, teams of psychosocial and legal experts were appointed in each of the Agency's 22 HCs in Gaza to provide assistance that included professional and specialized counselling for GBV survivors. Although UNRWA legal advisors were not authorized to provide legal representation for survivors and others in need, advice and referrals to legal aid partners were provided to those in need. In an effort to mobilize awareness on the importance of mental health and psychosocial well-being, awareness sessions were delivered in schools to parents, care-givers and other community members involved in children's well-being. In parallel, UNRWA continued to build awareness and capacities of staff to manage crises including injuries, and improve personal safety. To this end, the Agency facilitated Explosive Remnants of War (ERW) capacity development and awareness for teachers and school-children throughout the year.

UNRWA has continued to build the resilience capacity of local communities and staff to enhance individual and communal abilities to cope with crisis situations. Under this, small-scale protection projects supported at-risk communities in the West Bank, while community members were trained on practices related to crisis prevention and response. Limited success was met in engaging the responsible authorities on alleged violations of refugee rights provided for under international law, including under IHRL and IHL, as a number of cases were non-transmissible due to victim or witness safety/security concerns.

6.4.1. Gaza

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks.

- **Specific Objective: ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff, reducing the number of related incidents, deaths and injuries among children and staff**

oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld

- **Specific Objective: The resilience and mental health of vulnerable refugees, households and communities is promoted**

Output	Indicator	Actual	Target (2015)
School children in Gaza have increased protective knowledge regarding ERWs.	Percentage of targeted children and UNRWA staff demonstrating improved knowledge regarding ERW risk education	80%	80%
	Percentage of students and UNRWA staff who receive ERW risk education	97.46%	100%
	Number of directly and indirectly trained UNRWA staff	9,648	13,000
Resilience, coping capacities, mental health and psychosocial well-being is increased in targeted vulnerable communities.	Percentage of cases showing improved functionality out of the total number of cases for individual counselling	71.93%	60%
	Number of active cases seen through individual counselling (average open cases at the end of the month)	1,188	1,330
	Number of new cases seen through individual counselling	13,581	11,330
	Number of group counselling session	9,463	9,888
Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza.	Number of public awareness sessions in schools, HCs and other facilities	29,402	17,312
	Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population	100%	-
	Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	37	-

Refugees' rights to access UNRWA services protected.	Percentage of cases where a breach in service access rights is resolved	100%	100%
	Number of claims of breaches in access rights brought to the attention of the OSO team by refugees that are attended by the team	6	-
The physical and mental health of children, both girls and boys, is enhanced.	Percentage of children indicating a positive effect in their well-being from participating in the Summer Fun Weeks (SFW)	NC ⁶⁶	85%
	Number of children participating in the SFW (gender disaggregated).	123,338	130,000

To reduce and minimize the risk of injury and death to Palestine refugees and UNRWA staff from ERW, UNRWA undertook ERW Risk Education (ERWRE) in 2015. To this end, an ERWRE Training of Trainers was rolled out for 941 teachers from all 257 UNRWA schools in Gaza. In turn, teachers passed this knowledge to over 250,000 school children. This effort was complemented through ERW awareness development for front-line UNRWA staff and a communication campaign that placed over 6,000 ERW awareness posters inside UNRWA schools across Gaza.

Decades of instability, poverty and vulnerability resulting from repeated outbreaks of hostilities and the ongoing blockade on land, air and sea mean that MHPSS continues to remain a priority need among Palestine refugees in Gaza. Despite funding constraints, UNRWA placed counsellors in 207 schools and in each of its 21 HCs. In addition, five UNRWA legal counsellors primarily focused on the provision of legal advice to GBV survivors.

During the reporting period, the UNRWA Community Mental Health Programme provided individual counselling to 13,581 at-risk children (43.8 per cent girls) attending UNRWA schools. This is in addition to supporting 173,223 students (48.5 per cent girls) participating in resiliency-enhancing activities to strengthen their coping and life skills. School counsellors also conducted 6,004 public awareness sessions to support parents, care-givers and other community members that play an important role in raising and educating children. A total of 115,906 individuals (71.9 per cent female) attended these sessions. Through its HCs, UNRWA provided individual counselling for 4,212 new clients (76.6 per cent female), with an additional 1,348 individuals (94.8 per cent female) attending group sessions. Some 922 individuals (91.8 per cent female) received individual support from legal counsellors and 4,762 participated in legal awareness groups.

In the fourth quarter, UNRWA developed an interim protection case coordination and referral system, to be launched in 2016, that will provide immediate guidance to front-line staff responding to protection cases. This system, focused on the most serious protection violations, is expected to remain

in place until a collaboratively developed system can be instituted in accordance with the Agency-wide CP Framework. The current protection case tracking system allowed the OSO team to follow up on 111 protection cases, including 53 cases that involved CP concerns. During the second half of 2015, UNRWA supported two technical working groups led by the Norwegian Refugee Council (NRC) on case referral and case management that targeted CP and GBV responses. The OSO team also contributed to the compilation of standard operating procedures (SOPs) for both groups and sought to harmonize its own processes with NRC SOPs.

In total, 1,343 cases (1,241 female and 102 male) of GBV, including 100 cases related to CP, were detected during the reporting period. GBV survivors received counselling and legal advice through centres located in each of the 21 UNRWA HCs in Gaza. Besides PHC, specialized staff in all first-stop centres offered PSS services and counselling to GBV survivors either by explaining existing legal procedures or referrals to legal aid partners.

The OSO team organizes visits by delegations to ensure first-hand understanding of the situation on the ground, including violations of the rights of Palestine refugees and related obligations provided for under international law. In 2015, OSOs organized and accompanied 37 foreign delegation (ministers, diplomats and others) visits.

To mitigate the impact of conflict and poverty on Palestine refugee children's physical and mental health, and on their learning and development, UNRWA held SFW for 123,338 children (59,634 boys and 63,704 girls) where they were able to take part in structured activities including sports, crafts and theatre in safe, supervised spaces that furthered coping strategies and allowed children to share experiences, build friendships and develop support networks. Implementing SFW activities provided short-term employment opportunities for 2,371 Palestine refugees living beneath the poverty line, particularly for young people, through the UNRWA CFW programme.

A group of students joined in awareness sessions regarding ERW during UNRWA Summer Fun Weeks. © 2015 UNRWA Photo by Khalil Adwan



Counsellors encourage students in UNRWA schools to explore their thoughts and feelings. UNRWA maintains a network of 250 psychosocial counsellors working in Agency schools and HCs. © 2016 UNRWA Photo by Tamer Hamam

6.4.2. West Bank			
oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld			
<ul style="list-style-type: none"> • Specific Objective: The resilience and mental health of vulnerable refugees, households and communities is promoted. • Specific Objective: Palestine refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted, and the humanitarian consequences of abuses are mitigated. 			
Output	Indicator	Actual	Target (2015)
Increased resilience, coping capacities, mental health and psychosocial well-being in targeted vulnerable communities.	Number of group psychosocial activities/sessions	713	416
	Number of individual, group or family counselling sessions	964	600
	Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	10,500	10,528
	Number of community members trained in prevention and response to crises and psychosocial emergencies	333	400
Enhanced systematic follow-up with authorities responsible for IHL violations.	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities	41.07%	20%
	Percentage of documented incidents/issues presented to the relevant authorities	40.32%	80%
Delegations are better equipped/ informed to advocate on the protracted crisis affecting the refugee population in West Bank.	Percentage of stakeholder awareness-raising initiatives (briefing, field trip etc.) that are followed by concrete measures taken by the stakeholders	27.96%	20%
	Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	93	-
The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed.	Percentage of refugee families suffering from violence and/or damage to their private property who receive emergency cash assistance according to the Crisis Intervention Model ⁶⁷	100%	100%
	Percentage of refugee families suffering from violence and/or damages to their private property who received emergency assistance according to the Crisis Intervention Model ⁶⁸	79.77%	50%
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Number of at-risk communities supported through community-driven protection projects	17	19

Through its Community Mental Health Programme, UNRWA provides MHPSS for 55 Bedouin communities where the majority of the population consists of refugees identified as among the most vulnerable populations in the West Bank. These target communities face multiple protection threats, including the risk of forced displacement due to demolition, settler violence and the loss of traditional lifestyles as a result of Israeli planning and zoning policies that facilitate settlement construction and expansion. In 2015, the Community Mental Health Programme exceeded targets by conducting a total of 713 group psychosocial activities and 964 counselling sessions for individuals, families, or groups. Approximately 57 per cent of individuals (6,144) attending psychosocial activities were female and 61 per cent (6,644) were children under 12 years old. Sixty-eight per cent (1,109) of individuals attending counselling sessions were female and 21 per cent (342) were children under 12. In addition to the provision of psychosocial activities and counselling sessions, the programme trained a total of 333 community members on practices related to crisis prevention and response and psychosocial emergencies. The number of trainees fell below the intended target of 400 due to financial shortfalls.

The UNRWA protection programme uses monitoring data and field knowledge to inform private and public advocacy initiatives. UNRWA intervenes with the authorities responsible

for alleged violations of obligations under international law relating to the rights and protection of Palestine refugees to advocate for accountability and corrective measures. In direct response to forced displacement due to home demolitions and damage to private property during law enforcement and military operations or by Israeli settlers, UNRWA provides emergency support to affected refugee families through the Crisis Intervention Model.⁶⁹ UNRWA also supports vulnerable communities through small-scale community-driven protection projects that address protection threats. In 2015, the protection programme conducted a total of 93 stakeholder awareness-raising activities. Briefings to the diplomatic community are part of the UNRWA protection strategy to mobilize international stakeholders on protection issues affecting Palestine refugees. It is estimated that 28 per cent of awareness-raising activities were followed by concrete measures taken by stakeholders who use the information provided by UNRWA in their dialogue with the Israeli authorities. In addition, 40 per cent (50) of documented protection issues/incidents were presented to relevant authorities. In many instances, victims or witnesses of protection incidents request to keep their information confidential for safety/security reasons. This makes their cases non-transmissible and explains underperformance with regard to this target. It is estimated that 41 per cent (23) of the

Agency's protection interventions presented to the authorities prompted a positive response. The Crisis Intervention Unit was able to extend direct cash assistance to 100 per cent (75) of families suffering displacement due to demolitions and 80 per cent (820) of families suffering from violence and/or damages to their private property due to operations by the ISF in the West Bank, including East Jerusalem. Finally, 17 community-driven projects were implemented in 2015 with the aim of addressing protection threats and enhancing community resilience.

The Agency's ability to provide assistance to refugee households in the West Bank was affected by a shortage of funds and the escalation of violence starting on 1 October 2015 and the subsequent effect it had on the rise of punitive demolitions and property damage during military operations. UNRWA is looking for new sources of funding to cover financial gaps related to food security interventions and the Crisis Intervention Model.

7. unrwa process monitoring and organizational development

7.1. Organizational Development

- **Well-managed stakeholder relationships that ensure adequate funding, and effective representation and communication**
- **Develop and sustain UNRWA, enabling it to carry out its mandate**
- **GBV strategy**
- **HRCRT education**
- **Emergency appeals**

In 2015, UNRWA continued to forward strategies and processes that foster positive institutional change, refine standards of action and strengthen capacities to deliver assistance in the most effective and efficient way possible. To this end, the Agency:

- Improved coordination and coherency of action facilitated through the development of the MTS that provides overall strategic direction to UNRWA operations during the period, 2016-2021. This strategy has been translated into strategic plans (SPs) for each field office that will operate during the same six-year time period and Annual Operational Plans (AOPs) that focus on specific initiatives, activities and priorities to be undertaken by each UNRWA field office in 2016;
- Grounded humanitarian action on a principled, coordinated and efficient approach to maximize impact. In this regard, the Agency continued to embed gender equality in its core programming and further mainstreamed its GBV response across all areas of

operation. GBV referral systems were expanded in all fields, and awareness-raising sessions were delivered to partners and UNRWA staff and local communities. In addition, the Agency's organizational capacities were strengthened through the creation of a dedicated Gender Section, better suited to provide policy and programmatic guidance across all fields and to consolidate processes initiated in previous years. These include the Gender Mainstreaming Strategy, which was formally adopted in 2008 and is currently being redesigned for the period 2016-2021, as well as the GBV multisectoral framework adopted in 2009;

- As part of the Education Reform and efforts to create an inclusive and effective learning environment, the Agency continued to embed human rights principles and promote a culture of respect and tolerance as a key strand of its overall approach. Furthermore, the UNRWA Agency-wide EiE approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth continued to build on the existing education system while introducing innovations in order to sustain the delivery of quality education, keeping children at the heart of what the Agency does. The approach ensures that the most vulnerable children and youth are not left behind as they are given the type of support they need to continue their education, even during times of emergencies. As UNRWA moves into the MTS 2016-2021, it will hold itself accountable against, the provision of quality, equitable and inclusive education, as reflected in the MTS Common Monitoring Matrix; and
- Continued efforts to diversify and broaden its donor base.

7.1.1. Organizational Development: Well-managed stakeholder relationships that ensure adequate funding and effective representation and communication

Indicator	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Overall contributions to the Programme Budget (formerly referred to as the General Fund) from diversified sources	14.72%	13.70%	17.28%	16.00%
	Source: External Relations and Communications Department			
	Frequency: Annual			

Please refer to section 8.1.1. below, 'RMS Goal: Diversified donor base contributing increasingly to resource needs'

7.1.2. Organizational Development: Develop and Sustain UNRWA, enabling it to carry out its mandate

Indicator	2014 Targets	2015 Targets
Organizational milestones are achieved for Agency-wide initiatives in 2014	Evaluation plan established (Q1)	-
	Establishment of the 2014-2015 HRR (Q1)	Updated planning framework established for next MTS cycle (Q2)
	ERP launch or 'go live' (Q3)	Strategic Responses to MTS developed and shared (Q3)
	MTS 2016-2021 presented to AdCom (Q4)	A new Resource Mobilization Strategy is developed and shared for the next MTS period (Q4)
	Source: Multiple departments reporting with analysis coordination by DP	
Frequency: Annual		

As the result of a two-year consultative process, the final draft of the UNRWA MTS 2016-2021 was completed by the end of the second quarter of the year. To operationalize the strategy, the Agency developed SPs for each field of operation that cover the same six-year period and respond to the direction established through the MTS, detailing how the strategy will be tailored and implemented in each field. Also at the field level, UNRWA has AOPs that take the planning process one step further by focusing on the specific initiatives/activities/priorities that will be undertaken by each UNRWA field office during the calendar year. AOPs were designed to ensure alignment between the Agency's day-to-day work and the strategic priorities elaborated in the MTS and field level SPs.

With regard to the development of the Resource Mobilization Strategy (RMS) 2016-2018, please refer to section 8.1 of the current report.

Indicators of efficiency were introduced in Health and Education Reform reports as a result of the Health and Education Efficiency Study, finalized in April 2013. The study forecasted Health Reform impact from the perspective of efficiency measures, such as per capita cost, in addition to the effectiveness indicators already monitored by UNRWA. As described under the separate health and education reform sections of the current report, UNRWA successfully implemented and continues to implement programmatic change aimed at improving quality and cost efficiency in health and education.

7.1.3. Organizational Development: Agency-wide active strategy on gender-based violence in all UNRWA fields of operation

Indicator	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Referral systems to detect survivors of GBV in all UNRWA fields	5 functional referral systems in all UNRWA fields	Maintained 5 functional referral systems in all UNRWA fields	Maintained 5 functional referral systems in all UNRWA fields	Maintain 5 functional referral systems in all UNRWA fields
	Source: Gender Section			
	Frequency: Annual			

The approach adopted by UNRWA to counter GBV was significantly strengthened in 2015 as reflected in targets being achieved and the further consolidation and expansion of referral systems across all fields of Agency operations. During the reporting period, a total of 3,411 GBV survivors were identified, representing a 34 per cent increase compared to 2014. Subsequently, services including psychosocial counselling, health care, and social and legal support were accessed 5,311 times, marking a 74 per cent increase in comparison to the same period from the previous year. The multidimensional nature of GBV interventions explains the discrepancy between the number of survivors identified and services accessed in 2015. Nonetheless, these accomplishments reflect an increased capacity to both identify and support GBV survivors.

By way of reducing the incidence of violence and mitigating exposure to threatening and abusive situations, in 2015, significant Agency efforts were invested to enhance the knowledge of at-risk individuals on GBV issues and available support networks and services. To this end, in collaboration with partners and local communities, UNRWA facilitated a range of awareness-raising and outreach activities focusing on issues such as legal status, child marriage and domestic

violence, while information on services available and how to access them was disseminated through appropriate outreach and sensitization sessions. Entrenched cultural norms, perceptions and attitudes are difficult to change and often serve to discourage survivors of violence from seeking necessary support despite their availability. Cultural constraints, although taken into account at the onset of programme design, challenged the expansion of the referral system in 2015. As such, UNRWA interventions aimed at promoting greater community engagement while also strengthening dissemination and communication on available support services. Furthermore, the Agency continued and expanded its work on addressing GBV in emergency contexts, in view of the specific risks faced. In this regard, UNRWA is currently working on reinforcing organizational capacity to mainstream GBV in emergency preparedness and response. In 2015, the Agency commenced the implementation of a two-year programme, 'Building Safety: Mainstreaming GBV Interventions into Emergency Preparedness, Prevention and Response', in all fields of operation. The programme has four main components: (i) standard operating procedures for GBV in emergencies; (ii) addressing sexual violence; (iii) e-learning; and (iv) GBV prevention and community engagement.

7.1.4. Organizational Development: Agency policy on Human Rights, Conflict Resolution, and Tolerance (HRCRT) Education

Indicator	Baseline 2014	Actual 2014	Actual 2015	Target 2015
The percentage of education staff who successfully complete the HRCRT training programme	20.00	76.00	100.00	100.00
	Source: Education Department			
	Frequency: Annual			

Training for teachers on the use of the HRCRT toolkit in their classroom began in 2013 and by the end of 2015 all teachers (18,769 education staff in total) had been trained. More than 90 per cent of all teachers provided positive responses regarding the overall quality of the training and how it strengthened their ability to teach HRCRT. Classroom observations, however, suggested that not all teachers were able to reflect the pedagogical approach of the toolkit in their teaching. This approach, which is at the heart of the Education Reform, requires moving away from didactic teaching methodologies to learner-centred teaching. Such change takes time and teachers need to be supported regularly as they try out new approaches. To this end, top-up training guides were developed to facilitate additional training and coaching at the school level. Classroom observation and focus group discussions revealed that there was general consensus that toolkit activities are enjoyed by students and were seen to promote student participation, as well as enhance their understanding of human rights. Also, there was evidence of teachers and school principals' actively making use of

the toolkit's planning tools to integrate HRCRT at different grade levels. This was confirmed by the number of schools completing HRCRT toolkit planning tools: 684 (all schools).

During the reporting period, the UNRWA HRCRT Programme also focused on strengthening key programmatic areas, such as school parliament activities and community links. To this end, a school parliament good practices booklet and a Human Rights Day (HRD) Guide were developed. Through HRD, parents and community members were introduced to the HRCRT Programme and had the opportunity to experience HRCRT activities first-hand. Evaluation questionnaires illustrated that the HRD activities were successful in increasing community awareness; in every field, more than 83 per cent of participants stated that they now know more about human rights, and more than 93 per cent of participants stated that they believe it is important for children to learn about human rights. Human rights education advocacy videos were also produced and screened on UNRWA TV.

7.1.5. Organizational Development: Emergency Appeals

Indicator	Baseline 2014	Actual 2014	Actual 2015	Target 2015
Referral systems to detect survivors of GBV in all UNRWA fields	Achieved	2014 Semi-Annual Report 90 days (September 30)	2015 Semi-Annual Report 100 days (Syria progress report) and 151 days (oPt progress report)	2015 Semi-Annual Report 90 Days
	Achieved	Annual Report 120 days (estimated 30 April)	2015 Semi-Annual Report 122 Days (2 May 2015)	Annual Report 120 days
	Source: Department of Planning, RBM system			
	Frequency: Annual			

UNRWA continues to proactively strengthen performance monitoring and reporting to reinforce accountability for results through the ongoing monitoring of achievements and timely reporting. In 2015, the development of annual and progress reports for the oPt EA and the Syria regional crisis EA were affected by the departure of key staff; however, the text of both annual reports was released on 2 May 2015 with branded versions of each report following soon thereafter. 2015 semi-annual progress reports were issued for the Syria regional crisis response on 8 September 2015, followed by the oPt EA progress report on 29 October 2015. In support of these reporting efforts, 2015 EA monitoring frameworks

were developed with the support of HQ departments and field offices for stronger coherence and synergy within the overall common monitoring framework for the Agency. In addition, the RBM system was further developed to ensure that synergies between various frameworks were integrated as further facilitating data reporting activities. The UNRWA Department of Planning also facilitated the appointment of dedicated focal points to support the overall planning, monitoring and reporting of results on a quarterly and year-end basis and remained actively engaged throughout the year with field offices to ensure timely and quality reporting of data.

7.2. Syria Regional Crisis Response

Throughout 2015, UNRWA operated across the range of emergency, potentially volatile and relatively stable security environments present in Syria, Lebanon and Jordan. To reduce the security risks faced by UNRWA personnel and operations during times of crisis and potential crisis while promoting the implementation of activities that are the most essential across affected populations, UNRWA continued to ensure that organizational security practices and procedures are responsive to the context, based on acceptance models,

tailored to the security environment and known to staff. In this regard, security plans and measures were kept current and appropriate for evolving security environments while training was provided to Agency staff that focused on community acceptance, awareness, planning, risk evaluations, and operational safety and security. To enhance effectiveness in the midst of unpredictability, the Agency worked with the United Nations Country Teams (UNCTs) to facilitate inter-agency coordination and technical cooperation through thematic clusters.

7.2.1. Syria

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2015)
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security management plans in place	100%	100%
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Percentage of security risk management plans updated and adhered to	100%	100%
	Number of staff detained	28 ⁷⁰	0
	Number of staff released	5	24
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services	Number of installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	0	68
UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity	Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
Strengthened programme planning, management and monitoring of humanitarian response activities	Number of periodic reviews of humanitarian response plans	1	4 ⁷¹

UNRWA convenes regular programme reviews through monthly meetings to review of education, livelihoods, microfinance, health, RSS and engineering, and quarterly management meetings to review of all mentioned programmes and protection. These meetings allow the Front Office and the Programme Support Office to identify and address the main programmatic and operational issues.

UNRWA continued to implement emergency operations and projects through a dedicated humanitarian response team, as well as regular programmes that together were dedicated to full and safe UNRWA access to meet the humanitarian needs of Palestine refugees throughout Syria. The security and safety of staff, assets and services remained a critical concern in 2015. UNRWA in Syria works under the umbrella of the Country Security Plan for Syria Inter-Agency United Nations Department of Safety and Security (UNDSS). The Agency is an active member of the UN Security Management Team (UNSMT) and works with UNDSS to ensure missions are in strict accordance with security processes. The UNRWA Security and Safety Division ensures the security of 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 (Damascus, Central and Northern Area) monitor the movement of staff, receive incident briefs, disseminate advisories, and track vehicles and personnel. In 2015, armoured vehicles were also deployed in the North to ensure the protection of missions and staff.

UNRWA Syria Emergency Contingency plans are updated in coordination with UN agencies and NGOs. Area-focused Emergency Contingency Plans were also developed in 2015 to respond to specific contexts such as the Yarmouk event.

In 2015, 28 UNRWA staff members were missing, detained, kidnapped or presumed to be detained. UNRWA management is informed of detentions and follows up on cases with the authorities.

Finally, UNRWA remained an active and fully engaged member of the UNCT. This included inter-agency coordination and technical work through thematic clusters that ensured enhanced coordination and collaboration with all other agencies to effectively assess needs and respond to situations in a timely manner.

7.2.2. Lebanon

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2015)
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security management plans in place	90%	90%
	Percentage of security risk management plans updated and adhered to	90%	90%
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	1	1

The primary role of the UNRWA Safety and Security Division in Lebanon is to enable programme delivery through the enhanced safety and security of UNRWA staff, programmes and assets. Significant challenges in discharging this mandate in 2015 were encountered due to the deteriorating security environment in many Palestine refugee camps and the decreased community acceptance of UNRWA due to programme modifications as a result of Agency austerity measures. In this regard, a large number of sit-ins and demonstrations were staged throughout the year, forcing multiple closures of UNRWA installations, particularly inside Palestine refugee camps. Such occurrences were especially frequent in Nahr el-Bared and Ein El Hilweh, with the severity of incidents also increasing, including an incident where live ammunition was fired into an UNRWA office with staff present. The operating environment inside camps also deteriorated, with 2015 witnessing frequent factional fighting including

within Ein el Hilweh camp in July/August 2015. This directly affected UNRWA installations as well as programme delivery due to safety and security concerns for UNRWA staff. Ninety per cent of security management plans were in place, and 90 per cent of security and risk management plans were adhered to. A focus of UNRWA in 2015 was to enhance the training and capacity of staff in order to better prepare them for situations of conflict. Trainings included: Arabic ERW Training of Trainers, Local Security Assistant Training, an Investigators course, and an EiE Training of Trainers course.

Austerity measures have also impacted the capacity of UNRWA, with fewer professional security officers covering Agency operations at a time when protests against the Agency are increasing, the security situation inside the camps is fragile and political turmoil and civil unrest within Lebanon is on the rise.

7.2.3. Jordan

Syria Regional Crisis, Emergency Appeal 2015 - Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2015)
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	2	2

A key priority in 2015 was mainstreaming the emergency response into regular programming in order to further efficiency and effectiveness. Except emergency cash assistance, all services to PRS in Jordan are being delivered through the Agency's regular programme departments. PRS registration is done by integrating data in the RRIS in a collaborative arrangement between the RSSP and the

Emergency Response Unit. These practices have strengthened the humanitarian response capacity of UNRWA in Jordan by responding to the need for surge capacity in times of crisis, overseeing the implementation of response plans, and through the incorporation of minimum standards in service delivery.

7.2.4. Regional Coordination

Across the region, Palestine refugees are facing a profound crisis due to the spread of tensions and armed conflict. The Syrian conflict has displaced millions, including to neighbouring countries. The particular vulnerabilities of Palestine refugees and their sensitive status in the region compound the devastation shared with Syrians. In 2015, UNRWA regional coordination of the Syria crisis response was managed by a small team within the Department of Planning and the Executive Office at 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.

The importance of the regional component of the Syria crisis 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. In 2015, UNRWA participated in the Syria Humanitarian Response Plan and the Regional Refugee and Resilience Plan (3RP). The former covered the UNRWA response in Syria and the latter the UNRWA response in Lebanon and Jordan. Among other things, the regional team supported proposal-writing, fundraising, advocacy, donor relations and communications.

Support from the UNRWA Gaza Field Office for up to 1,000 Palestine refugees from Syria that have fled to Gaza was financially covered by the regional portion of this Appeal. When Palestine refugees from Syria were reported outside of the UNRWA fields of operations, UNRWA liaised with and referred cases to UNHCR and other partners to ensure these refugees received adequate support and protection. UNRWA also has a small liaison office in Cairo, which liaised on behalf of some 4,000 Palestine refugees from Syria who found their way to Egypt. With the support of the United Nations and local partners, these refugees received food vouchers and health assistance. As many as 40,000 PRS have been reported in Turkey and Europe, as well as further afield.

Every week, the regional communications team produced three new pieces of online content to reflect current events and the Agency's response to maintain refugee resilience. Ranging from video and sound clips to photo essays and social media campaigns, the content highlighted the impact of the conflict on PRS and sought, wherever possible, to mainstream donor visibility. Two new campaigns were held in 2015: #SaveYarmouk and #4Syria. The 'My Voice My School' project continued to be used for advocacy on education and Palestine refugee youth, for instance at the United Nations Headquarters in New York and during an UNRWA/UNESCO Global Citizenship Panel in Brussels. The project was featured on BBC World Service, Skype's blog and social media. The team also contributed Syria/regional content to UNRWA-wide and UN-led campaigns. It shared much of its archive with OCHA to increase visibility of Palestine refugees in Syria among the UN and its partners. It also responded to and coordinated media requests and generated newsworthy content to ensure Palestine refugees featured in the overall media coverage of the crisis. The most visible news story was the Yarmouk narrative.

The UNRWA Agency-wide EiE approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth, even during times of emergencies, continued to build on the existing education system, while introducing innovations in order to sustain the delivery of quality education and keeping children at the heart of what the Agency does. The approach ensures that the most vulnerable children and youth are not left behind as they are given the type of support needed to continue their education. The UNRWA Agency-wide EiE approach is multidimensional and 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. This involves strengthening the capacity of education personnel and communities to respond to insecurity, provide safe learning spaces, and ensure that students have the support and tools necessary to deal with trauma and recovery; (ii) quality teaching and learning, including the provision of alternative learning modalities and the professional development of teachers on these modalities and resources; and (iii) community engagement and parental and student participation, which involves identifying and mobilizing available resources within the community and building consensus and support for EiE programming. During emergencies, UNRWA increasingly relies on communities to help manage and deliver essential education services; therefore, key to the EiE response is building active community participation from the onset of the emergency through to recovery. EiE activities in 2015 under the Syria EA crisis response included:

1. Promoting a safe and secure learning environment:
 - a) Training for education staff in delivering EiE based on INEE standards;
 - b) The establishment of safe learning spaces and recreational spaces;
 - c) Training counsellors and education staff in PSS support;
 - d) Recreational activities for students; and
 - e) Developing security and survival skills and risk management plans in coordination with the Safety and Security Division.
2. Quality teaching and learning through:
 - a) The provision of back-to-school kits and learning supplies;
 - b) Continued support for the self-learning programme (UNRWA TV, Interactive Learning Website, and Self Learning Materials);
 - c) Catch-up classes and summer fun programmes;
 - d) Continued support for the integration of PRS children in Lebanon and Jordan; and
 - e) Professional development of teaching staff.
3. Community and student participation and engagement through:
 - a) Outreach and engagement of parents;
 - b) Support to student participation – My Voice My School; and
 - c) Vocational training and job placement for youth.

7.3. oPt Emergency Response

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks.

- **Specific Objective: Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.**
- **Specific Objective: The resilience and coping capacities of children affected by conflict and pervasive violence are strengthened through the provision of an improved protective environment.**

oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld.

- **Specific Objective: Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.**

oPt Emergency Appeal 2015, Strategic Objective 3: Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders

- **Specific Objective: UNRWA has adequate response capacity for the protracted crisis and sudden onset emergencies.**

In 2015, UNRWA continued to safeguard the neutrality of Agency operations, support operational responses and mainstream protection through OSO teams in both Gaza and the West Bank. Safeguarding UNRWA neutrality allowed the Agency to maintain humanitarian service provision despite challenging operational environments. Humanitarian principles, including Agency neutrality in particular, were safeguarded through regular and unannounced visits by OSO teams to all UNRWA installations and a series of awareness-raising events. Through training, workshops, support and engagement, the OSO teams improved knowledge of neutrality, other humanitarian principles and protection issues among staff members and continued to work closely with front-line staff to identify and address protection issues during both planning and implementation. OSO teams also promoted the protection of refugee rights, including access to services, ensuring that diverse and tailored responses were provided to different situations according to principles associated with gender, age and disability. Finally, OSO teams organized visits by delegations to ensure a first-hand understanding of the situation on the ground, including alleged violations of obligations regarding the protection of Palestine refugee rights as provided for under international law.

To mitigate the impact of conflict and poverty on Palestine refugee children’s physical and mental health, and on their learning and development, UNRWA held SFW for 123,338 girls and boys. Children were able to take part in structured activities including sports, crafts and theatre in safe, supervised spaces that introduced coping strategies and allowed children to share experiences, build friendships and develop support networks.

7.3.1. Gaza

oPt Emergency Appeal 2015, Strategic Objective 1: Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks

- Specific Objective: Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.
- Specific Objective: The resilience and coping capacities of children affected by conflict and pervasive violence are strengthened through the provision of an improved protective environment.

Output	Indicator	Actual	Target (2015)
Agency neutrality and integrity is safeguarded.	Percentage of staff working at surveyed facilities indicating appropriate practical understanding of humanitarian principles, including neutrality and integrity	NC ⁷²	100%
	Percentage of UNRWA installations receiving four or more neutrality inspections	99.36% ⁷³	100%
	Number of staff members being trained to respect United Nations principles of neutrality	1,193	1,500

The OSO conducted four unannounced inspections at each of the Agency’s 266 installations, including 11 new installations that opened in 2015. In total, 1,048 inspections were conducted. Identified neutrality issues, such as inappropriate graffiti on external walls or stickers inside installations, were immediately reported and addressed through appropriate channels.

A total of 1,193 UNRWA staff members (installation managers, school principals and others) received training in humanitarian

principles, including humanity, neutrality, impartiality and operational independence, and protection. The training target was not reached as a result of Agency-wide austerity measures. In addition, the OSO conducted targeted protection trainings for 308 UNRWA staff (264 social workers and 44 staff from the Projects Office and Communications Department) that focused on incorporating protection considerations into their daily work.



A group of students enjoying their day during the Summer Fun Weeks.
© 2015 UNRWA Photo by Tamer Hamam

7.3.2. West Bank

oPt Emergency Appeal 2015, Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld.

- Specific Objective: Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.

oPt Emergency Appeal 2015, Strategic Objective 3: Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders

- Specific Objective: UNRWA has adequate response capacity for the protracted crisis and sudden-onset emergencies.

Output	Indicator	Actual	Target (2015)
Agency neutrality and integrity is safeguarded.	Percentage of recorded neutrality issues are addressed by the relevant department before the following neutrality inspection	43%	80%
	Percentage of UNRWA installations receiving four or more neutrality inspections.	98%	100%
	Number of staff members being trained to respect UN neutrality principles	674	600
Agency access is facilitated and infringements of humanitarian space countered.	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods or services	62.75%	50%
	Percentage of reported access incidents raised with relevant authorities	98.52%	100%

Through a proactive field presence, the OSO conducts regular field visits, provides trainings and undertakes interventions to ensure agency humanitarian access and neutrality are safeguarded and violations of human rights and IHL are documented and channelled to the appropriate authorities and key stakeholders as identified by the Agency. In 2015, neutrality inspections were performed four or more times in all of the Agency's 247 operating installations, except for 3 out of 10 installations located in Balata camp, where deteriorating security conditions and consequent movement restrictions allowed for only three inspections to be undertaken. Forty-three per cent (against an 80 per cent target) of recorded neutrality issues were addressed by relevant departments before the subsequent inspection. Neutrality issues that could be addressed included the removal of political graffiti or posters on the outside walls of the installations. Many of the issues that remained unsolved related to long-standing

memorials to individuals killed in the conflict that the Agency was unable to remove.

A total of 674 staff were trained on UN neutrality principles and their application to UN personnel's conduct in their official and personal capacity, including with respect to the use of social media. The 2015 workshops targeted staff in UNRWA schools and enhanced staff awareness on the requirements of and the rationale for UN neutrality policy and thereby contributed to maintaining compliance.

In 63 per cent (64 cases) of 102 cases where the OSO intervened, safe passage of UNRWA staff, goods or services was granted, while instances where access was denied were subsequently reported to the relevant authorities. In total, 98.5 per cent (133 incidents) of 135 access incidents were raised with the authorities during the reporting period.

A member of an OSO team visiting the Bedouin community of Um al-Kher in Area C, southern Hebron. © 2015 UNRWA Photo



7.3.3. Coordination and Management

oPt Emergency Appeal 2015, Strategic Objective 3: Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders

Output	Indicator	Actual West Bank (%)	Actual Gaza (%)	Target (2015) (%)
The response, as funded, is effectively implemented and managed.	Percentage of outcome indicators that are on track of the target, adjusted as per funding received ⁷⁷	83	75	80
	Percentage of output indicators that are on track of the target, adjusted as per funding received ⁷⁸	82	100	100
	Percentage of harmonized reporting done accurately and in a timely fashion	50	50	100

In 2015, the scale and scope of the UNRWA emergency response required unique and dedicated management structures, enhanced safety and security resources, and internal and external coordination. The Agency continued to mobilize resources to plan, deliver, monitor and coordinate the emergency interventions described in this report. A total of 1,047 area staff (763 in Gaza, 279 in the West Bank and 5 in Headquarters) and 45 international staff (25 in Gaza, 18 in the West Bank and 2 in Headquarters) were positioned in various programmes and support units involved in the delivery of EA-funded activities.

The Agency strives to implement its humanitarian response effectively and in coordination with relevant stakeholders. Austerity measures played a role in constraining the scope of certain emergency programmes from implementing activities, thus not reaching their planned targets.

Across the oPt, UNRWA maintained an active role in the humanitarian coordination system, including through Agency participation in the Inter-Cluster Coordination Group and the following clusters and sectors: Food Security, Protection, Health and Nutrition, Education, WASH, and Shelter (West Bank and Gaza). The Agency also engaged in several sub-clusters and working groups such as the Food Security Analysis Unit, Mental Health and Psychosocial Support, NFIs, Child Protection, Assessment and Information Management, and the Humanitarian Country Team Advocacy Taskforce. As the largest humanitarian actor in Palestine, UNRWA actively contributed to the elaboration of OCHA's 2016 Humanitarian Programme Cycle.

UNRWA continued to engage in direct bilateral coordination with UN Agencies and NGOs, including to cross-check beneficiary lists to avoid overlaps in assistance. In addition, UNRWA WBFO partnered with WFP to provide in-kind food support to 85 vulnerable Bedouin refugee communities, totalling some 32,000 individuals, as detailed above.

In coordination with the cluster system, UNRWA participated in a number of emergency preparedness and contingency planning workshops and simulations, in order to enhance staff knowledge, capacity and coordination skills. Internally, the Agency maintained stockpiles of NFIs in both fields. A small emergency stockpile of NFIs was held in several areas in the West Bank to enable a rapid response to small-scale emergencies, such as seasonal winter storms. Large quantities of NFIs were stored by UNRWA in strategic locations across the

Gaza Strip. UNRWA Gaza also maintained a buffer quantity of food to ensure continuity in its supply pipeline and to allow the Agency to respond to sudden onset needs. In addition, the Agency implemented a robust institutional security management system in Gaza that determines acceptable risk and provides adequate and sustainable resources to manage that risk, as well as security policies and procedures that create an enabling environment for effective emergency service delivery.

UNRWA continued to proactively strengthen performance monitoring and reporting to reinforce accountability for results through ongoing monitoring of achievements and timely reporting. In 2015, the development of the mid-year progress reports for the oPt EA and the Syria regional crisis EA was affected by the departure of key staff. The semi-annual progress report for the Syria regional crisis response was issued on 8 September 2015, i.e. within 90 days of the end of the reporting period, but the oPt EA progress report was not issued until 29 October 2015. The development of the 2015 oPt EA annual report, integrated into the Annual Operational Report, proceeded in a timely manner with the first draft issued to members of the Harmonized Results Working Group in March 2016 and a final draft distributed to the UNRWA Advisory Commission in May 2016. In support of these reporting efforts: (i) 2015 EA monitoring frameworks were developed with the assistance of Headquarters departments and field offices for stronger coherence and synergy within the overall common monitoring framework for the Agency; and (ii) the development oPt EA annual and progress reporting was coordinated by the UNRWA Department of Planning.

Throughout 2015, UNRWA utilized a standardized, organization-wide risk management methodology that identified Top Risk exposures relating to both internal and external factors. In addition, as listed in Annex 3 of the current report, the Gaza and West Bank fields of operations had several context-specific risks that were integrated into risk monitoring. The 2015 oPt EA Risk Register identified high risks and their expected consequences. Where UNRWA could not avoid exposure to risk, mitigation and coping mechanisms were instituted and monitored at minimum on a biannual basis as reflected through risk register status updates annexed to the 2015 oPt EA mid-year progress report and the current report. Numerous risks, especially those that related to safety and security, were monitored on a daily basis.

8. resource mobilization strategy (2012-2015)

8.1. RMS Strategy Goals 1-4

As confirmed through an internal evaluation conducted in 2015, UNRWA broadly met the targets established under the three strategic objectives outlined in the RMS 2012-2015: to diversify the donor base, deepen the partnership with traditional donors (TDs), and develop improved cross-Agency capacity to mobilize resources. The achievement of the RMS 2012-2015 is nowhere better illustrated than in the diversification of the donor base for overall contributions to the Agency. The 2011 baseline, prior to the implementation of the RMS, of total contributions from TDs was US\$ 770 million or 79.2 per cent of total contributions to the Agency's three funding portals (Programme Budget, emergencies and projects). For the years 2013-2015, an average of 25 per cent of contributions came from outside the TD group. The Programme Budget, as the principal fund that allows the Agency to carry out its core functions, represented half of annual expenditure over the RMS 2012-2015 period, or around US\$ 622 million out of a total budget of US\$1.24 billion (approximate average over the RMS 2012-2015 period). Remaining expenditure was implemented through EAs and projects. Despite the achievement of securing a larger portion of income from diversified sources, UNRWA continues to primarily rely on the commitment of a core group of TDs that allow the Agency to conduct its day-to-day operations and to respond to both rapid-onset and more chronic crises in its areas of operation. A prominent trend over the RMS 2012-2015 has been an absolute increase in the cash value of total contributions from TDs of US\$ 172,129,544, representing an increase of 22.3 per cent between 2011 and 2015. This clearly demonstrates an ongoing commitment from the Agency's TDs to continue supporting the Agency and Palestine refugees, notwithstanding the successful increase in relative and absolute terms of contributions from diversified sources, i.e. all donor groups excluding the TD.

In terms of the UNRWA Programme Budget, in 2011, 89 per cent of this budget was provided by TDs. In 2015, this figure stood at 83 per cent. This exceeded the RMS 2012-2015 target (84 per cent) by 1 per cent. This new dynamic is largely attributable to the increased role played by three key Gulf states, i.e. the Kingdom of Saudi Arabia, Kuwait and the United Arab Emirates. During the Agency's 2015 financial crisis, both the Gulf states and TDs stepped in to avert the suspension of the start of the school year. Through a US\$ 45 million injection of funds, in addition to their usual contributions to the Programme Budget, a total of 9 per cent, or US\$ 58.1 million⁷⁴, of the 2015 programme budget was funded by Arab donors. The success of the Agency in working with key Gulf states

through the Agency's dedicated Arab Partners Unit, established a solid platform for the deepening of these relations into the next RMS period. In addition, UNRWA enjoyed a small but noteworthy measure of success with emerging markets, laying the groundwork for deeper collaboration in the future. Russia stepped forward in 2015 with a US\$ 2 million contribution and important strides have been made in engaging both China and India through senior-level engagement with the Commissioner-General and Deputy Commissioner-General.

Contributions from private partnerships rose from 0.2 per cent of the overall budget in 2011, to 1.8 per cent in 2015, against a RMS target of 2 per cent. In all, private donors delivered US\$ 22.6 million in pledges in 2015, a 0.7 per cent decrease from private partnership contributions in 2014 but in line with 2015 projections for income.

The overall funding figures for UNRWA EAs did not meet articulated needs. The oPt EA was 48.7 per cent funded, with the Agency receiving US\$ 202 million out of a requested US\$ 414 million. An examination of the contributions by donor group reveals that 74 per cent of contributions came from TDs, with Arab donors contributing 19 per cent and the remainder spread among private partnerships at 4 per cent, non-traditional donors (NTDs) at 2 per cent and emerging markets at 1 per cent. The Syria EA was 51 per cent funded, with the Agency receiving US\$ 213 million out of a needed US\$ 415 million. The breakdown by donor group saw TDs making up 83.4 per cent of contributions, Arab donors at 7.2 per cent, the United Nations at 6.8 per cent, private partnerships at 2 per cent, emerging markets at 0.5 per cent and NTDs at 0.01 per cent. Funding levels for both EAs are broadly in line with funding levels in preceding years, meeting approximately 50 per cent of stated needs.

Required projects funding varies considerably year-on-year across fields so there is no fixed envelope to report funding levels against a total required amount. This being noted, in 2015, UNRWA received US\$ 189 million for projects, with 50 per cent from TDs, 41 per cent from Arab partners, 5 per cent from the United Nations, 2 per cent from private partnerships and NTDs respectively, and 1 per cent from emerging markets.

In 2015, ERCD operations focused on closing the 2015 deficit, meaning that the engagement of additional capacity to support the development of the RMS 2016-2018 was delayed. At present, the draft RMS is being refined to ensure alignment with the strategic direction of the MTS 2016-2021. The final draft of the RMS is due to be reviewed by the Advisory Commission in May 2016.

8.1.1. RMS Goal: Diversified donor base contributing increasingly to resource needs

Indicator	Baseline (2011) %	Actual (2015) %	Target (2015) %
Diversified sources cover of PB increase	11	172	40
Overall PB contribution from diversified sources	11	17	16
EM share of PB income increases	0.3	0.9	1
NTD share of PB income increases	3	1.7	4
Arab share of PB income increases	3	9	4
Increase in overall income from private sources	0.2	1.8	2

The significant increase in Programme Budget funding from Arab-nation donors allowed UNRWA to considerably exceed its target related to the diversification of funding sources. During 2015, 17 per cent of Programme Budget funding came from diversified sources, exceeding the 16 per cent target by 1 per cent (US\$ 6.2 million).

From a baseline of 0.3 per cent in 2011, emerging markets contributed 0.9 per cent of the increase in total programme budget funding against a target of 1 per cent for 2015. Despite not meeting the target, the trend with regard to emerging market engagement is encouraging.

NTD⁷⁵ contributions declined 1.3 per cent from the 2011 baseline of 3 per cent; however, this should be viewed in context as total NTD contributions to the Programme Budget nominally increased in absolute terms from US\$9.7 million in 2011 to US\$10.5 million in 2015. The significant increase in the Programme Budget during the same period, combined with the Eurozone crisis and the drop in value of the Euro against the Agency's working currency of the US Dollar, saw the relative value of NTD Programme Budget contributions diminish. In

this wider context, the absolute value of contributions from TD decreased by US\$10 million, which, when set against the significant increase from Arab Partners, resulted in the diversified sources' cover of programme budget increasing by 172 per cent.⁷⁶

As referenced above, in 2015, the dynamic that altered the spread of contributions among donor groupings lies in the fruition of partnership efforts between the Agency and three key Gulf states the Kingdom of Saudi Arabia, the United Arab Emirates and Kuwait. Responding to the Agency deficit of US\$ 101 million in 2015, these three states contributed a total of US\$ 54.8 million to UNRWA in 2015, far exceeding previous contributions to the Programme Budget. As also referenced above, contributions from private partnerships rose from 0.2 per cent in 2011 to 1.8 per cent in 2015, against a RMS target of 2 per cent. While the target was not met, the 1.8 per cent in total pledges from private sources is a notable achievement that is attributable to the strong resource mobilization efforts by the Agency's national committees and the generosity of a select number of large Islamic foundations.

8.1.2. RMS Goal: Effective and efficient resource mobilization provides requisite funding

Indicator	Baseline (2011) %	Actual (2015) %	Target (2015) %
Share of PB income pledged by 2nd quarter	61	78	83
Share of EA income pledged by 2nd quarter	40	90	50
Share of TD in PB income declines	89	83	84
UNRWA EA contribution level	40	49	40

With regard to the share of programme budget income pledged by the second quarter, the 2015 actual fell 5 points short of the target, with 78 per cent pledged by end of Q1 of 2015. This is largely attributable to exchange rate fluctuations that negatively impacted the absolute US Dollar value of non-US Dollar currency pledges. This precipitated the 2015 organizational deficit of US\$ 101 million. The effects of the fluctuations were partially mitigated through currency hedging, and mechanisms have now been put in place to limit future exposure in this regard. An additional factor that worked to prevent target attainment concerned the annual end-of-year allocation of unspent official development assistance (ODA) by donors was not confirmed until Q3/4. Despite the above, the Agency made significant progress with regard to the overall achievement of this indicator, with a 17 per cent increase from the 2011 baseline.

Strong results in terms of the share of EA income pledged by the second quarter are attributable both to timely and proactive engagement with partners during budget allocation processes for earmarked pledges in the year preceding the issuance of UNRWA EAs and to the policies of humanitarian donors. Positive progress was also registered with regard to the share of the programme budget funded by TDs, a result attributable to the concerted efforts of the Agency to diversify the donor base by engaging with a range of new governmental and non-governmental partners that included the continuing development of relations with partners in the Gulf who have become key advocates and supporters of UNRWA in recent years.

8.1.3. RMS Goal: Traditional donor partnerships strengthened

Indicator	Baseline (2011)	Actual (2015)	Target (2015)
Traditional Donors' cover of PB increase	89%	-72 %	60%
Signed PB multi-year framework agreements increase by 100%	8%	9%	16%
Income from multi-year framework agreements increases by 25 per cent	221 million	149 million	276 million
TD subscribing to the Harmonized Donor Reporting matrix	4%	9%	10%
Publication of bi-weekly e-newsletter	0	22	26

As largely attributable to dramatic exchange rate fluctuations during 2015, TD contributions declined in absolute terms by US\$ 10 million between 2014 and 2015, from US\$ 524 million to US\$ 514 million. When the substantial increase in 2015 Programme Budget contributions from Arab partners is taken into account, the collective share of TD contributions to the Programme Budget must be reported negatively at minus 72 per cent, against the 2015 target of 60 per cent, a significant achievement that far exceeded the sought after decrease in TD Programme Budget increases.

While UNRWA was unable to achieve the 2015 target of 16 signed multi-year framework agreements, this is attributable to budgetary processes in donor capitals that are unable to commit beyond yearly allocations. As linked to this result, income from multi-year frameworks fell well below the US\$ 276 million target in 2015.

The AOR reflects a holistic approach towards the reporting of both regular and emergency programming against the results frameworks contained within the MTS 2010-2015, the 2015 oPt EA, the 2015 Syria regional crisis EA, the Education Reform Strategy, the Health Reform Strategy, and the RMS. This reporting framework was developed under guidance offered by the Harmonized Results Working Group, with the collective aim of enhancing transparency and reducing transaction costs. The Agency will continue to work with donors to increase the number subscribing to the current reporting framework.

The bi-weekly newsletter, commonly referred to as the donor communiqué, was published 22 times in 2015. As aligned with specific events to increase relevance and reach, the 2015 target was not fully reached; however, the communiqué is viewed as a useful tool to highlight the Agency's work and achievements to donors.

8.1.4. RMS Goal: Enabling environment established supporting donor relationship management

Indicator	Baseline (2011)	Actual (2015)	Target (2015)
Common framework in place to monitor and report (i.e., RBM-based Aggregate Project Monitoring)	New	In place	In place
Per cent of projects, monitored in the new aggregate project reporting template, that are submitted in a timely manner	New	100 %	80 %
Agreed corporate RM work-plans	New	In place	In place
ACRA sets framework for RM priorities	New	In place	In place
Annual communication work-plan	New	In place	In place
Media articles in support of donor visibility	TBD	N/A	N/A
UNRWA branding applied throughout Agency	TBD	In place	In place

During the reporting period, UNRWA continued to develop a results-based management approach to programming to ensure evidence-based decision-making and standardized accountability with respect to monitoring, evaluating and reporting on the progress of programmatic interventions against targets. As part of this effort, the Agency introduced monthly project tracking reports for senior-level management that are the culmination of efforts to develop a useful format to track all projects in terms of grant expiry dates, implementation progress and project risk.

An annual communications work-plan was developed each year during the RMS 2012-2015 period detailing messaging, mediums, timelines and specific events to advocate for the Agency and Palestine refugees and promote a receptive political environment for the Agency's operations. Throughout the reporting period, UNRWA actively promoted and strengthened consistent branding across the Agency as part of the 2012-2015 RMS. In 2012, comprehensive branding guidelines (detailing Agency-wide standards for graphic identity and including common templates for public-facing publications)

and an English-language style guide were developed to improve branding consistency, better position UNRWA with external audiences, and create an enabling environment for advocacy and fundraising. The Communications Reference Guide, which includes these resources, as well as guidelines for donor visibility, photography, and other communications-related activities, was compiled in December 2014 and published in January 2015. Existing publication templates, which are available internally through the UNRWA Intranet, are regularly updated to reflect the Agency's changing communication priorities. Ongoing support has also been extended to the Agency's various departments and field offices in implementing the branding guidelines, including through several training workshops for communications focal points across UNRWA. Collectively, these efforts have helped to improve the professionalism and consistency of presentation of the numerous public-facing materials produced by UNRWA each year, while increasing the Agency's brand recognition and external visibility.

annex 1: list of contributors

UNRWA thanks the following Donors for their contributions to the Programme Budget, projects, Syria Regional Crisis Emergency Appeal and the oPt Emergency Appeal in 2015:

Academy doe Innovative Education, Office of Psycho-Social Issues (INA/OPSI)	Islamic Relief USA
American Friends of UNRWA	Italian National Committee
American University of Beirut	Italy
The Asfari Foundation	Japan
Aramex	Japan Asia Cultural Exchanges
Australia	Jordan
Australian Volunteers International	Jordanian Hashemite Charity Organization
Austria	Kazakhstan
Bahrain	Al-Khair Foundation
Bank of Palestine	Khalifa Bin Zayed Al Nahyan Foundation
Belgium	Republic of Korea
Brazil	Kuwait
Bulgaria	Lavelle Fund for the Blind
CERF	League of Arab States
Chile	Lebanon
China	Liechtenstein
Czech Republic	Luxembourg
Denmark	Malaysia
ECHO	Malta
Education Above all Foundation	MBC Group MBC Al-Amal
Estonia	Mexico
European Union	Microclinic International
Finland	Netherlands
France	New Zealand
France, Municipality of Gennevilliers	Norway
Germany	Norwegian Refugee Council
Government of Flanders	OCHA
Health Care Society	Oman
Hungary	The OPEC Fund for International Development
Iceland	OXFAM
ICRC	Palestine
IF Charity	Poland
India	Portugal
Interpal	Qatar Red Crescent
Iran	Real Madrid Foundation
Ireland	RKK, Japan
Islamic Development Bank (IDB)	Russia
Islamic Relief Canada	Saudi Arabia

Saudi Committee
 Slovak Republic
 Slovenia
 Spain
 Spain, Albacete
 Spain, Alcobendas
 Spain, Andalucia
 Spain, Aragon
 Spain, Asturias
 Spain, Avilés
 Spain, Barcelona City Council
 Spain, Basque Government
 Spain, Beasain
 Spain, Bilbao
 Spain, Bizkaia
 Spain, Castellón
 Spain, Castilla La Mancha
 Spain, Castilla y Leon
 Spain, Durango
 Spain, Ejea de los Caballeros
 Spain, Extremadura
 Spain, Fons Catala
 Spain Fondo Galego
 Spain, Galicia
 Spain, Ibarra City Council
 Spain, Leioa City Council
 Spain, Navarra
 Spain, Onati City Council
 Spain, Ordizia Local Council
 Spain, Orio
 Spain, Oviedo
 Spain, Palma
 Spain, Pamplona Local Council

Spain, Valencia Regional Government
 Spain, Valladolid
 Spain, Valle de Egüés
 Spain, Zaldibar
 Spain, Zaragoza
 Sweden
 Switzerland
 Syria
 Thailand
 Tkiyet Um Ali
 TOMS Shoes
 Turkey
 U.A.E.
 U.A.E Red Crescent
 UNDP
 UK Care for Children
 United Kingdom
 United Nations
 UNESCO
 UNFPA
 UNHCR
 UNICEF
 UNIFIL
 UNRWA Spanish Committee
 UN Women
 USA
 Vitamin Angels
 Various Private Donors
 WEFA Humanitarian Relief Organization
 WFP
 WHO
 World Bank
 World Federation of KSIMC

annex 2: syria regional crisis response results framework

Syria Sector-Specific Interventions Strategic Objective 1: Preserve the resilience of the community through targeted relief assistance		
Outcome/ Output	Indicator	Target
Palestine refugees are able to meet their essential life-saving household needs and cope with the sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	100%
Palestine refugees provided with food assistance	Number of individuals receiving food assistance per quarter (cash for food and food parcels).	460,000
Palestine refugees provided with NFI assistance	Number of families receiving NFI assistance per quarter	117,610
Palestine refugees provided with shelter assistance	Number of families receiving shelter assistance	2,400
	Number of female-headed families receiving shelter assistance	150
	Number of families provided with winterization assistance	70,000
	Number of displaced refugees receiving shelter at UNRWA facilities	13,000
Strategic Objective 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability		
Emergency Health		
Palestine refugees are able to cover their primary, and life-saving secondary and tertiary health care needs through UNRWA services	Percentage of population accessing UNRWA primary, secondary and tertiary health care services (visits).	650,000
Palestine refugees have access to primary health care services	Number of visits by males to UNRWA health facilities.	305,000
	Number of visits by females to UNRWA health facilities	345,000
	Number of operational UNRWA HCs and HPS	26
Palestine refugees have access to hospital care (secondary and tertiary)	Total number of hospitalizations (secondary and tertiary)	15,000
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	100%
Emergency Education		
Palestine refugees are able to continue their education despite conflict and displacement.	Number of students completing basic education	4,000
	Number of students completing end-of-year exams (Grades 1-8)	38,000
	Number of schools provided with furniture, heating and other equipment	118
	Number of children enrolled in regular classes in UNRWA schools.	47,000
Palestine refugee students have access to formal and non-formal education.	Number of children receiving education from UNRWA in host government schools	20,000
	Number of children receiving non-formal learning from UNRWA in alternative learning places	1,000
	Number of education staff trained in delivering emergency education.	150
Palestine refugee students provided with PSS support	Number of children attending UNRWA schools	20,000
	Number of children receiving psychosocial support	40,000

Palestine refugee students are provided with educational and recreational materials and activities.	Number of educational TV lessons produced targeting Palestine refugees in Syria	400
	Number of units developed for the interactive learning program targeting Palestine refugees (grades 1-9)	4
	Number of sets of self-learning text material developed for grades 1-9 (e.g. one set per subject/grade)	50,000
Palestine refugees receive vocational training and are supported in job placements	Number of youth who receive career guidance, short-or long-term vocational training	10,000
Protection		
Enhanced protection of Palestine refugees	Percentage of protection cases tracked that are responded to	100%
	Number of incidents of alleged human rights violations documented by UNRWA	N/A
	Number of individuals provided with legal advice	200
Improved protection against violence, abuse, coercion and neglect	Number of CP cases that are responded to with targeted services	N/A
	Number of incidents of alleged human rights violations documented by UNRWA	N/A
	Number of staff receiving training in protection in emergencies and psychosocial support	500
Palestine refugees are accurately recorded on the UNRWA database	Number of records updated in the Refugee Registration Information System emergency system	25,000
Environmental Health		
Decrease public health threats to the affected population	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps.	460,000
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking and personal domestic hygiene.	460,000
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	280,000
Microfinance		
Palestine refugees have access to microenterprise and consumer loans for small businesses and households	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	39,750
Safety and Security		
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security management plans in place	100%
	Percentage of security risk management plans updated and adhered to	100%
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian assistance to Palestine refugees	Number of staff detained	24
	Number of staff released	0
Emergency Repair and Maintenance of UNRWA Installations		
UNRWA installations and UNRWA-managed facilities repaired and maintenance for continued provision of services.	Number of installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated.	68
Capacity and Management Support		
UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity.	Emergency response contingency plans updated in coordination with UN agencies and NGOs	1
Strengthened programme planning, management and monitoring of humanitarian response activities	Number of periodic reviews of humanitarian response plans	4

Lebanon Sector-Specific Interventions

Strategic Objective 1: Preserve the resilience of the community through targeted relief assistance

Outcome/ Output	Indicator	Target
Palestine refugees are able to meet their essential life-saving household needs and cope with sudden crises.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	90%
PRS provided with food assistance	Number of individuals receiving food assistance per quarter	42,000
PRS provided with shelter assistance	Number of families receiving shelter assistance	11,700
	Number of female-headed families receiving shelter assistance	3,400
	Number of families provided with winterization assistance	7,700

Strategic Objective 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability.

Emergency Health		
PRS able to cover their primary, and life-saving secondary and tertiary health care needs through UNRWA services	Percentage of population accessing UNRWA primary, secondary and tertiary health care services.	75%
PRS have access to primary health care services	Number of visits by males to UNRWA health facilities	110,000
	Number of visits by females to UNRWA health facilities	150,000
	Number of operational UNRWA health centres and mobile health points	27
PRS have access to hospital care (Secondary and tertiary)	Number of hospitalizations (secondary and tertiary)	6,672
	Number of people receiving secondary health care	6,072
	Number receiving tertiary health care	600
PRS have access to essential drugs and medical supplies	Percentage of health centres with no 'stock outs' of 12 tracer items	100%
Emergency Education		
	Number of students completing basic education	365
	Number of students completing end-of-year exams (Grades 1-8)	5,600
PRS able to continue their education despite conflict and displacement	Number of UNRWA schools hosting PRS	60
	Number of UNRWA double-shift schools hosting PRS	8
	Number of schools provided with furniture, heating, equipment	60
PRS students have access to education through regular/special classes and alternative learning modalities	Number of children enrolled in regular classes in UNRWA schools	7,300
	Number of education staff trained in delivering emergency education based on INEE standards	300
PRS students provided with psychosocial support	Number of children receiving psychosocial support	3,000
	Number of education staff trained in delivering psychosocial support	72
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to-school kits, psychosocial/recreational kits and stationary	7,300

Protection			
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to		100%
Improved protection against refoulement, SGBV, violence	Number of individuals provided with legal advice		1,660
	Number of GBV survivors detected accessing services		60
	Number of child protection cases responded to with targeted services		60
	Number of UNRWA staff receiving training in protection in emergencies and psychosocial support		350
PRS are accurately recorded on the UNRWA database	Number of records updated in the Refugee Registration Information Emergency System		45,000
Environmental Health			
Decreased public health threats to the affected population	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in the camps.		22,500
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene.		56,966 (95%)
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, hygiene promotion, and delivery of hygiene products and services on sustainable and equitable basis.	Number of individuals with access to hygiene items		-
Strategic Objective 3: Strengthening humanitarian capacity, coordination and management			
Safety and Security			
UNRWA is able to provide services to PRS with appropriate security arrangements	Percentage of security management plans in place		90%
	Percentage of security risk management plans updated and adhered to		90%
Capacity and Management Support			
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans		1

Jordan Sector-Specific Interventions

Strategic Objective 1: Preserve the resilience of the community through targeted relief assistance

Specific Objective	Outcomes	Indicator
Palestine refugees are able to meet their essential needs and to cope with sudden crises	Percentage of targeted PRS receiving one or more UNRWA emergency intervention	100%
PRS provided with food assistance	Number of individuals receiving cash for food per quarter	13,600
PRS provided with NFI assistance	Number of families receiving cash for NFIs per quarter	3,400
PRS provided with shelter assistance	Number of families receiving cash for shelter	3,400
PRS provided with one-time emergency cash grants	Number of female-headed families receiving shelter assistance	1,224
	Number of families provided with winterization assistance	4,250
	Number of families receiving one-time cash grants	850
Strategic Objective 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability		
Emergency Health		
PRS are able to cover primary and life-saving secondary and tertiary health care needs through UNRWA services	Number of visits to UNRWA clinics; referrals to secondary and tertiary services	26,093
PRS have access to primary health care services	Number of visits by males to UNRWA health facilities	9,061
	Number of visits by females to UNRWA health facilities	13,039
PRS have access to essential drugs and medical supplies	Number of operational UNRWA health centres and mobile health points	28
PRS provided with one-time emergency cash grants	Number of secondary and tertiary referrals	119
	Percentage of health centres with no 'stock outs' of 12 tracer items	100%
Emergency Education		
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	69
	Number of UNRWA schools hosting PRS	146
	Number of UNRWA double-shift schools hosting PRS	135
	Number of schools provided with furniture, heating, equipment	40
PRS students have access to education through regular/special classes and alternative learning modalities	Number of students enrolled in regular classes in UNRWA schools	1,800
	Number of education staff trained in delivering emergency education based on INEE standards	100
PRS students provided with psychosocial support	Number of students receiving psychosocial support	1,550
	Number of education staff trained in delivering psychosocial support	150
PRS students provided with educational and recreational materials and activities	Number of students provided with back-to-school kits, recreational kits and stationary	1,800

Protection		
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	65%
Improved protection against refoulement, SGBV, violence	Number of GBV survivors detected accessing services	50
	Number of child protection cases that are responded to with targeted services	80
	Number of protection incidents of alleged HR violations documented by UNRWA	50
	Number of staff receiving training in protection SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	100
PRS are accurately recorded on the UNRWA database	Number of PRS records updated in the Refugee Registration Information Emergency System	200
Strategic Objective 3: Strengthen humanitarian capacity, coordination and management		
Safety and Security		
UNRWA is able to provide services to PRS with appropriate security arrangements	Percentage of security management plans in place	100%
Enhanced safety and security for UNRWA staff to facilitated the provision of humanitarian assistance to PRS	Percentage of security risk management plans updated and adhered to	100%
Capacity and Management Support		
Strengthened programme planning, management and monitoring of the regional humanitarian response through increased humanitarian capacity and coordination	Number of internal periodic reviews of the regional humanitarian response plan	2

annex 3: syria regional crisis response risk register

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring		2015 Status update	
			SFO	LFO	JFO	
Strategic/programmatic						
<ul style="list-style-type: none"> Continuous and unpredictable changes in the operating environment; Decline in the effectiveness of management and governance. Causes: <ul style="list-style-type: none"> ➤ Lack of capacity to implement plans; ➤ Inadequate assessment, planning and/or monitoring of implementation plans; ➤ Resistance to or lack of ownership of targeted results. 	<ul style="list-style-type: none"> Failure to meet and/or demonstrate results to stakeholders; Inability to maintain programme quality. 	<ul style="list-style-type: none"> Logical framework and plan developed for monitoring; Partnerships with national and international organizations developed to maximize efficacy; Area staff trained on emergency preparedness and response; Project/programme cycle management institutionalized. 	<ul style="list-style-type: none"> Periodic monitoring of implementation framework undertaken; Semi-annual Results Reviews conducted. 	<ul style="list-style-type: none"> Quarterly Management Reviews ensured tracking of indicator results throughout 2015. Analyses were used in the Mid-Year and Annual Results Reviews. Programme Monthly Meetings were conducted throughout the year and supported the monitoring of activities, reforms, the budget and programme related issues. An issues log was also introduced that aims to assist Front Office and the PSO to identify problems and bring solutions to potential programme / project implementation bottlenecks. 	<ul style="list-style-type: none"> 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 was integrated into core programming as follows: (i) Cash assistance into RSS; (ii) Monitoring and evaluation is now part of the PSO; (iii) Health assistance continued through UNRWA health providers; and (iv) Students supported through integrated education services, with additional support for curriculum transition. 	<ul style="list-style-type: none"> The operating environment in Jordan was stable. Protection social workers were trained on information management and effective activity implementation processes. In addition, a legal training was conducted on the issue of denationalization. These trainings aimed to strengthen the capacity of UNRWA staff in treating PRS protection cases. Education enrollment targets were reviewed and adjusted protection case tracking was improved to reflect changing realities on the ground. New accelerated vulnerability exercise was launched in November and foreseen to be finalized in May/June 2016.

Financial	
<ul style="list-style-type: none"> • Shortfall in donor aid commitment to the regional response plan; • Fiduciary risks in operational implementation Causes: <ul style="list-style-type: none"> ➢ Donor fatigue and de-prioritization 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. 	<ul style="list-style-type: none"> • Regular dialogue with donors and hosts is maintained; • Robust financial and management reporting systems are maintained; • Audit and oversight recommendations are produced and implemented; • Programme and budget planning are aligned.
<ul style="list-style-type: none"> • Reduced donor contribution; • Inability to respond to increase in needs. 	<ul style="list-style-type: none"> • Meetings and email communication between UNRWA and donors on the updates of the regional response plan; • UNRWA field offices regularly update the Management Committee on progress and challenges; • Audit and oversight monitored through UNRWA systems of review and responses.
<ul style="list-style-type: none"> • SFO participated in the full range of budget monitoring activities throughout 2015, including budget hearings, programme monthly meetings also supported the monitoring of project and PB expenditure rates; • Over one hundred projects were funded in 2015. The vast majority responded to the Syria Humanitarian Assistance Response Plan; • Regular communication with donors was maintained by the Front Office and PSO through meetings, e-mail and the organization of visits when relevant. 	<ul style="list-style-type: none"> • Funding was critically low for emergency cash assistance. Cash for housing was suspended in July 2015. Ongoing dialogue with donors has flagged this situation; • UNRWA undertook a business process audit of its cash assistance in Lebanon during 2014-2015, and is reviewing recommendations; • Programming and budget planning have been aligned.
<ul style="list-style-type: none"> • Except for health and protection components, all other programming was under funded; • In coordination with UNRWA HQ, several outreach meetings with donors and embassies were conducted that highlighted the challenges of effectively responding to PRS cash needs; • Some contributions were received in December 2015 and carried forward to 2016. 	

Hazards						
<ul style="list-style-type: none"> • An escalation of the conflict heightened physical threats to refugees, staff and UN facilities <p>Causes:</p> <ul style="list-style-type: none"> ➤ Lack of a political solution to the conflict; ➤ Area staff rules and regulations for safety and security are not covered by UNSMS framework; ➤ Deteriorating infrastructure maintenance leads to unsafe working conditions. 	<ul style="list-style-type: none"> • Deteriorating rule of law increased incidents of violence, accidents, damage and/or loss of UNRWA assets; • Widespread displacement among beneficiaries and staff • Difficulty accessing beneficiaries and installations; • Greater potential for staff injuries, fatalities; • Lack of adequate duty of care standards on safety and security; • Partial or complete evacuation of international staff. 	<ul style="list-style-type: none"> • Field-specific plans established to mainstream safety and security; • Staff trained on safety and security; • Safety and security personnel strengthened through additional recruitment and training; • Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes; • Coordination with authorities, the UN Office for the Joint Special Representative and, as possible, other parties controlling camps. 	<ul style="list-style-type: none"> • Regular use of the Security Information Management Systems (SIMS); • Ongoing collection and coordination of security data through UN Security Management Team and UN Security Cell. 	<ul style="list-style-type: none"> • The Security Information Management System (is fully operational in Syria Field. It is compiled at the Field Office level by the Safety and Security Division (SSD) Administrative Assistant. All incidents affecting UNRWA staff, assets and installations that are reported to SSD are entered into the SIMS; • In 2015, the position of Field Safety Support Officer (P4) remained vacant; • SSAFE training is now compulsory for all international staff working in Syria and is being conducted 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"> • The recruitment of mobile security officers under one of the emergency projects enabled JFO to complete inspections of all 97 school buildings. Gaps remain with regard to HCs and other installations. • Various activities, including evacuation drills involving staff and beneficiaries, were carried out at the installation level; • JFO is maintaining the same level of compliance with UNDSS guidelines as in 2014 which stands at 98%. Advisories and updates were provided to staff as per DSS guidelines. • Good relations were maintained with government security organs.

Operational						
<ul style="list-style-type: none"> • Lack of human resources/capacity; • Sustained disruption and/or inadequacy of power supply; • Transportation routes and access to areas compromised by insecurity. Causes: <ul style="list-style-type: none"> ➢ Displacement of staff families and destruction of homes; ➢ Lack of adequate human resource capacity; ➢ Diversion/ theft/misuse of goods, assets or installations; ➢ Expanding conflict across Syria, especially Damascus. 	<ul style="list-style-type: none"> • Inability to respond adequately to growing needs; • Low morale, industrial action, increased attrition rates, and recruitment challenges; • Loss of institutional memory, including business continuity; • Poor systems in place to support service delivery and informed decision making; • Reduced management and oversight support, particularly in case of international evacuations; • UNRWA targeted for violence. 	<ul style="list-style-type: none"> • Maintain emergency roster of staff members trained and prepared for development of the Syria crisis response; • Business continuity plans in place for critical systems; • Remote and decentralized management structures in place; • Establishment of alternative transportation and importation routes, e.g. Tartous; • Increased local procurement of humanitarian materials. 	<ul style="list-style-type: none"> • Maintain the UNRWA emergency staff roster; • Periodic review of business continuity planning; • Periodic review of programme criticality and required staffing 	<ul style="list-style-type: none"> • In 2015, SFO continued to face a range of staffing issues. Turnover continued to increase as impacting operations. About 450 staff members were on special leave without pay. This trend worsened in 2015 as people increasingly attempted to leave the country to seek asylum outside of Syria. Among these were a number of senior and long-serving staff that were replaced with junior colleagues. This 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 2015. 	<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; • 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; as such no disruptions or major incidents were reported.

Sociopolitical	
<ul style="list-style-type: none"> • Beneficiary expectations are broader than UNRWA capacity or mandate. Causes: <ul style="list-style-type: none"> ➢ Lack of staff understanding of UNRWA mandate/role; ➢ Lack of communication and or misinformation regarding UNRWA goods and services provision; ➢ Lack of understanding of constrained operating environment, particularly in relation to financing and access; ➢ Expanding needs due to emergency/conflict. 	<ul style="list-style-type: none"> • Increase in administrative burden and transaction costs due to increase in complaints; • Unfavorable media coverage; • Demands for increasing existing service provision or new programmes; • Exposure of UNRWA staff to threats; • Demonstrations and protests interfering with programme delivery
<ul style="list-style-type: none"> • Maintain dialogue with stakeholders • Close liaison with community/IDP committees; • Regional communication strategy in place that addresses communication with staff, beneficiaries, host communities, donors and governments. 	<ul style="list-style-type: none"> • Informal polling of beneficiaries; • Staff reporting on incidents, complaints.
<ul style="list-style-type: none"> • SFO provided regular updates to the MCM and a range of other internal coordination bodies, such as the Advisory Group on Syria. • Both RONY and ROEU offices are engaged on a regular basis, particularly on advocacy issues. Engagement with RONY is particularly strong on issues related to regular reports to the SG on resolutions 2139/2165/2191. SFO also 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 caused 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. • Beneficiaries were communicated with via messaging to advise of distributions. • Close liaison with communities and beneficiaries was maintained through Area Offices, RSS staff and Area Communications Officers. • A complaints mechanism for the cash assistance was been put in place
<ul style="list-style-type: none"> • By the end of 2015, and due to the downscaling of the cash distribution programme to target only the most vulnerable categories, UNRWA JFO mainly received queries and sometimes complaints from the less vulnerable that are only eligible for the winterization assistance. 	

annex 4: opt emergency appeal results framework

Gaza Sector-Specific Interventions			
Strategic Objective 1: Prevent a further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shock			
Specific Objective	Outcomes	Indicator	Target
Emergency Food Assistance Food insecure refugee households meet their most basic food requirements through food assistance	The severity of refugee food insecurity is tempered.	Percentage of caloric needs of the abject poor met through food distributions (on average per quarter).	76%
		Percentage of caloric needs of the absolute poor met through food distributions (on average per quarter).	40%
	School children have improved food intake Nutrition of refugee children < 24 months is optimized.	Number of food-insecure refugees receiving food assistance (gender disaggregated).	800,000
		Percentage of food-insecure refugee households receiving in-kind food aid.	100%
		Percentage of UNRWA students guaranteed at least one small meal per day.	100%
		Number of small meals distributed to students.	49,525,000
Emergency Cash Assistance Enabling abject poor households to close their 'post-food assistance' poverty gap through complementary unconditional cash transfers.	Abject poor families close their 'post-food assistance' poverty gap.	Percentage of women benefitting from additional food aid receiving guidance on appropriate complementary feeding for infants and young children 6-24 months.	100%
		Percentage of pregnant and breastfeeding refugee women receiving appropriate additional food aid.	100%
	Percentage of children 6-24 months receiving complementary food.	100%	
Emergency Cash-for-Work Food insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.	Food insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	Percentage of 'post-food assistance' poverty gap bridged.	100%
		Percentage of eligible abject poor families receiving family income supplement.	100%
		Percentage of CFW beneficiaries using earnings to cover basic food needs.	79%
		Percentage of CFW beneficiaries using earnings to pay debts	38%
	Total value provided to CFW beneficiaries (Q)	US\$ 61,813,837	

Community Mental Health					
The resilience and mental health of vulnerable refugees, households and communities is promoted.	Resilience coping capacities, mental health and psychosocial well-being is increased in targeted vulnerable communities.	Percentage of cases showing improved functionality out of the total number of cases for individual counselling	60%		
		Number of active cases seen through individual counselling (average open cases at the end of the month).	1,330		
		Number of new cases seen through individual counselling	11,330		
		Number of group counselling session	9,888		
		Number of public awareness sessions in schools, HCs and other facilities.	17,312		
Emergency Health					
The impact of the crisis on health services for refugees is mitigated.	The crisis-affected refugee population is able to access PHC, and the poorest are given minimal financial support to access secondary or tertiary health care.	Percentage of patients referred to contracted secondary and tertiary health care, access these services.	100%		
		Percentage of patient reimbursement claims for expenses from non-contracted secondary and tertiary health care services are fulfilled.	100%		
		Percentage of HCs with no 'stock-out' of 12 tracer items.	100%		
		Percentage of students referred to SCSN receiving a comprehensive medical examination.	100%		
		Percentage of children identified with special needs who receive relevant support.	100%		
Operations Support					
Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.	Agency neutrality and integrity is safeguarded	Percentage of staff working at surveyed facilities indicating appropriate practical understanding of humanitarian principles, including neutrality and integrity.	100%		
		Percentage of UNRWA installations receiving four or more neutrality inspections.	100%		
		Number of staff members being trained to respect United Nations principles of neutrality.	1,500		
		Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population.	N/A		
		Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors. Politicians, researchers, journalists).	N/A		
Refugees' rights to access UNRWA services protected.	Percentage of cases where a breach in service access rights is resolved.	100%			
	Number of claims of breaches in access rights brought to the attention of the OSO team by refugees that are attended by the team.	N/A			

Emergency Education		
The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment.	Students have the essential materials to participate in learning to the fullest extent.	Percentage of students equipped to actively participate in their learning, as reported by the teachers.
	Students, whose learning abilities are undermined by their environment, fulfil their educational potential.	Percentage of students at UNRWA schools provided with essential materials.
		Percentage of summer-learning students passes their end-of-summer learning exam.
		Percentage of students failing key subjects who enrol in summer learning.
Explosive Remnants of War		
ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff, reducing the number of related incidents, deaths and injuries among children and staff.	School children in Gaza have increased protective knowledge regarding ERWS.	Percentage of targeted children and UNRWA staff demonstrating improved knowledge regarding ERW risk education.
		Percentage of students and UNRWA staff who receive ERW risk education.
		Number of directly- and indirectly trained UNRWA staff.
Child Protection		
The resilience and coping capacities of children affected by conflict and pervasive violence are strengthened through the provision of an improvement protective environment.	The physical and mental health of children, both girls and boys is enhanced.	Percentage of children indicating a positive effect in their well-being from participating in the SFW.
		Number of children participating in the SFW (gender disaggregated).
Water Sanitation and Hygiene		
A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions.	Outbreaks of waterborne diseases caused by non-functioning water and sanitation systems are prevented.	Number of outbreaks of waterborne diseases due to non-functioning water and sanitation systems.
		Percentage of coverage of minimum fuel requirements needed by the local utilities to run WASH facilities.
		Percentage of coverage of additional fuel requirements needed to run UNRWA WASH systems due to electricity shortages.
		Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported.
	Reduced exposure of refugee population to disease-transmitters and breeding grounds.	Number of cases of vector-related health problems.
		Number of identified mosquito breeding sites cleared.
		Tons of waste removed from unofficial dumping sites.

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

West Bank Sector-Specific Interventions

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

Specific Objective	Outcomes	Indicator	Target
Emergency Food Assistance			
Food-insecure refugee households meet their most basic food requirements through food assistance.	The severity of refugee food insecurity is tempered.	Number of food-insecure refugee households receiving food voucher assistance	25,000
		Number of food-insecure refugees receiving food assistance (gender disaggregated)	160,000
		Total value of electronic vouchers provided to food insecure refugees	US\$ 19,200,000
Emergency Cash-for-Work			
Food-insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.	Food insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	Number of refugees engaged in short-term cash-for-work (gender disaggregated)	10,000
		Total value provided to cash-for-work beneficiaries	US\$ 12,600,000
		Number of cash-for-work beneficiaries	19
Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld			
Protection			
Palestine refugees receive protection from the immediate effects of the conflict/ occupation, respect for IHL and IHRL is promoted and the humanitarian consequences of abuses are mitigated.	Enhanced systematic follow-up of authorities responsible for IHL violations.	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities.	20%
	Delegations are better equipped / informed to advocate on the protracted crises affecting the refugee population in West Bank.	Percentage of documented incidents/issues presented to the relevant authorities.	80%
	The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed.	Percentage of stakeholders' awareness-raising initiatives (briefing, field trip etc.) that are followed by concrete measures taken by stakeholders.	20%
	The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/ briefings with donors, politicians, researchers, journalists).	N/A
	Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/ occupation	Percentage of refugee families suffering from violence and/or damage to their private property who received emergency assistance according to the Crisis Intervention Model.	100%
	Agency neutrality and integrity safeguarded.	Percentage of refugee families suffering from violence and/or damages to their private property who received emergency assistance according to the Crisis Intervention Model.	50%
	Agency access is facilitated and infringements of humanitarian space countered.	Number of at-risk communities supported through community-driven protection projects.	19
Operations Support			
	Agency neutrality and integrity safeguarded.	Percentage of recorded neutrality issues are addressed by the relevant department before the following neutrality inspection.	80%
	Agency access is facilitated and infringements of humanitarian space countered.	Percentage of UNRWA installations receiving four or more neutrality inspections.	100%
		Number of staff members being trained to respect UN neutrality principles.	600
		Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods or services.	50%
		Percentage of reported access incidents raised with relevant authorities.	100%

Mobile Health Clinic		
The impact of the crisis on health services for refugees is mitigated.	Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services.	Percentage of regular visits conducted per community, as scheduled. 100%
		Number of people provided with improved access to health services through mobile health clinics. 122,256
		Number of patient consultations provided in mobile health clinics (gender disaggregated). 108,000
Community Mental Health		
The resilience and mental health of vulnerable refugees, households and communities is promoted.	Increased resilience, coping capacities, mental health and psychosocial wellbeing in targeted vulnerable communities.	Number of group psychosocial activities/sessions. 416
		Number of individual, group or family counselling sessions. 600
		Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population). 10,528
		Number of community members trained in prevention and response to crises and psychosocial emergencies. 400
Agency-wide - Strategic Objective 3: Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders.		
Coordination, Safety and Management		
UNRWA has adequate response capacity for the protracted crisis and sudden-onset emergencies.	The response, as funded, is effectively implemented and managed.	Percentage of outcome indicators that are on track of the target, adjusted as per funding received. 80%
		Percentage of output indicators that are on track of the target, adjusted as per funding received. 100%
		Percentage of harmonized reporting done accurately and in a timely fashion. 100%

annex 5: opt emergency appeal risk register

Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	Status Update	
				West Bank	Gaza Strip
Hazards					
<ul style="list-style-type: none"> Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitarian vulnerability An increase in internal Palestinian division leading to greater instability in the oPt 	<ul style="list-style-type: none"> Increased humanitarian needs among Palestine refugees Protection issues, violations of IHL/IHLR, injuries and fatalities due to law enforcement operations or armed conflict. New protection concerns arose in GFO due to densely populated CCs during/after the hostilities in July and August 2014. Restrictions to the movement of people and materials in the Gaza Strip 	<ul style="list-style-type: none"> GFO and WBFO have strengthened their emergency and rapid response capacity by reviewing and improving systems. GFO uses lessons from the 2014 conflict for revised emergency preparedness. During 2013-2014, 80 WBFO field and area staff participated in emergency response training focusing on needs assessments, response plan preparation, and the management of personal security in the field. There are plans to extend emergency response training in 2015. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism in major events. GFO and WBFO have minimum-preparedness steps in place such as updated emergency supply lists, critical/essential staff lists and the ability to utilize the Agency emergency staff roster. Coordination within UNCT and UNDSS to ensure maximum coverage and efficiency. Both field offices actively participate in inter-agency simulations and workshops for emergency preparedness/response. Standalone security structures: The UNWRA Safety and Security Division (UNRWA SSD) works with UNDSS to closely and continuously monitor the political and security situation to allow pre-emptive planning for escalations where possible. Security briefing for incoming staff supports conduct and behaviour that reduces risk, both to the individual and the Agency. 	<ul style="list-style-type: none"> Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation. Regular use of the Security Information Management System including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell. Daily media reviews 	<ul style="list-style-type: none"> The UNRWA West Bank Field Office (WBFO) continued monitoring the political and protection environments including trends analysis of demolitions / displacement and injuries in 2015, especially after the escalation in security incidents post October 2015. WBFO relied on refugee-specific data. In the West Bank, UNRWA has procured emergency NFI stocks that were utilized during periods of inclement weather. The West Bank Field Office (WBFO) also recruited a new emergency preparedness and response officer as part of ongoing efforts to strengthen emergency preparedness and response capacity. WBFO also continued to coordinate its emergency preparedness / response with the humanitarian community. Due to austerity measures, emergency preparedness training plans were not developed during 2015. WBFO continued to closely coordinate with the humanitarian community on the 2015 Strategic Response Plan. In this regard, the common post-demolition response system was utilized for both planning and reporting purposes. 	<ul style="list-style-type: none"> The UNRWA Gaza Field Office (GFO) continued to provide shelter to the internally displaced during the first half of 2015. Individuals hosted in UNRWA CCs, which in January 2015 exceeded 15,000, were able to relocate upon receipt of reintegration packages and TSCA payments. All CCs were closed by 17 June. GFO monitored the political and security situation, with particular focus on protection needs after the escalation of violence in quarter four of 2015. Building on experience from the hostilities in July and August 2014, GFO undertook a comprehensive revision of its Emergency Response Manual. GFO also produced detailed standard operating procedures and lessons learned exercises. As a result, a new emergency response system will strengthen GFO integrated management and coordination during the emergency phase, serving as a practical guide for staff involved in emergency preparedness and operational response. The Collective Centres Management Unit (CCMU) organized a Training of Trainers to further develop the skills of staff involved in shelter management. GFO continued to closely coordinate with the humanitarian community in the oPt through specialized clusters and broader participation in the Intercluster Coordination Group. 6,459 UNRWA staff received training between January and June 2015 in a variety of subjects, including the importance of upholding neutrality, fire-fighting, and reacting appropriately to security incidents. Eight staff in the GFO Safety and Security Division were trained on Security Information Management Unit. This trained included new staff and staff that already use the system (these individuals benefitted from continuing education).

Sociopolitical:						
<ul style="list-style-type: none"> Beneficiary expectations: Dissatisfaction of beneficiaries due to perceived decrease in humanitarian assistance Beneficiary expectations continued 	<ul style="list-style-type: none"> Unstable and unfavourable community relationships Obstruction of services Exposure of UNRWA staff to threats 	<ul style="list-style-type: none"> Update and implement communication plans that include regular meetings with beneficiaries, the Area Staff Union, Camp Services Committees and the PA. The WBFO emergency unit opened a beneficiary hotline to enable refugees to enquire about their poverty status and eligibility for Cash-for-Work or food vouchers and to request household visits for new applications/updates. This improves transparency and has reduced frustration, especially at the camp level. It also limited the extent to which camps service officers and other frontline staff need to deal with complaints regarding emergency assistance. WBFO conducts protection audits to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and security for staff guaranteed. The GFO Monitoring and Evaluation Unit conducts independent surveys that increase management awareness of areas of discontent among the target group and improve effectiveness and targeting. The GFO Operation Support Office team maintains regular contact with beneficiaries, explaining their service access rights, and supports management in addressing sensitive matters such as service cuts. The GFO-reformed PAS will enable the field to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families. Information collected from beneficiaries is fed back to senior management so beneficiaries' expectations can be positively managed. Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS. 	<ul style="list-style-type: none"> Results of internal surveys and evaluations from non-UNRWA sources Staff expectations recorded as part of the programme design stage of the appeal mechanism Media analysis Security information management system reporting on incidents and complaints 	<ul style="list-style-type: none"> WBFO is in daily contact with beneficiaries through both regular programme implementation and through field visits, circulate amongst those served. WBFO continued managing the beneficiary hotline that received over 1,000 phone calls related to food vouchers during the reporting period. A separate hotline managed by the WBFO Food Security Unit answers questions related to eligibility for emergency CFW and RSS assistance. Protection audits were conducted during 2015 on all EA interventions. 	<ul style="list-style-type: none"> GFO is in daily contact with beneficiaries through both regular programme implementation and through OSO teams that, through field visits, circulate amongst those served. In addition, as part of its monitoring and evaluation activities, GFO assessed beneficiary views and satisfaction with UNRWA services through a series of surveys, including the JCP income use survey, post-food distribution monitoring, IDP profiling and health service provision review. UNRWA sought to address dissatisfaction among the refugee community, mainly due to the perceived slow pace of reconstruction efforts and the possible delay in the start of the 2015-2016 school year, through intensified fundraising efforts and the reallocation of un-earmarked funds to shelter interventions. UNRWA management interacted on a regular basis with both staff and the refugee population. GFO increased outreach efforts through the implementation of: (i) the Communicating with Communities (approach); (ii) the Communication for Development approach; and (iii) a strengthened communications strategy that engaged communities as to UNRWA activities, service access rights and the rationale for the distribution of available funds. In response to concerns amongst both staff and refugees, GFO completed a comprehensive reform of its poverty targeting mechanism that is used for determining food assistance eligibility. The reformed PAS, which was officially introduced on 31 May 2015, is a more rapid, accurate and fair system for the allocation of assistance and includes a robust appeal mechanism. Through to the end of 2015, 33,583 homes were visited/assessed under the PAS with 18,358 families being found to be eligible for assistance. In December 2014, GFO conducted a protection audit with staff from RSS, health, community mental health programme and education, to assess how the degree of compliance of UNRWA services with protection principles. During the first semester of 2015, the OSO team worked with programmes to implement protection mainstreaming activities aimed at addressing gaps and concerns identified through the audit. Protection audit recommendations are being followed up - over 50% of the recommendations have been implemented. 	<ul style="list-style-type: none"> WBFO is in daily contact with beneficiaries through both regular programme implementation and through OSO teams that, through field visits, circulate amongst those served. WBFO continued managing the beneficiary hotline that received over 1,000 phone calls related to food vouchers during the reporting period. A separate hotline managed by the WBFO Food Security Unit answers questions related to eligibility for emergency CFW and RSS assistance. Protection audits were conducted during 2015 on all EA interventions.

Sociopolitical (Continued)	
<ul style="list-style-type: none"> • Real or perceived breach of UNRWA neutrality as humanitarian actor • Interference by local authorities in UNRWA activities 	<ul style="list-style-type: none"> • Donors reduce their financial support. • Reputation of UNRWA as a non-neutral actor creating distrust among beneficiaries and partners • Incursions in UNRWA installations creating general insecurity in the refugee community
<ul style="list-style-type: none"> • Staff outreach through communications, annual/biannual presentations and workshops on neutrality/access/protection. The OSO in WBFO and GFO play a key role in safeguarding neutrality. • Ensure proper induction for newly hired staff, which includes training on UN privileges and immunities and humanitarian principles, including neutrality • Investigate allegations concerning neutrality breaches and take disciplinary action where the facts warrant • Interventions with key interlocutors, sometimes jointly with other UN agencies • In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place through the OSOs and protest the incident in writing to relevant interlocutors • There are controls in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft of Agency vehicles (and resultant misuse). 	<ul style="list-style-type: none"> • Tracking and analysis of neutrality violations in UNRWA installations • Keeping an updated record of staff members trained on humanitarian principles, including neutrality • Media analysis and follow-up • Regular contact with donors
<ul style="list-style-type: none"> • In the West Bank, neutrality inspections continued to be carried out on all UNRWA installations. In addition, 674 staff members were trained on humanitarian principles, including the United Nations principles of neutrality. 	<ul style="list-style-type: none"> • The GFO OSO team conducted the required quarterly visits to all Gaza installations. GFO is currently participating, with OSO teams in the other fields, in a harmonization process related to installation visits and monitoring and reporting on neutrality concerns. • The GFO OSO team provided training on humanitarian principles, including the principle of neutrality, as well as protection for 739 frontline and newly hired staff (514 installation managers and 225 new hires). • Neutrality violations of UNRWA installations with security implication (e.g. incursions) are recorded in the SIMS. New staff are oriented on identifying and reporting violations. • In 2015, 492 security incidents either directly or indirectly affected UNRWA operations.

<p>Operational</p> <ul style="list-style-type: none"> Employee dissatisfaction as a result of perceived emergency programme cutbacks Employee dissatisfaction continued No clear separation between the responsibilities and authority of the Government of National Consensus, the de facto authorities and armed groups 	<ul style="list-style-type: none"> Industrial action interruptions Misuse of materials and assets by the affected population (the potential that, due to construction material scarcity, beneficiaries may be inclined to sell materials/assets at a profit) 	<ul style="list-style-type: none"> UNHQ and Field management have regular meetings with the Area Staff Union to discuss specific issues of concern to staff. In case of industrial action, both offices are capable of relocating to a remote location with the necessary support structures within 48 hours. Maintain regular updates with stakeholders (staff and institutional partners) to ensure understanding of reforms and structural reorganization requirements Through consultations between supervisors, supervisees and HR representatives, promote constructive staff dialogue with regard to capacity development Limit need for dual use materials through alternative construction methods Programmes are designed to ensure UNRWA is able to maintain control over handling and transfers of materials at all stages, from import to construction. 	<ul style="list-style-type: none"> Monitoring/documenting of key issues to the union and of union messaging Updates to donors on key developments affecting Agency operations Periodic review of business continuity plans Regular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations Advisor Regular updates through communication with Field management Periodic monitoring and review of staff survey results 	<ul style="list-style-type: none"> WBFO continued to engage in meaningful discussions with the union during 2015. WBFO continued to update the humanitarian community and donor partners on developments affecting the Agency's operations such as: (i) critical shortages under the joint WFP and UNRWA Bedouin programme; (ii) the humanitarian impact/situation of refugees during the escalation of security incidents that started in October 2015; and (iii) the humanitarian response to post October 2015 events. 	<ul style="list-style-type: none"> As referenced above, GFO increased outreach efforts through the implementation of: (i) the Communicating with Communities approach; (ii) the Communication for Development approach; and (iii) a strengthened communications strategy that engaged communities as to UNRWA activities, service access rights and the rationale for the distribution of available funds. In 2015 the OSO team worked with programmes to implement protection mainstreaming activities, aimed at addressing gaps and concerns identified through its protection audit
---	--	--	---	---	--

<p>Financial</p> <ul style="list-style-type: none"> Fiduciary risks in operational implementation 	<ul style="list-style-type: none"> Donors reduce their contributions Financial viability of project/programmes compromised 	<ul style="list-style-type: none"> Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning (system in 2015 Conduct regular and periodic training in procurement guidelines and financial policies and procedures for staff involved in expenditure and procurement processes UNRWA systems are monitored and audited to identify and correct operational and financial risks. As part of its EA transition, WBFO undertook an extensive review of the effectiveness and efficiency of its emergency operations during 2012 and 2013. While the transition process was completed in 2014, WBFO continues to monitor the effectiveness of the implementation. Continued bilateral and ad-hoc engagement with donors by External Relations and Communications Department to explain need for continued financial support 	<ul style="list-style-type: none"> Integrate GFO EA Finance Unit in Projects Office to oversee financial processes of EA donations and equip senior management with timely projections Monthly meetings in GFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions Quarterly RBM of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected In consultation with External Relations and Communications Department, periodic communication with the donor community on the status of funding and critical needs 	<ul style="list-style-type: none"> WBFO received approximately 57 per cent of the funds required for oPt EA implementation. The effects of underfunding were felt in the area of food security interventions (CFW and food vouchers), where programming was unable to reach planned targets Enhanced coordination between WBFO senior management, the Emergency Unit, the External Relations and Communications Department and the Department of Planning ensured that critical funding allocation decisions were anticipated and planned for. In addition, enhanced coordination and project management processes within the WBFO Emergency Unit facilitated the continuous monitoring of all EA interventions and funds to ensure adherence to internal WBFO planning instruments and donor guidelines. Quarterly meetings were conducted in 2015 between the WBFO Emergency Unit and the External Relations and Communications Department on EA funding. 	<ul style="list-style-type: none"> GFO received approximately 46 per cent of the required funds under the oPt EA, which allowed for the implementation of essential EA interventions such as food, JCP, emergency health and education, SFW, community mental health, operations support, WASH and shelter activities. This level of funding was, however, insufficient for UNRWA to implement emergency cash assistance and the school feeding programme. Enhanced coordination between senior management, the EA finance team and the Projects Office ensured that critical funding allocation decisions were anticipated and planned for. Strengthened resource management practices were facilitated in 2015, particularly through the implementation of a comprehensive Enterprise Resource Planning system.
---	--	--	---	--	--

Risks specific to WBFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	
			Status Update	
Programmatic				
Further economic deterioration in the West Bank and decline in purchasing power due to persisting unemployment rates and rising food prices in global and local markets	<ul style="list-style-type: none"> Increase in food insecurity among Palestinian refugees Difficulties to meet humanitarian needs due to less purchasing power, decreasing funds and a growing number of people in need 	<ul style="list-style-type: none"> Strategy developed and being implemented to move beneficiaries from dependence on humanitarian aid towards economic empowerment through more sustainable programming and emphasis on livelihoods and self-reliance. A more diversified and effective food security programme was implemented in 2014 to ensure cost-efficiency and a comprehensive response based on priority needs. This included the introduction of electronic food vouchers for food-insecure refugees living outside camps, in partnership with the WFP. Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system Economic, household and labour market analysis conducted by UNRWA or other actors Following trends and discussions through active participation of UNRWA WBFO in the Food Security Sector and Food Security Analysis Unit. 	<p>WBFO continued to provide timely EA results reporting through the internal RBM system.</p> <p>The final report of the oPt Socioeconomic and Food Security Survey has yet to be released, however preliminary data has served to support both 2016 EA and Humanitarian Programme Cycle planning. UNRWA continues to be actively engaged in the Food Analysis Unit and the humanitarian Food Security Sector.</p>
Strategic				
Failure in the transition from humanitarian response to resilience-building or sustainable programming.	<ul style="list-style-type: none"> Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience. 	<ul style="list-style-type: none"> UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programmatic implementation progress. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Review through EA reporting mechanisms. 	<p>Results based management of EA programming was facilitated in 2015 through the use of quarterly reporting under the RBM system and Quarterly Management Reviews. These mechanisms ensured consistent monitoring and timely action in the event of diversions away from plans.</p>
Sociopolitical				
Practices of and imposed rules by the Israeli authorities related to the occupation are affecting the programme's ability to be effectively implemented in Area C, including closed military areas.	<ul style="list-style-type: none"> Disruptions in implementation of services Obstruction of donor-funded structures in Area C due to lack of building permits 	<ul style="list-style-type: none"> WBFO liaises with the Israeli authorities on access/protection issues through the OSOs. In some instances, issues are raised at the level of the Director or Commissioner-General with Israeli counterparts, sometimes jointly with other UN agencies. Specific programme teams are implementing activities in Area C, including closed military areas, on a regular basis and ensuring monitoring and feedback loops. UNRWA has adopted UNCT Area C Framework Policy. 	<ul style="list-style-type: none"> Daily access monitoring through the UNRWA Radio Room Documentation and reporting of access incidents Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT 	<p>WBFO continued to monitor, document and follow up on access incidents affecting humanitarian operations. During the reporting period, 135 access incidents were reported with over half related to restrictions on the use of certain checkpoints by Agency vehicles and staff.</p>

Risks specific to GFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	
			Status Update	
Sociopolitical				
Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or ceased due to limited equipment and supplies. 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers to minimize the impact of delays of commodities. Timelines for procurement processes and delivery times take into consideration unforeseen delays in order to minimize final delivery and distribution delays. Whenever necessary, UNRWA undertakes steps seeking Israeli authorities to allow unhindered humanitarian relief into the Gaza Strip. Seek support from the international community and donors to use their position to advocate for the unhindered access of humanitarian assistance into Gaza As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained 	<ul style="list-style-type: none"> Clear communications in external reporting on the impact of access barriers on programme delivery Regular communication with the Israeli authorities Analysis of incidents and trends Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel 	GFO monitored the recent partial easing of restrictions, particularly regarding the exports of goods, via the media and through consultations with local economic actors. The impact of these measures on the population and economy has not been tangible.
Political interference by the government in UNRWA activities.	<ul style="list-style-type: none"> Delays in the implementation of activities, with possible cancellations 	<ul style="list-style-type: none"> Highlighting the humanitarian purpose and neutrality of UNRWA interventions Keeping open communications channels with stakeholders who advocate for the Agency's humanitarian mandate Close observance of and constant reminder on the UNRWA mandate and scope of work Reporting mechanisms from all programmes and installations to inform on incidents regarding interference of government representatives on UNRWA activities Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions 	<ul style="list-style-type: none"> Record and ensure analysis of incidents at UNRWA or other Agency programmes Maintain regular contacts with key stakeholders, including donors, on the issue Depending on the case, and if required, communicate publicly on the issue 	Through the continued work of the OSO team, issues related to breaches in neutrality were identified and responded to. GFO successfully used Chief Area Offices to reach out to community stakeholders.

<p>Programmatic/Financial</p> <p>Decline in purchasing power</p>	<ul style="list-style-type: none"> Increased needs among Palestine refugees Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. 	<ul style="list-style-type: none"> Implementation of intensive reforms designed to improve beneficiary targeting efficiency, which limits the case load to beneficiaries verified as abject or absolute poor UNRWA has moved from a status-based to a poverty-based targeting system, with beneficiaries in Gaza solely targeted through a proxy-means benchmarking mechanism in line with international best practices. The Agency initiated a large-scale reassessment process for its food assistance caseload to best capture the evidenced need and respond to families coping with unexpected shocks that affect their ability to meet basic caloric requirements. Strengthened/planned procurement processes to ensure better anticipation of requirements and thus lower prices 	<ul style="list-style-type: none"> The UNRWA weekly price monitoring system (collection of prices for 15 key commodities) Analysis carried out by the UNRWA Programme Support Unit using Palestine Bureau of Statistics (PCBS) data on labour force, national accounts, poverty and prices Information provided by other humanitarian actors 	<p>The GFO Programme Support Unit strengthened its socioeconomic analysis capabilities and developed an internal monthly Economic Update. The GFO M&E team continued food price monitoring with a biweekly frequency.</p> <p>On 31 May 2015, GFO restarted the eligibility assessment for its poverty-based programmes, using its newly reformed PAS. GFO estimates that it will take approximately two years to assess the entire caseload of restudy cases and new applications.</p>
---	---	--	---	--

annex 6: unrwa statistics bulletin 2015

General Statistics (2015)

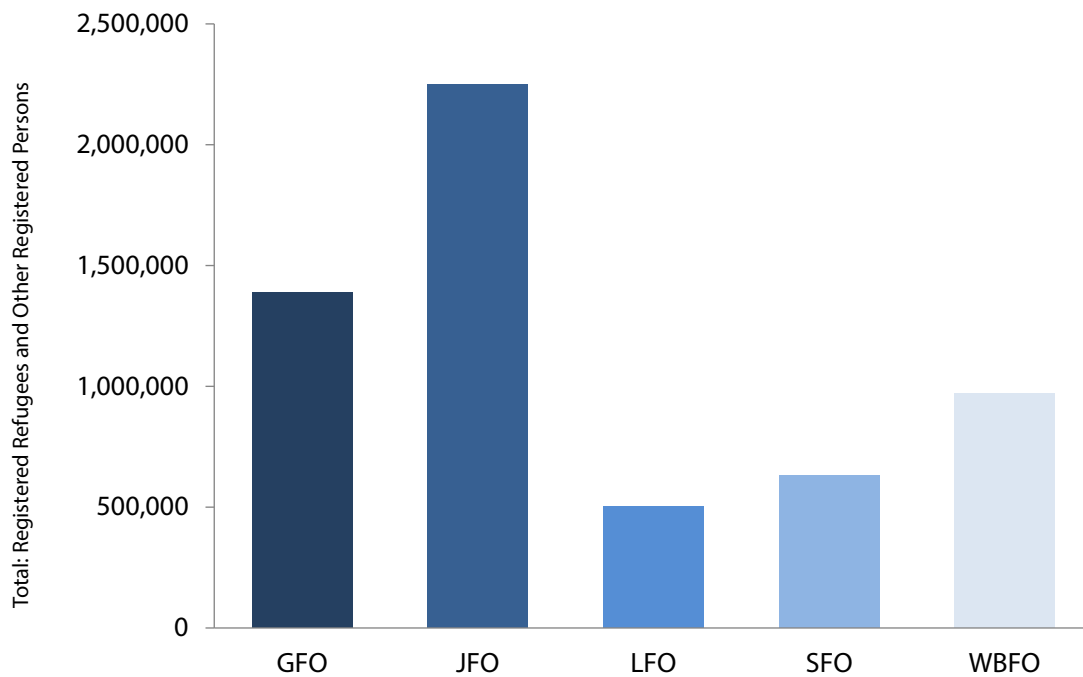
GFO	Number of official camps	8
	Registered Refugees (RR)	1,311,920
	Other Registered Persons*	76,748
	Average family size	4.3
	Registered Refugees, Female (%)	49.5
	Registered Refugees, Male (%)	50.5
	Youth Registered Refugees, Female (%)	20.2
	Youth Registered Refugees, Male (%)	19.9
JFO	Number of official camps	10
	Registered Refugees (RR)	2,144,233
	Other Registered Persons	103,535
	Average family size	4.5
	Registered Refugees, Female (%)	49.5
	Registered Refugees, Male (%)	50.5
	Youth Registered Refugees, Female (%)	19.3
	Youth Registered Refugees, Male (%)	19.1
LFO	Number of official camps	12
	Registered Refugees (RR)	458,369
	Other Registered Persons	46,007
	Average family size	3.8
	Registered Refugees, Female (%)	49.4
	Registered Refugees, Male (%)	50.6
	Youth Registered Refugees, Female (%)	15.9
	Youth Registered Refugees, Male (%)	15.7
SFO	Number of official camps	9
	Registered Refugees (RR)	560,000
	Other Registered Persons	70,035
	Average family size	3.6
	Registered Refugees, Female (%)	51.2
	Registered Refugees, Male (%)	48.8
	Youth Registered Refugees, Female (%)	16.5
	Youth Registered Refugees, Male (%)	16.4
WBFO	Number of official camps	19
	Registered Refugees (RR)	792,081
	Other Registered Persons	178,552
	Average family size	4.0
	Registered Refugees, Female (%)	50.2
	Registered Refugees, Male (%)	49.8
	Youth Registered Refugees, Female (%)	19.4
	Youth Registered Refugees, Male (%)	19.0

General Statistics (2015)

Agency		
	Number of official camps	58
	Registered Refugees (RR)	5,266,603
	Other Registered Persons	474,877
	Average family size	4.0
	Registered Refugees, Female (%)	49.8
	Registered Refugees, Male (%)	50.2
	Youth Registered Refugees, Female (%)	18.9
	Youth Registered Refugees, Male (%)	18.7

* Note 1: Other registered persons refers to those who, at the time of original registration, did not satisfy all of UNRWA's Palestine Refugee criteria, but who were determined to have suffered significant loss and/or hardship for reasons related to the 1948 conflict in Palestine; they also include persons who belong to the families of other registered persons.

Total of Registered Refugees and Other Registered Persons, 2015



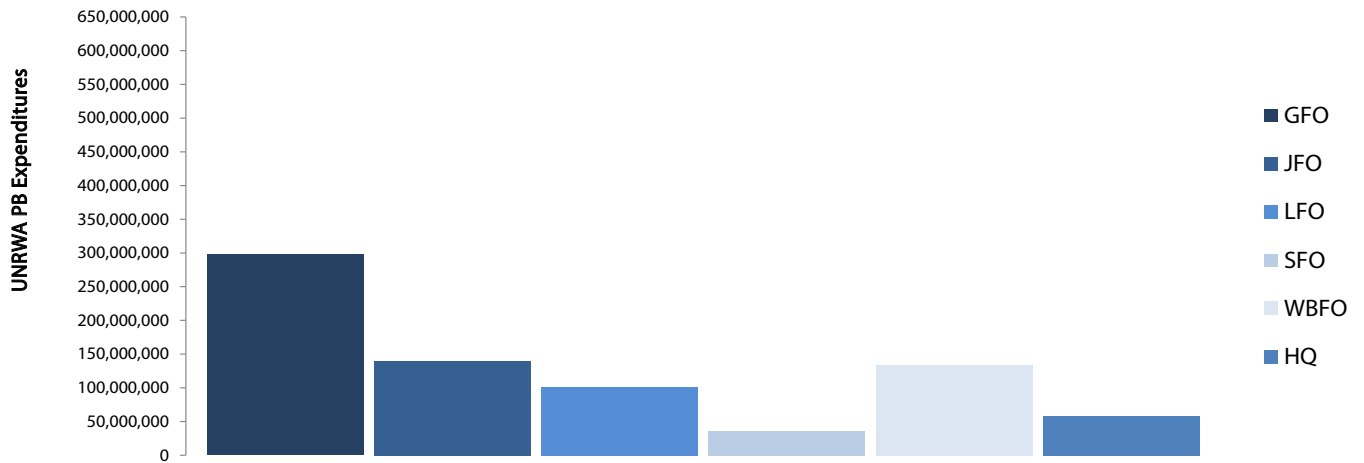
Summary of Finance Statistics Profile by Fund Source, 2015 (IPSAS) - Unaudited (Millions US\$)

	2015	
	Revenue	Expenses
Programme Budget	639.1	766.7
Restricted Funds	16.1	18.5
Microfinance	9.6	9.2
Emergency appeals	418.3	418.8
Projects	180.3	171.1
Inter-Fund elimination	(50.6)	(50.5)
Total	1,212.7	1,333.8

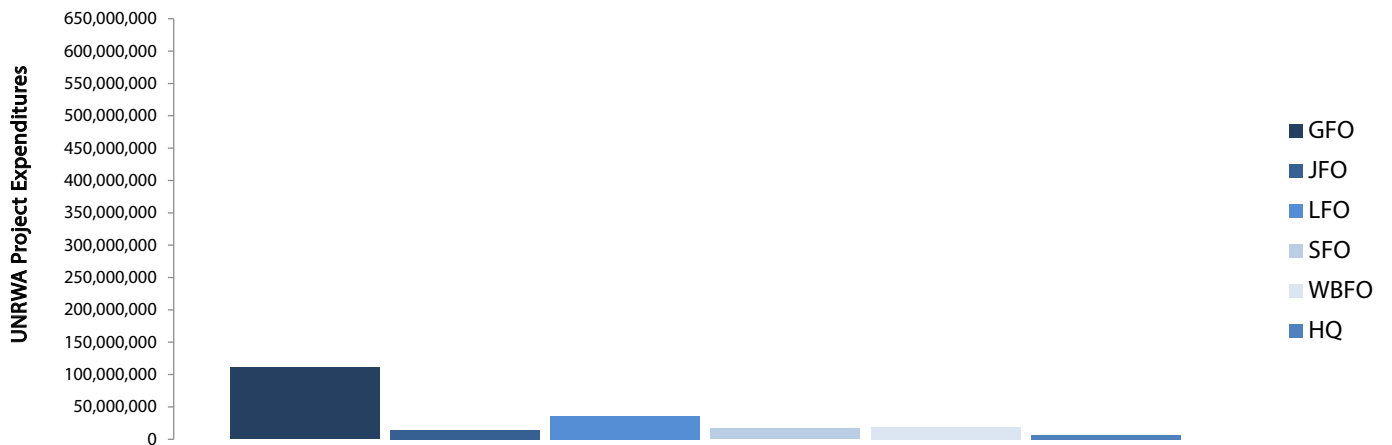
UNRWA Expenditure Statistics by Field 2015 PB (IPSAS), Projects and EA (UNSAS) - Unaudited

	2015	
	Expenditure	
GFO	Programme Budget	297,817,562
	Projects	110,986,676
	Emergency Appeal	218,283,798
	Total	627,088,036
JFO	Programme Budget	139,444,412
	Projects	13,945,168
	Emergency Appeal	9,817,677
	Total	163,207,256
LFO	Programme Budget	101,455,038
	Projects	36,356,200
	Emergency Appeal	44,580,396
	Total	182,391,635
SFO	Programme Budget	35,916,921
	Projects	16,317,116
	Emergency Appeal	136,669,538
	Total	188,903,575
WBFO	Programme Budget	133,971,302
	Projects	18,520,635
	Emergency Appeal	24,879,572
	Total	177,371,510
HQ	Programme Budget	58,079,765
	Projects	7,013,957
	Emergency Appeal	1,176,189
	Total	66,269,910
Agency	Programme Budget	766,685,000
	Projects	203,139,752
	Emergency Appeal	435,407,169.9
	Total	1,405,231,922

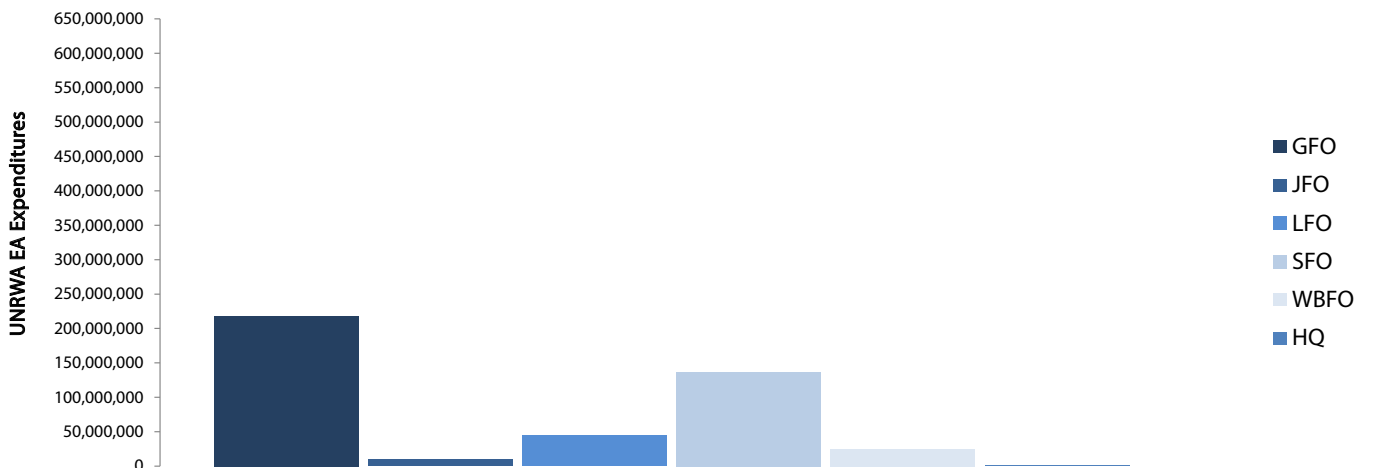
UNRWA Programme Budget Expenditures by Field & HQ, 2015



UNRWA Projects Expenditures by Field & HQ, 2015



UNRWA Emergency Expenditures by Field & HQ, 2015



Education Statistics (2015/16)

GFO	Number of UNRWA schools	257
	Number of double-shift schools	190
	% of double-shift schools	74
	Number of educational staff: Female	5,837
	Number of educational staff: Male	3,775
	Pupils Enroled: Elementary, Female	87,536
	Pupils Enroled: Elementary, Male	93,402
	Pupils Enroled: Preparatory, Female	33,993
	Pupils Enroled: Preparatory, Male	35,187
	Total Pupil Enrolment	250,118
	Pupil-teacher ratio (basic education)	30
	Survival rates in basic education, Male*****	94.1
	Survival rates in basic education, Female*****	98.4
	Number of TVET trainees (enrolment)	1,685
	Number of TVET graduates	Data to be provided
	TVET employment rate (1 year post graduation)*	Data to be provided
	Cost per pupil: Elementary (US\$)****	771
	Cost per pupil: Preparatory (US\$)****	988
	JFO	Number of UNRWA schools
Number of double-shift schools		152
% of double-shift schools		88
Number of educational staff: Female		2,510
Number of educational staff: Male		2,603
Pupils Enroled: Elementary, Female		37,657
Pupils Enroled: Elementary, Male		37,532
Pupils Enroled: Preparatory, Female		20,770
Pupils Enroled: Preparatory, Male		23,647
Total Pupil Enrolment		119,606
Pupil-teacher ratio (basic education)		28
Survival rates in basic education, Male*****		92.2
Survival rates in basic education, Female*****		89
Number of TVET trainees (enrolment)		2,246
Number of TVET graduates		Data to be provided
TVET employment rate (1 year post graduation)*		Data to be provided
Number of students enroled in FESA**		1,213
Number of FESA graduates***		Data to be provided
Cost per pupil: Elementary (US\$)****		806
Cost per pupil: Preparatory (US\$)****	1,071	

LFO	Number of UNRWA schools	68
	Number of double-shift schools	7
	% of double-shift schools	10
	Number of educational staff: Female	972
	Number of educational staff: Male	756
	Pupils Enroled: Elementary, Female	11,717
	Pupils Enroled: Elementary, Male	11,293
	Pupils Enroled: Preparatory, Female	5,004
	Pupils Enroled: Preparatory, Male	4,167
	Pupils Enroled: Secondary, Female	2,612
	Pupils Enroled: Secondary, Male	1,756
	Total Pupil Enrolment	36,549
	Pupil-teacher ratio (basic education)	26
	Survival rates in basic education, Male*****	91.46
	Survival rates in basic education, Female*****	92.8
	Number of TVET trainees (enrolment)	1,050
	Number of TVET graduates	Data to be provided
	TVET employment rate (1 year post graduation)*	Data to be provided
	Cost per pupil: Elementary (US\$)****	1,100
	Cost per pupil: Preparatory (US\$)****	2,055
SFO	Number of UNRWA schools	99
	Number of double-shift schools	90
	% of double-shift schools	91
	Number of educational staff: Female	1,318
	Number of educational staff: Male	888
	Pupils Enroled: Elementary, Female	16,657
	Pupils Enroled: Elementary, Male	15,308
	Pupils Enroled: Preparatory, Female	6,766
	Pupils Enroled: Preparatory, Male	6,810
	Total Pupil Enrolment	45,541
	Pupil-teacher ratio (basic education)	25
	Survival rates in basic education, Male*****	Data not available
	Survival rates in basic education, Female*****	Data not available
	Number of TVET trainees (enrolment)	827
	Number of TVET graduates	Data to be provided
	TVET employment rate (1 year post graduation)*	Data to be provided
	Cost per pupil: Elementary (US\$)****	798
	Cost per pupil: Preparatory (US\$)****	1,033

WBFO	Number of UNRWA schools	96
	Number of double-shift schools	0
	% of double-shift schools	0
	Number of educational staff: Female	1,795
	Number of educational staff: Male	1,117
	Pupils Enroled: Elementary, Female	19,161
	Pupils Enroled: Elementary, Male	13,191
	Pupils Enroled: Preparatory, Female	9,610
	Pupils Enroled: Preparatory, Male	6,922
	Total Pupil Enrolment	48,884
	Pupil-teacher ratio (basic education)	25
	Survival rates in basic education, Male*****	95.7
	Survival rates in basic education, Female*****	98.1
	Number of TVET trainees (enrolment)	1,047
	Number of TVET graduates	Data to be provided
	TVET employment rate (1 year post graduation)*	Data to be provided
	Number of students enroled in ESF**	655
	Number of ESF graduates***	Data to be provided
	Cost per pupil: Elementary (US\$)****	1,239
	Cost per pupil: Preparatory (US\$)****	1,672
Agency	Number of UNRWA schools	692
	Number of double-shift schools	439
	% of double-shift schools	63
	Number of educational staff: Female	12,432
	Number of educational staff: Male	9,139
	Pupils Enroled: Elementary, Female	172,728
	Pupils Enroled: Elementary, Male	170,726
	Pupils Enroled: Preparatory, Female	76,143
	Pupils Enroled: Preparatory, Male	76,733
	Pupils Enroled: Secondary, Female	2,612
	Pupils Enroled: Secondary, Male	1,756
	Total Pupil Enrolment	500,698.0
	Pupil-teacher ratio (basic education)	28
	Survival rates in basic education, Male*****	93.5
	Survival rates in basic education, Female*****	95.5
	Number of TVET trainees (enrolment)	6,855
	Number of TVET graduates	Data to be provided
	TVET employment rate (1 year post graduation)*	Data to be provided
	Number of students enroled in FESA / ESF	1,868
	Number of FESA / ESF graduates***	Data to be provided
Cost per pupil: Elementary (US\$)****	853	
Cost per pupil: Preparatory (US\$)****	1,157	

* **Note 1:** The employment rate for 2014-2015 TVET graduates (measured one year post-graduation) will not be available until November-2016. The employment rate refers to the percentage of graduates either employed or continuing their studies among active job seekers.

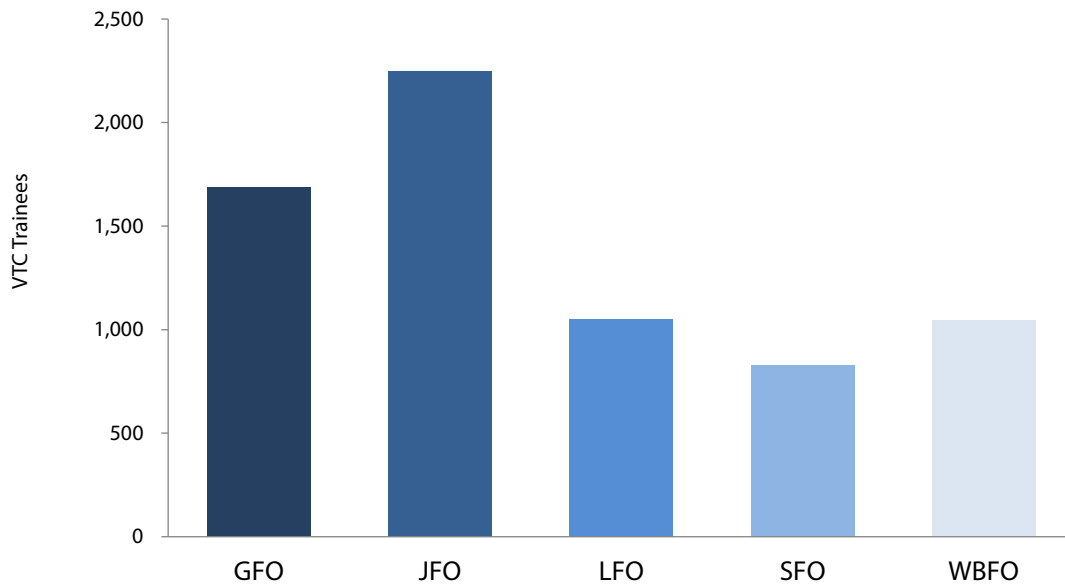
** **Note 2:** UNRWA operates Education Science Faculties (ESF) in Jordan and the West Bank only.

*** **Note 3:** The actual number of VTCs, ESF/FESA graduates for the 2015-2016 school year will not be available until July-2016.

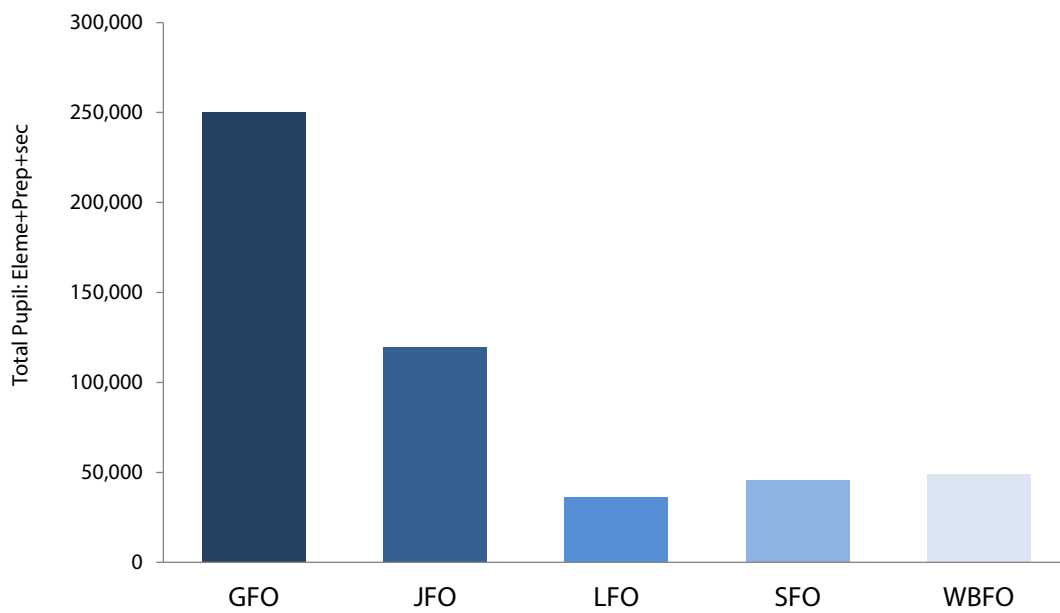
**** **Note 4:** Cost per pupil figures were derived from the 2014-2015 scholastic year

***** **Note 5:** Survival rates are collected at the end of 2015 – beginning 2016 and refer to the year 2014/15.

Number of TVET Trainees (Enrolment) by Field, 2015/16



Total Pupil Enrolment in UNRWA Schools by Field, 2015/16



Health Statistics (2015)

GFO	Number of Primary Health Care Facilities (PHCF)	22
	Number of PHCF with dental services (including mobile units)	21
	Number of Health Staff, Female	613
	Number of Health Staff, Male	392
	Number of annual patient visits	4,010,882
	Number of hospitalized patients	12,653
	Number of NCD cases under care	75,277
	Number of women in ANC	41,924
	Number of women in PNC	37,263
	% of infants 12 months old fully immunized	99.9
	Cost per served population	20.9
	Water borne disease outbreaks	0
JFO	Number of Primary Health Care Facilities (PHCF)	25
	Number of PHCF with dental services (including mobile units)	33
	Number of Health Staff, Female	432
	Number of Health Staff, Male	295
	Number of annual patient visits	1,598,989
	Number of hospitalized patients	14,652
	Number of NCD cases under care	73,631
	Number of women in ANC	25,981
	Number of women in PNC	21,432
	% of infants 12 months old fully immunized	99.6
	Cost per served population	23.3
	Water borne disease outbreaks	0
LFO	Number of Primary Health Care Facilities (PHCF)	27
	Number of PHCF with dental services (including mobile units)	19
	Number of Health Staff, Female	176
	Number of Health Staff, Male	180
	Number of annual patient visits*	1,218,279
	Number of hospitalized patients	35,946
	Number of NCD cases under care**	28,820
	Number of women in ANC	4,814
	Number of women in PNC	4,355
	% of infants 12 months old fully immunized	99.7
	Cost per served population	65.9
	Water borne disease outbreaks	0

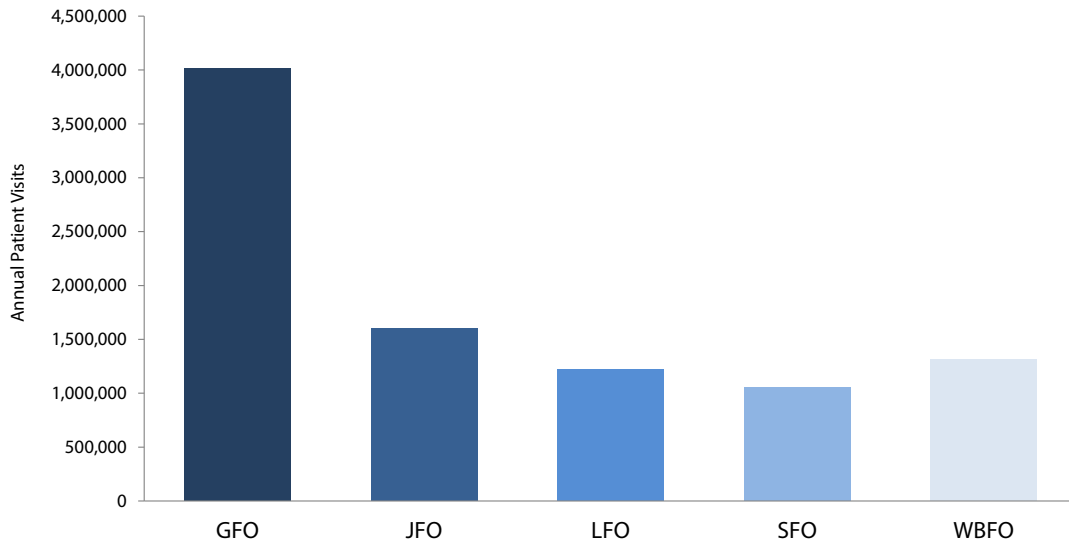
SFO	Number of Primary Health Care Facilities (PHCF)**	26
	Number of PHCF with dental services (including mobile units)	13
	Number of Health Staff, Female	232
	Number of Health Staff, Male	172
	Number of annual patient visits	1,051,195
	Number of hospitalized patients	19,346
	Number of NCD cases under care	27,967
	Number of women in ANC	5,096
	Number of women in PNC	4,044
	% of infants 12 months old fully immunized	98.7
	Cost per served population	21.7
	Water borne disease outbreaks	0
WBFO	Number of Primary Health Care Facilities (PHCF)	43
	Number of PHCF with dental services (including mobile units)	24
	Number of Health Staff, Female	495
	Number of Health Staff, Male	297
	Number of annual patient visits	1,312,576
	Number of hospitalized patients	28,351
	Number of NCD cases under care	39,987
	Number of women in ANC	13,430
	Number of women in PNC	11,350
	% of infants 12 months old fully immunized	100.0
	Cost per served population	65.7
	Water borne disease outbreaks	0
Agency	Number of Primary Health Care Facilities (PHCF)	143
	Number of PHCF with dental services (including mobile units)	110
	Number of Health Staff, Female	1,948
	Number of Health Staff, Male	1,336
	Number of annual patient visits	9,191,921
	Number of hospitalized patients	110,948
	Number of NCD cases under care	245,682
	Number of women in ANC	91,245
	Number of women in PNC	78,444
	% of infants 12 months old fully immunized	98.9
	Cost per served population	31.9
	Water borne disease outbreaks	0

* **Note 1:** In Lebanon, the total number of annual patient visits includes 225,948 PRS.

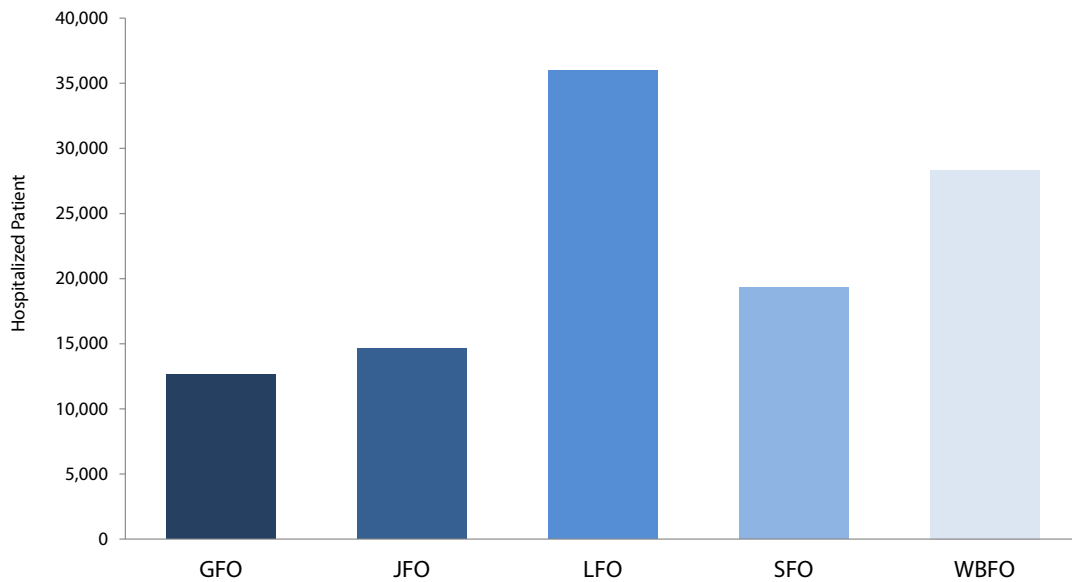
** **Note 2:** In Lebanon, the total number of NCD patients includes 2,955 PRS.

*** **Note 3:** In Syria, the number of PHCF includes 15 health points.

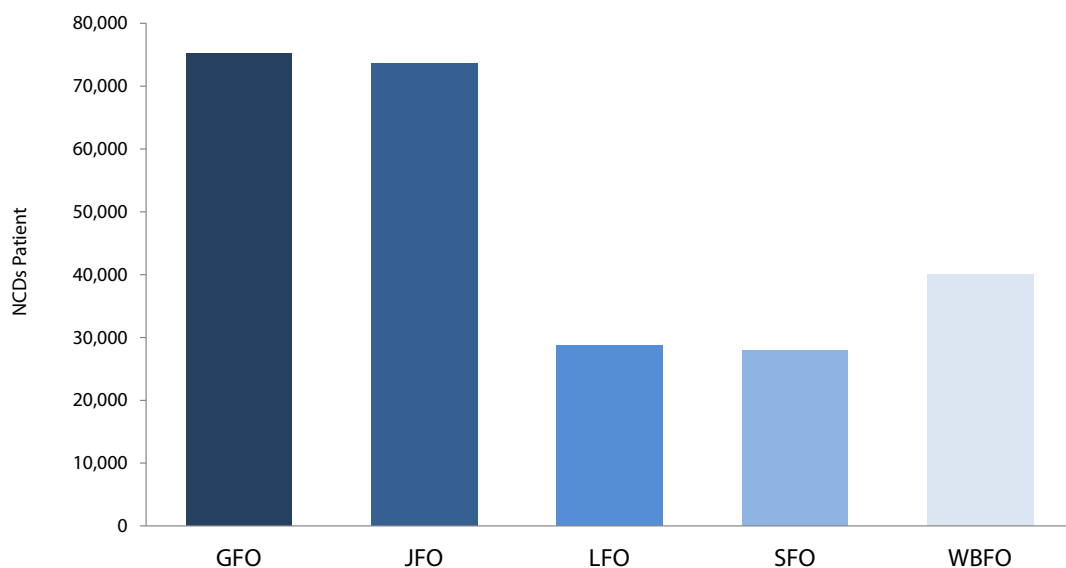
Number of Annual Patient Visits, 2015



Number of Patients Receiving Hospitalization Care by Field, 2015



Number of NCD Cases Receiving Care from UNRWA Health Centres by Field, 2015



Relief and Social Service Statistics (2015)

GFO	Number of registration offices	16
	Number of RSS staff: Female	185
	Number of RSS staff: Male	215
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	98,655
	SHCs/SSN as % of registered refugees	7.5
	Total annual monetary value of food assistance per beneficiary under the PB	109
	Total amount of cash assistance per beneficiary under the PB (US\$)*	0
	Total annual monetary value of food assistance per beneficiary under the EA (US\$)	80
	Total amount of cash assistance per beneficiary under the EA (US\$)*	0
Total number of beneficiaries assisted with food under the EA		801,265
JFO	Number of registration offices	16
	Number of RSS staff: Female	80
	Number of RSS staff: Male	32
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	58,937
	SHCs/SSN as % of registered refugees	2.7
	Total annual monetary value of food assistance per beneficiary under the PB	67
	Total amount of cash assistance per beneficiary under the PB (US\$)	40
	Total annual monetary value of food assistance per beneficiary under the EA (US\$)**	34
	Total number of beneficiaries assisted with food under the EA	
LFO	Number of registration offices	8
	Number of RSS staff: Female	75
	Number of RSS staff: Male	30
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	61,643
	SHCs/SSN as % of registered refugees	13.4
	Total annual monetary value of food assistance per beneficiary under the PB	74
	Total amount of cash assistance per beneficiary under the PB (US\$)	40
	Total annual monetary value of food assistance per beneficiary under the EA (US\$)	27
	Total number of beneficiaries assisted with food under the EA	
SFO	Number of registration offices	6
	Number of RSS staff: Female	81
	Number of RSS staff: Male	47
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	35,522
	SHCs/SSN as % of registered refugees	6.3
	Total annual monetary value of food assistance per beneficiary under the PB	80
	Total amount of cash assistance per beneficiary under the PB (US\$)	40
	Total annual monetary value of food assistance (in-kind and cash) per beneficiary under the EA (US\$)***	30
	Total number of beneficiaries assisted with food under the EA	
WBFO	Number of registration offices	10
	Number of RSS staff: Female	73
	Number of RSS staff: Male	88
	Annual average number of Special Hardship /Social Safety Net Cases (SHCs/SSN)	36,139
	SHCs/SSN as % of registered refugees	4.6
	Total annual monetary value of food assistance per beneficiary under the PB	108.5
	Total amount of cash assistance per beneficiary under the PB (US\$)	40
	Total annual monetary value of food assistance per beneficiary under the EA (US\$)	124
	Total amount of cash assistance per beneficiary under the EA(US\$)	0
Total number of beneficiaries assisted with cash or food under the EA		95,351

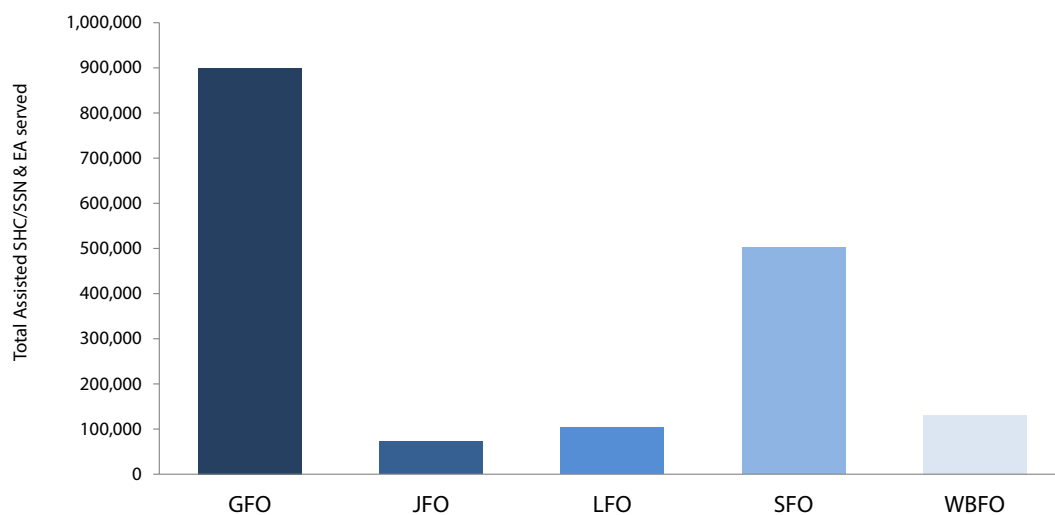
Agency	Number of registration offices	56
	Number of RSS staff: Female	494
	Number of RSS staff: Male	412
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	290,896
	SHCs/SSN as % of registered refugees	5.5
	Total annual monetary value of food assistance per beneficiary under the PB	89.9
	Total amount of cash assistance per beneficiary under the PB (US\$)	27.7
	Total annual monetary value of food assistance per beneficiary under the EA (US\$)	65
	Total amount of cash assistance per beneficiary under the EA (US\$)	0
	Total number of beneficiaries assisted with cash or food under the EA	1,419,000

* **Note 1:** In 2015, no cash subsidy was distributed in Gaza.

** **Note 2:** In 2015, JFO provided a total of US\$ 40 per person per month to cover both food and NFI expenses. Recently, an exercise was conducted to try to disaggregate food costs from the NFI costs per beneficiary. As this level of data was not collected in 2015, it was not possible to obtain a precise figure. Nonetheless it is estimated, based on the value of WFP food vouchers in Jordan, that beneficiaries were spending approximately US\$ 33.73 per month on food only (i.e 84% of the total cash transfer).

*** **Note 3:** In SFO, beneficiaries receive both in-kind food assistance and cash for food. The in-kind food parcel is valued at US\$ 10 per month. In terms of cash, SFO provided a total transfer of US\$ 32 per beneficiary per month to cover both food and NFI expenses. Of this, an average US\$ 20 per month was spent on food with the remaining US\$ 12 spent on NFIs.

Number of Refugees Assisted by SHCs/SSN and Emergency, 2015



Infrastructure and Camp Improvement Statistics (2015)

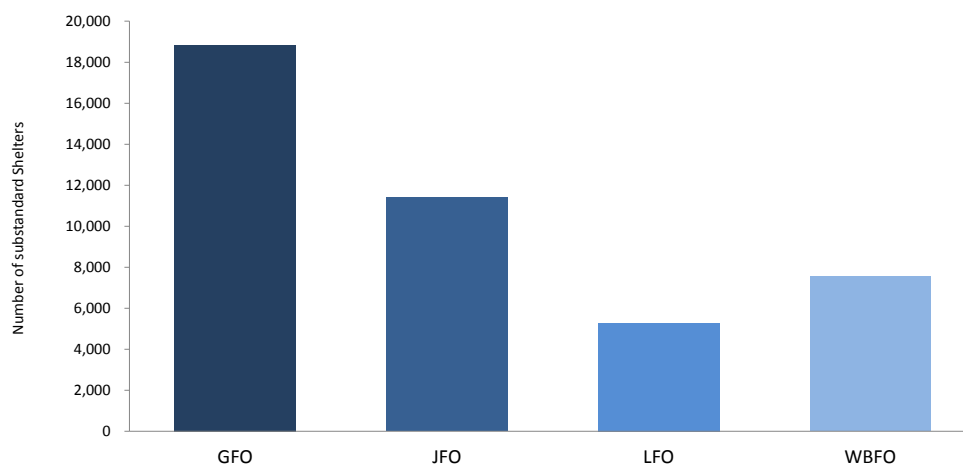
GFO	Number of official camps	8
	Number of unofficial camps	0
	Number of shelters rehabilitated by emergency	34,260
	Total number of substandard SSN shelters in need of rehabilitation	18,850
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	294
	Cost per shelter constructed or rehabilitated for SSN(US\$)	35,000
	Number of ICIP staff: Female	35
	Number of ICIP staff: Male	489
	Shelters connected to water network %	100
Shelters connected to sewerage network %	96	
JFO	Number of official camps	10
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation	11,407
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	133
	Cost per shelter constructed or rehabilitated for SSN(US\$)	22,000
	Number of ICIP staff: Female	5
	Number of ICIP staff: Male	6
	Shelters connected to water network %	99.9
	Shelters connected to sewerage network %	99.8
LFO	Number of official camps	12
	Number of unofficial camps	0
	Number of shelters rehabilitated by emergency (Nahr El-Bared)	833
	Total number of substandard SSN shelters in need of rehabilitation	5,291
	Total number of substandard SSN shelters rehabilitated/reconstructed(excl. emergency)	430
	Cost per shelter constructed or rehabilitated for SSN(US\$)	10,334
	Number of ICIP staff: Female	17
	Number of ICIP staff: Male	242
	Shelters connected to water network %	100
Shelters connected to sewerage network %	91.4	
SFO	Number of official camps	9
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation	Data not available
	Total number of substandard SSN shelters rehabilitated/reconstructed(excl. emergency)	Data not available
	Cost per shelter constructed or rehabilitated for SSN(US\$)	Data not available
	Number of ICIP staff: Female	3
	Number of ICIP staff: Male	132
	Shelters connected to water network %	Data not available
	Shelters connected to sewerage network %	Data not available

WBFO	Number of official camps	19
	Number of unofficial camps	0
	Total number of substandard SSN shelters in need of rehabilitation	7,560
	Total number of substandard SSN shelters rehabilitated/reconstructed(excl. emergency)	169
	Cost per shelter constructed or rehabilitated for SSN(US\$)	5,973
	Number of ICIP staff: Female	6
	Number of ICIP staff: Male**	220
	Shelters connected to water network %	100
	Shelters connected to sewerage network %	62
	Total number of beneficiaries assisted with cash or food under the EA	95,351
Agency	Number of official camps	58
	Number of unofficial camps	6
	Number of shelters rehabilitated by emergency	35,093
	Total number of substandard SSN shelters in need of rehabilitation	43,108
	Total number of substandard SSN shelters rehabilitated/constructed (excl. Emergency)	1,026
	Cost per shelter constructed or rehabilitated for SSN(US\$)*	18,211
	Number of ICIP staff: Female	66
	Number of ICIP staff: Male	1,089
	Shelters connected to water network %	100
	Shelters connected to sewerage network %	87.3

* **Note 1:** Cost per rehabilitated/constructed shelter is calculated as a weighted average.

** **Note 2:** The number of male ICIP staff in WBFO includes environmental health programme staff.

Number of Substandard SSN Shelters by Field, 2015



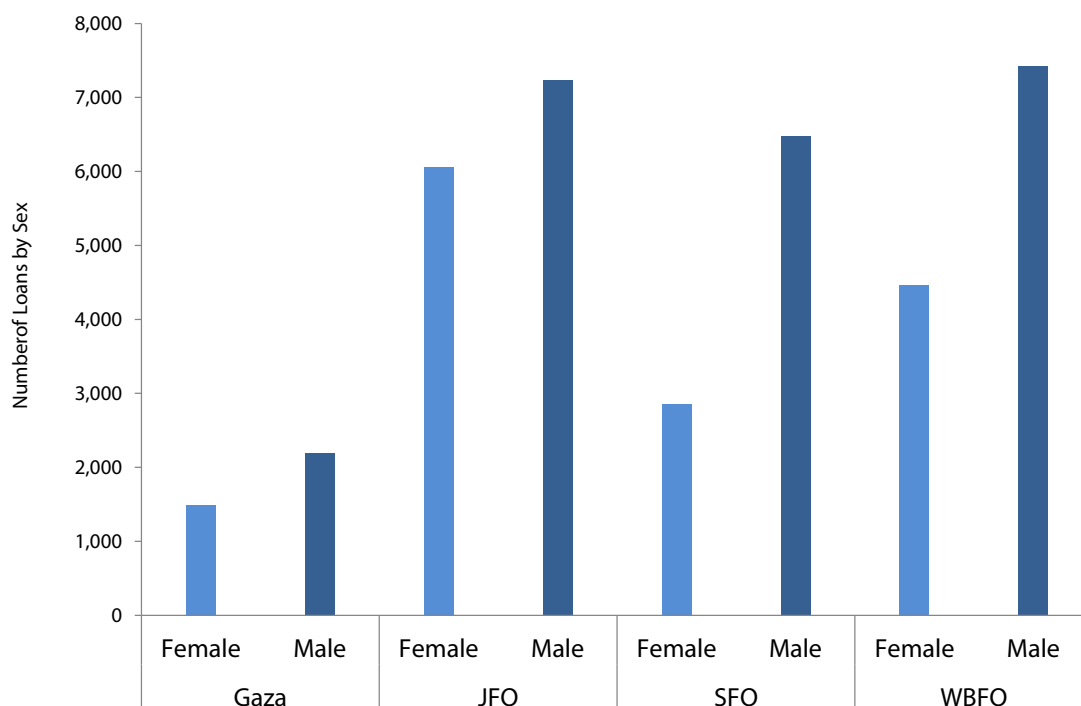
Infrastructure and Camp Improvement Statistics (2015)

GFO	Number of branches	3
	Number of staff: Female	34
	Number of staff: Male	42
	Total number of loans awarded (annual)	3,678
	Total value (US\$) of loans awarded (annual)	5,483,060
	Number of loans awarded to refugees	3,221
	Value of loans awarded to refugees (US\$)	4,973,280
	Number of loans awarded to women	1,490
	Value of loans to women (US\$)	1,566,860
	# of loans to youth,18-30	1,036
	Value of loans to youth,18-30 (US\$)	1,335,850
	Total number of loans awarded (since programme initiation)	112,271
Total value (US\$) of loans awarded (since programme initiation)	131,576,753	
JFO	Number of branches	7
	Number of staff: Female	58
	Number of staff: Male	78
	Total number of loans awarded (annual)	13,293
	Total value (US\$) of loans awarded (annual)	14,241,735
	Number of loans awarded to refugees	7,065
	Value of loans awarded to refugees (US\$)	8,673,728
	Number of loans awarded to women	6,057
	Value of loans to women (US\$)	4,420,550
	# of loans to youth,18-30	3,983
	Value of loans to youth,18-30 (US\$)	3,440,889
	Total number of loans awarded (since programme initiation)	81,336
Total value (US\$) of loans awarded (since programme initiation)	97,413,129	
SFO	Number of branches	4
	Number of staff: Female	34
	Number of staff: Male	24
	Total number of loans awarded (annual)	9,334
	Total value (US\$) of loans awarded (annual)	2,599,002
	Number of loans awarded to refugees	160
	Value of loans awarded to refugees (US\$)	49,331
	Number of loans awarded to women	2,858
	Value of loans to women (US\$)	713,805
	# of loans to youth,18-30	1,445
	Value of loans to youth,18-30 (US\$)	341,678
	Total number of loans awarded (since programme initiation)	91,369
Total value (US\$) of loans awarded (since programme initiation)	52,630,433	

WBFO	Number of branches	8
	Number of staff: Female	61
	Number of staff: Male	85
	Total number of loans awarded (annual)	11,888
	Total value (US\$) of loans awarded (annual)	15,575,000
	Number of loans awarded to refugees	2,743
	Value of loans awarded to refugees (US\$)	3,477,260
	Number of loans awarded to women	4,454
	Value of loans to women (US\$)	4,777,260
	# of loans to youth,18-30	4,726
	Value of loans to youth,18-30 (US\$)	5,693,362
	Total number of loans awarded (since programme initiation)	113,178
	Total value (US\$) of loans awarded (since programme initiation)	158,787,582
Agency	Number of branches	22
	Number of staff: Female	187
	Number of staff: Male	229
	Total number of loans awarded (annual)	38,193
	Total value (US\$) of loans awarded (annual)	37,898,797
	Number of loans awarded to refugees	13,189
	Value of loans awarded to refugees (US\$)	17,173,599
	Number of loans awarded to women	14,865
	Value of loans to women (US\$)	11,478,475
	# of loans to youth,18-30	11,190
	Value of loans to youth,18-30 (US\$)	10,811,779
	Total number of loans awarded (since programme initiation)	398,154
	Total value (US\$) of loans awarded (since programme initiation)	440,407,897

* **Note 1:** UNRWA does not operate a microfinance programme in Lebanon.

Number of Loans by Sex and Field, 2015



Human Resource Statistics (2015)

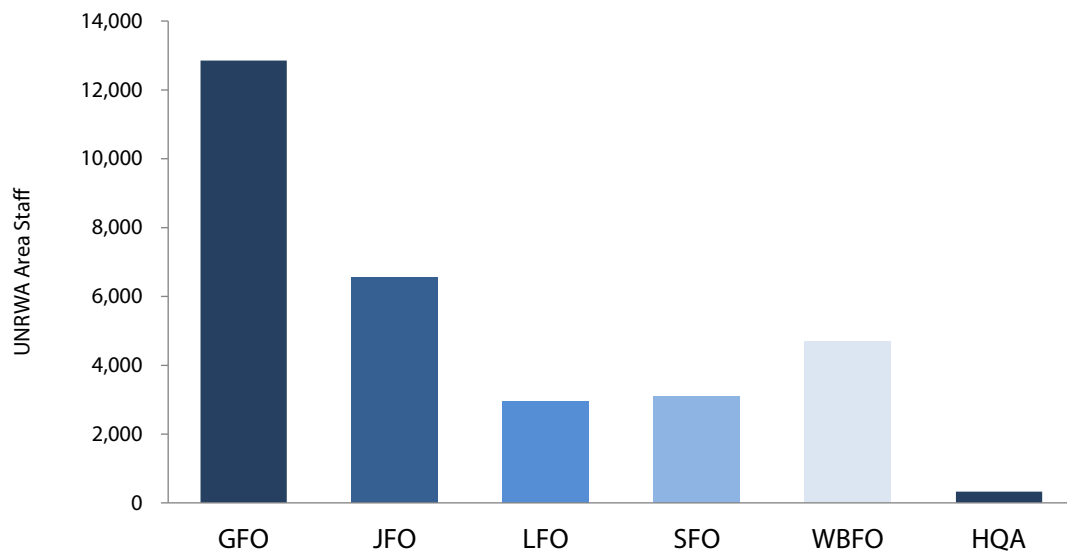
GFO	Number of area staff, Female	6,859
	Number of area staff, Male	5,993
	Number of area refugee staff, Female	6,548
	Number of area refugee staff, Male	5,698
	Number of area non-refugee staff, Female	311
	Number of area non-refugee staff, Male	295
	Number of international staff, Female	13
	Number of international staff, Male	15
JFO	Number of area staff, Female	3,101
	Number of area staff, Male	3,460
	Number of area refugee staff, Female	2,449
	Number of area refugee staff, Male	2,769
	Number of area non-refugee staff, Female	652
	Number of area non-refugee staff, Male	691
	Number of international staff, Female	6
	Number of international staff, Male	7
LFO	Number of area staff, Female	1,352
	Number of area staff, Male	1,596
	Number of area refugee staff, Female	1,261
	Number of area refugee staff, Male	1,546
	Number of area non-refugee staff, Female	91
	Number of area non-refugee staff, Male	50
	Number of international staff, Female	5
	Number of international staff, Male	10
SFO	Number of area staff, Female	1,648
	Number of area staff, Male	1,443
	Number of area refugee staff, Female	1,192
	Number of area refugee staff, Male	1,233
	Number of area non-refugee staff, Female	456
	Number of area non-refugee staff, Male	210
	Number of international staff, Female	3
	Number of international staff, Male	12
WBFO	Number of area staff, Female	2,349
	Number of area staff, Male	2,330
	Number of area refugee staff, Female	1,816
	Number of area refugee staff, Male	1,900
	Number of area non-refugee staff, Female	533
	Number of area non-refugee staff, Male	430
	Number of international staff, Female	10
	Number of international staff, Male	11

Agency	Number of area staff, Female(including HQA)*	15,461
	Number of area staff, Male (including HQA)*	14,996
	Number of area refugee staff, Female	13,266
	Number of area refugee staff, Male	13,146
	Number of area non-refugee staff, Female	2043
	Number of area non-refugee staff, Male	1,676
	Number of international staff, Female (incl. HQA)**	74
	Number of international staff, Male (incl. HQA)**	96

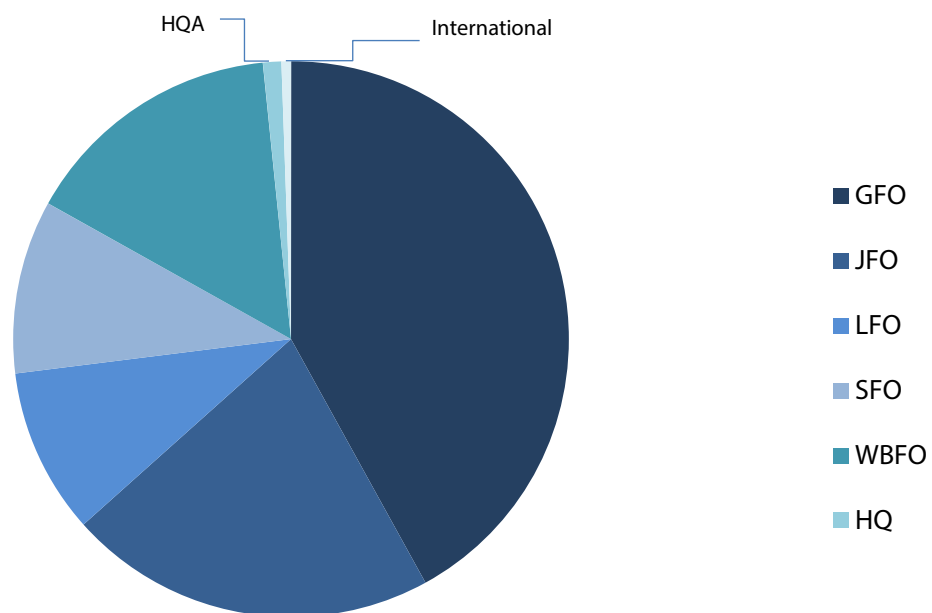
* **Note 1:** 2015 area staff statistics at the Agency level include 326 HQA area staff (152 females and 174 males).

** **Note 2:** The total number of HQA international staff in 2015 is 78 (37 females and 41 males).

UNRWA Area Staff by Field and HQA, 2015



UNRWA Area and International Staff, 2015

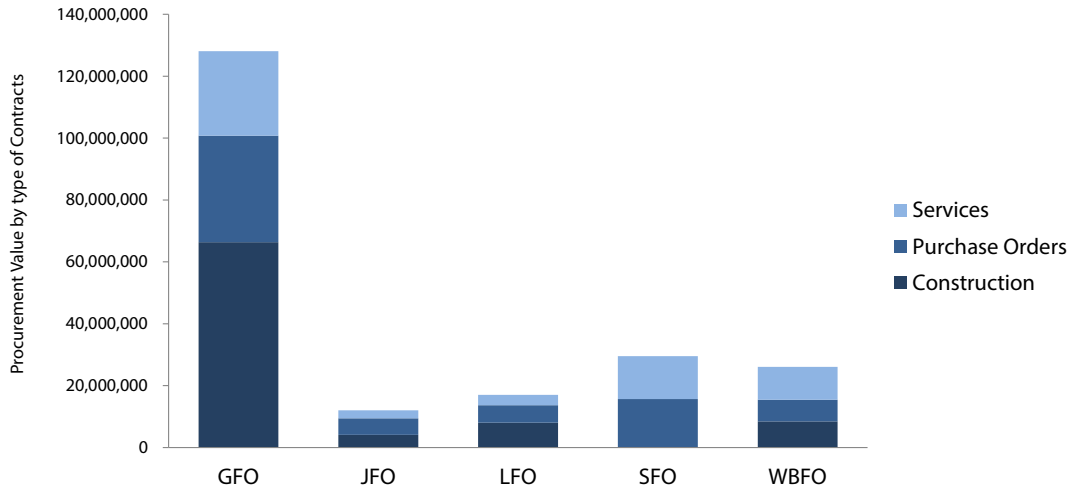


Procurement Statistics (2015)

GFO	Total procurement value (US\$) of purchase orders, services and construction contracts	128,064,555
	Total proportion of total Agency procurement value (%)	40
	Total procurement value (US\$) of construction contracts	66,322,509
	Proportion of total Agency construction contracts (%)	76
	Total procurement value (US\$) of purchase order contracts	34,429,700
	Proportion of total Agency purchase order contracts (%)	20
	Total procurement value (US\$) of service contracts	27,312,347
	Proportion of total Agency service contracts (%)	40
	Procurement value (US\$), GF	12,898,865
	Procurement value (US\$), EA and projects	115,165,691
JFO	Total procurement value (US\$) of purchase orders, services and construction contracts	12,031,996
	Total proportion of total Agency procurement value (%)	4
	Total procurement value (US\$) of construction contracts	4,059,633
	Proportion of total Agency construction contracts (%)	5
	Total procurement value (US\$) of purchase order contracts	5,376,087
	Proportion of total Agency purchase order contracts (%)	3
	Total procurement value (US\$) of service contracts	2,596,276
	Proportion of total Agency service contracts (%)	4
	Procurement value (US\$), GF	6,984,687
	Procurement value (US\$), EA and projects	5,047,309
LFO	Total procurement value (US\$) of purchase orders, services and construction contracts	17,011,578
	Total proportion of total Agency procurement value (%)	5
	Total procurement value (US\$) of construction contracts	8,033,927
	Proportion of total Agency construction contracts (%)	9
	Total procurement value (US\$) of purchase order contracts	5,622,617
	Proportion of total Agency purchase order contracts (%)	3
	Total procurement value (US\$) of service contracts	3,355,034
	Proportion of total Agency service contracts (%)	5
	Procurement value (US\$), GF	5,082,941
	Procurement value (US\$), EA and projects	11,928,637
SFO	Total procurement value (US\$) of purchase orders, services and construction contracts	29,519,796
	Total proportion of total Agency procurement value (%)	9
	Total procurement value (US\$) of construction contracts	106,277
	Proportion of total Agency construction contracts (%)	0
	Total procurement value (US\$) of purchase order contracts	15,523,946
	Proportion of total Agency purchase order contracts (%)	9
	Total procurement value (US\$) of service contracts	13,889,573
	Proportion of total Agency service contracts (%)	20
	Procurement value (US\$), GF	2,247,937
	Procurement value (US\$), EA and projects	27,271,858

WBFO	Total procurement value (US\$) of purchase orders, services and construction contracts	26,055,196
	Total proportion of total Agency procurement value (%)	8
	Total procurement value (US\$) of construction contracts	8,451,935
	Proportion of total Agency construction contracts (%)	10
	Total procurement value (US\$) of purchase order contracts	6,978,075
	Proportion of total Agency purchase order contracts (%)	4
	Total procurement value (US\$) of service contracts	10,625,186
	Proportion of total Agency service contracts (%)	15
	Procurement value (US\$), GF	11,512,580
	Procurement value (US\$), EA and projects	14,542,617
HQA	Total procurement value (US\$) of purchase orders, services and construction contracts	110,951,342
	Total proportion of total Agency procurement value (%)	34
	Total procurement value (US\$) of construction contracts	0
	Proportion of total Agency construction contracts (%)	0
	Total procurement value (US\$) of purchase order contracts	100,038,705
	Proportion of total Agency purchase order contracts (%)	60
	Total procurement value (US\$) of service contracts	10,912,636
	Proportion of total Agency service contracts (%)	16
	Procurement value (US\$), GF	41,182,191
	Procurement value (US\$), EA and projects	69,769,150
HQC	Total procurement value (US\$) of purchase orders, services and construction contracts	321,746
	Total proportion of total Agency procurement value (%)	0
	Total procurement value (US\$) of construction contracts	0
	Proportion of total Agency construction contracts (%)	0
	Total procurement value (US\$) of purchase order contracts	23,153
	Proportion of total Agency purchase order contracts (%)	0
	Total procurement value (US\$) of service contracts	298,592
	Proportion of total Agency service contracts (%)	0
	Procurement value (US\$), GF	93,973
	Procurement value (US\$), EA and projects	227,773
Agency	Total procurement value (US\$) of purchase orders, services and construction contracts	323,956,209
	Total proportion of total Agency procurement value (%)	100
	Total procurement value (US\$) of construction contracts	86,974,282
	Proportion of total Agency construction contracts (%)	100
	Total procurement value (US\$) of purchase order contracts	167,992,284
	Proportion of total Agency purchase order contracts (%)	100
	Total procurement value (US\$) of service contracts	68,989,643
	Proportion of total Agency service contracts (%)	100
	Procurement value (US\$), GF	80,003,174
	Procurement value (US\$), EA and projects	243,953,035

Procurement Value by Type of Contract per Field, 2015



Procurement by Source of Fund per Field, 2015



annex 7: mla indicators under the mts 2010-2015

Indicator	Location	Baseline 2012/13	Actual 2012/13	Target 2014/15
The mean score obtained by students from MLA testing in (Grade 4 – Math)	WBFO	237.74	236.55	244.90
	SFO	N/A	N/A	N/A
	GFO	239.08	226.94	251.31
	LFO	229.20	226.30	238.50
	JFO	234.93	215.62	240.64
	UNRWA	236.65 Excl. SFO	224.80 Excl. SFO	244.90 Excl. SFO
	Source: UNRWA Education Department Reporting Frequency: conducted once per biennium			
Indicator	Location	Baseline 2012/13	Actual 2012/13	Target 2014/15
The mean score obtained by students from MLA testing (Grade 4 – Arabic)	WBFO	235.87	265.20	245.88
	SFO	N/A	N/A	N/A
	GFO	234.47	266.83	245.88
	LFO	206.18	247.34	226.91
	JFO	219.02	242.87	230.11
	UNRWA	227.30 Excl. SFO	258.19 Excl. SFO	239.60 Excl. SFO
	Source: UNRWA Education Department Reporting Frequency: conducted once per biennium			
Indicator	Location	Baseline 2012/13	Actual 2012/13	Target 2014/15
The mean score obtained by students from MLA testing (Grade 8 – Math)	WBFO	208.16	228.70	223.78
	SFO	N/A	N/A	N/A
	GFO	222.22	226.98	237.21
	LFO	205.23	227.36	221.84
	JFO	206.79	223.48	219.89
	UNRWA	211.48 Excl. SFO	226.3 Excl. SFO	225.71 Excl. SFO
	Source: UNRWA Education Department Reporting Frequency: conducted once per biennium			
Indicator	Location	Baseline 2012/13	Actual 2012/13	Target 2014/15
The mean score obtained by students from MLA testing (Grade 8 – Arabic)	WBFO	172.50	250.40	196.99
	SFO	N/A	N/A	N/A
	GFO	175.69	263.06	2014.03
	LFO	204.10	243.95	223.62
	JFO	176.14	239.59	196.99
	UNRWA	178.01 Excl. SFO	252.15 Excl. SFO	207.43 Excl. SFO
	Source: UNRWA Education Department Reporting Frequency: conducted once per biennium			

The 2013 MLA was conducted in all UNRWA schools in West Bank, Gaza, Lebanon and Jordan, however, the situation in Syria did not allow for its implementation. The 2013 MLA sought to look beyond the student mean score to address more substantive indicators that would inform UNRWA of the type of learning, overall performance levels and equity of learning outcomes. 2013 MLA test results were equated with 2009 MLA results to ensure comparability. Both the original (non-equated) and equated results for 2009 were reported in the 2013 Harmonized Results Report. The Item Response Theory (IRT)⁷⁹ equating techniques used for the analysis and results are reported on a percentage scale with a mean of 250. The equated results demonstrated that there were significant improvements in the student mean scores for Arabic in both grades, and a slight improvement for Maths in Grade 8, but results declined slightly for Maths in Grade 4. For Grade 4 Arabic, the Agency-wide student mean score improved from 227.3 (in 2009) to 258.19 (in 2013), and for Grade 8 Arabic from 178.01 to 252.15. For Grade 4 Maths, results fell from 236.65 to 224.8, although results increased for Grade 8 Maths from 211.48 to 226.33.

¹The 2013 MLA adopted the IRT to align with international standards for monitoring learning achievements (i.e. TIMSS and PISA) and to enable UNRWA to better monitor progress. Comparability of results between 2009 and 2013 MLA was ensured through the inclusion of a number of anchor items, i.e. questions used in the 2009 MLA tests and repeated in the 2013 tests. 2009 MLA results were also re-analysed using the IRT methodology and the mean score was expressed in the new IRT scale of 0-500, with a standard deviation equal to 50.

endnotes

1. Based on 2015/16 enrolment figures.
2. A total of 500,698 students were enrolled during the 2015/2016 academic year.
3. In addition to the AOR, UNRWA will issue separate annual and mid-year oPt EA and Syria regional crisis EA reports.
4. UNRWA Gaza Field Office, Shelter Update, UNRWA Situation Report 128, 28 January 2016.
5. OCHA Palestine, The Humanitarian Monitor, January 2016.
6. PCBS, Press Release, 1 July 2015.
7. OCHA online Gaza crossing database.
8. OCHA oPt, September 2015, gaza.ochaopt.org/2015/09/import-restrictions-impede-delivery-of-services-and-humanitarian-assistance.
9. IMF, Press Release No. 16/57, 11 February 2016.
10. PCBS, FAO, WFP and UNRWA, Socio-Economic and Food Security Survey 2013-2014, December 2015.
11. UNRWA Registration Statistical Bulletin, 2015 – RSSD.
12. PCBS Quarter 4 2015 Labor Force Survey Press Report, February 2016. Figures reflect the ILO standard.
13. OCHA oPt Humanitarian Needs Overview.
14. UNRWA Refugee Registration Information System records, 2015.
15. UNRWA West Bank EA records, 2015.
16. UNRWA West Bank Health Programme records, 2015.
17. UNRWA West Bank Education Programme records, 2015.
18. Fatalities included 49 refugees (42 of which were killed during the last quarter of the year).
19. OCHA Press Release, "170 Palestinians and 26 Israelis killed in 2015", 30 December 2015.
20. OCHA, Protection of Civilians report, 16-22 February 2016.
21. UNRWA / OCHA demolition statistics, 2015.
22. UNRWA WBFO Operations statistics, 2015.
23. See A/64/13, paras. 52-55.
24. Arab bilateral donors (16) and Arab NGO's.
25. Nineteen countries including BRICS nations, (Brazil, Russia, India, China and South Africa), Korea, Thailand and other south-east Asian and South American countries.
26. Members of the UNRWA Advisory Commission as in January 2010 (17 countries and the European Commission).
27. Percentage subtotals amount to 99.4 per cent with the remainder being dedicated to microfinance programming.
28. The allocation for Jordan reflects cash assistance for food and NFIs.
29. Across all five fields of UNRWA operation, patient caseloads have steadily grown while the total number of annual medical consultations has remained largely unvaried. Accounting for this outcome is: (i) a more efficient organization of medical staff duties following the implementation of the FHT approach (please see the above for further details); and (ii) the 2014 adoption of a new method for calculating average daily medical consultations that is more nuanced in taking additional parameters into account such as differing working days between HCs, HPs and mobile health units (some of which only work 1.5-3 days/week), and medical staff absences (affecting actual daily workloads).
30. There are 22 HCs in Gaza, 43 in West Bank, 25 in Jordan, 27 in Lebanon, and 15 HCs and 11HPs in Syria.
31. In 2014, the total number of patient visits stood at 9,288,234 while in 2013 there were 9,117,821 patient visits.
32. Including internal support services (finance, human resources, planning and IT) and executive management (internal oversight, legal affairs and the office of the commissioner-general) costs.
33. This indicator replaces the indicator, "The total number of diabetes patients in the NCD programmes".
34. UNRWA is unique in its ability to monitor all 3.25 million patients registered with its HCs. This is not done in host countries because there is no unified tracking database, and patients use private and public care services.
35. "...Occurs when a sufficient proportion of the group [population] is immune. The decline of disease incidence is greater than the proportion of individuals immunized..." World Health Organization; <http://www.who.int/bulletin/volumes/86/2/07-040089/en>.
36. Please note that while UNRWA has systems in place to prevent stock outs, gaps arise due to: (i) budget constraints that limit the Agency's ability to ensure that a sufficient buffer stock is ordered; (ii) delays on the part of suppliers that force the use of limited buffer stocks; (iii) the need to develop Agency capacity related to the introduction of the new enterprise resource planning (REACH) system in 2015; and (iv) the amendment of host nation regulatory environments that force more expensive local procurement (further depleting the budget for buffer stock). In Syria, the stock-outs were strictly due to access issues beyond UNRWA's control - in some areas, UNRWA was not allowed to transport medicine, forcing patients to travel to other HCs to obtain medication.
37. This indicator refers to the number of consultations. Visits refer to consultations, not
38. Results under this indicator could not be collected in 2015 as most camps are inaccessible.
39. Ibid.
40. Medical stock-outs in Syria were solely a result of access constraints deriving from the volatile security situation and other administrative restrictions. In areas such as Mzeirib in Dera'a governorate, or Khan Eshieh camp in Rif Damascus governorate, UNRWA is not authorized to bring in medication (or any other supplies) to its facilities, although the HCs in both locations are functioning. Patients receive medical consultations and prescriptions in these areas but then have to travel to the nearest accessible HC in order to obtain their medication. In Mzeirib for instance, this means a 4 to 5 hour journey across front lines to obtain medicine at the UNRWA HC in Dera'a. UNRWA is bringing more drugs to the Dera'a HC to ensure the availability of sufficient stocks to cover the needs of additional patients.

41. No assistance was provided.
42. The overall targets for the SCSN programme are drawn from: (i) all new entrants for the year; (ii) children with identified morbidities from the previous year; (iii) over aged- children; (iv) low achievers (based on 2014 results); and (v) children that failed all six subjects in the previous academic year. During the 2014-15 academic year the overall pool totalled 9,030 children. These children underwent a comprehensive assessment, performed by teams of doctors and relief and social service staff that aimed to investigate the reasons behind their learning difficulties. The assessment looked at physical, psychological, socio-economic factors. Those children identified with a learning disability were referred for appropriate treatment (medical , including MH support or special education support). In 2015, out of the pool of 9,030 children, 8,760, or 97 % were identified as having learning difficulties and were assisted through the SCSN programme.
43. Direct costs include those related to staff and some non-staff costs such as infrastructure. Indirect costs for the Education Department include those costs from internal support services (finance, human resources, planning and IT), executive management (internal oversight, legal affairs and the office of the Commissioner-General) as well as those indirect costs from core activities which are apportioned to each field according to calculations by the UNRWA Department of Finance.
44. ABC is a costing model that identifies all activities in an organization and assigns a total cost (direct and indirect) to each activity according to the actual consumption of resources.
45. Please note that the Agency value was computed without Syria Field as the latter was not able to participate in the 2013 MLA
46. NC (not collected). In the 2014 Harmonized donor report, a decision was made not to use the data for the 2013/14 school year, but rather the data for the current school year. For this year's Annual Operational report, the same methodology was applied.
47. The high numbers of PRS students leaving Lebanon with their families is a phenomenon that is out of the Agency's control. For those students that left school during the summer months (hence at the end of the academic year) the Education Programme did not consider them as "drop-outs" but rather as UNRWA school leavers.
48. The 24,725 children receiving education from UNRWA in host government schools forms a sub-set of the total number of 45,380 children enrolled in regular classes in UNRWA schools.
49. Hired under the Educate A Child programme, a separate emergency response project.
50. All identified cases were provided with relevant support; this figure indicates only closed cases.
51. UNRWA RSS defines those in a state of absolute poverty as individuals unable to meet some of but not the entire basket of basic needs including food while the abject poor are the most extreme cases of individuals unable to meet even basic food requirements. UNRWA established field-specific poverty lines using the Consumer Price Index (CPI). The poverty lines for Jordan and the West Bank were last calculated in 2013, Lebanon's were updated through a 2014 survey conducted by the American University of Beirut and in Gaza a 2015 update was recently finalized. Though Syria's CPI was updated in 2013, implementation of the PMTF to validate poverty levels in the Palestinian context remains difficult to determine given the current conflict and lack of stability. The most current field-specific absolute poverty lines (daily per capita absolute line in US\$) are as follows:
 - Jordan: US\$3.36 per person/day
 - Lebanon: US\$6.83 per person/day
 - Gaza: US\$3.87 per person/day
 - West Bank: US\$4.23 per person/day
 - Syria: US\$4.71 per person/day
 Abject poverty lines for each field (in US\$) are as follows:
 - GFO: US\$1.74 per person/day abject poverty line developed by HQ and updated using PECS 2010 data and the CPI in 2015
 - JFO: US\$1.715 per person/day abject poverty line developed by HQ using 2007 HECS national data and updated using 2010 the CPI
 - SFO: US\$2.57 per person/day abject poverty line developed by HQ in 2009 using data on SHC families updated with the CPI
 - LFO: US\$2.47 per person/day extreme (or abject) line developed by HQ in 2009 and updated by the AUB in 2015
 - WBFO: US\$1.79 per person/day abject poverty line developed by HQ and updated using PECS 2010 data
 Inconsistent terminology stems from the lack of a shared vulnerability framework and poverty definition within UNRWA leading different sectors to use different criteria for identifying the most poor and vulnerable. The development of such a framework where a common understanding will be defined is an RSS and Agency priority for the 2016-2021 MTS period.
52. An additional 35,522 individuals benefited from the SSNP in Syria. Due to the emergency situation, the levels of poverty for these individuals cannot be measured by the PMTF, though it is estimated that 80% are abject poor.
53. Highest number of beneficiaries that received food assistance in 2015 (Round 1)
54. Recipients of emergency assistance are eligible to receive both cash and food. In this regard, UNRWA has designed its package of assistance to cover one third of monthly food needs through in-kind assistance and two thirds of monthly food needs through cash assistance.
55. All recipients of cash assistance are eligible for food assistance, however, less people opt for the latter due to access issues.
56. The microfinance programme is not being implemented in Lebanon due to an inhospitable regulatory environment.
57. UNRWA Registration Statistical Bulletin – the fourth quarter 2015.
58. Due to a funding gap, this activity was not implemented.
59. This work was coordinated with UNDP and the United Nations Office for Project Services to ensure that non-refugees received shelter support and that there was equity with regard to the provision of assistance..
60. UNRWA technical shelter assessment. Of the 12,718 uninhabitable housing units, 7,400 (over 7,000 refugee families) were totally destroyed during the hostilities in July and August 2014. Work on these units fell outside of the scope of the oPt EA. Of the 5,318 severely damaged homes, repair work on 1,309 homes has been completed while work on the remaining 4,009 homes is either ongoing or slated for completion in 2016.
61. UNRWA Gaza Field Office Monitoring and Evaluation Internal Document, 2016, "Impact of TSCA as a Rental Subsidy - Focus Group Discussion"
62. GBV results and analysis are reported in a separate dedicated section of this report.
63. Pertaining to new family files, not new family members.
64. Implemented through both emergency and project funding.
65. A number of incidents reported earlier were excluded after further analysis.

66. Data not collected. This survey was not conducted, however, the SFW assessment results indicated that, (54.2%) of the interviewed children reported that they highly enjoyed the indoor activities and (83.9%) reported that they highly enjoyed the outdoors activities.
67. This indicator concerns families suffering displacement due to demolitions.
68. This indicator is reserved for families suffering from violence and/or damage to their property.
69. The Crisis Intervention Model is comprised of a needs assessment, cash assistance, and referrals to specialized services such as legal aid and psychosocial support upon need.
70. Missing, detained or kidnapped.
71. In error, the target for this indicator was listed as 4 in the 2015 EA for the Syria Regional Crisis. In 2014, the target for this indicator was 1, something that should have been replicated in 2015.
72. Data not collected. This survey was not conducted
73. As the 11 new installations opened throughout the course of 2015, all quarterly inspections could not be conducted. This affected progress towards the achievement of the target..
74. Of this figure, the Kingdom of Saudi Arabia, Kuwait and the United Arab Emirates generously supported UNRWA through a total contribution of US\$ 54.8 million in 2015.
75. Twenty countries outside of the emerging market and traditional donor categories that include Luxembourg, Austria, Turkey and Eastern European nations.
76. The indicator refers to the total increase in PB contributions. In this instance, between 2014 and 2015, contributions to the PB increased by US\$14,039,437 (from US\$ 608,059,211 to US\$ 622,098,648). In accounting for the 'increase' in contributions from individual donor groups, the total dollar value of contributions to the PB from TD decreased by US\$ 10,096,292 during the same period, despite the overall increase in total PB contributions. The increase was covered by donors not defined as TD. Owing to the overall decrease from TD in the midst of an overall increase in contributions to the PB, the percentage of the PB increase covered by diversified sources amounts to 172 per cent.
77. Indicators are on track when 70 per cent or more of the target for the period has been achieved.
78. Ibid.
79. The 2013 MLA adopted the IRT to align with international standards for monitoring learning achievements (i.e. TIMSS and PISA) and to enable UNRWA to better monitor progress. Comparability of results between 2009 and 2013 MLA was ensured through the inclusion of a number of anchor items, i.e. questions used in the 2009 MLA tests and repeated in the 2013 tests. 2009 MLA results were also re-analysed using the IRT methodology and the mean score was expressed in the new IRT scale of 0-500, with a standard deviation equal to 50.



unrwa
الاونروا

united nations relief and works agency | وكالة الأمم المتحدة لإغاثة وتشغيل
for palestine refugees in the near east | اللاجئين الفلسطينيين في الشرق الأدنى

Headquarters - Amman

Amman, Jordan

Tel: +962 (6) 580 2501

www.unrwa.org



unrwa
الأونروا

ددائرة التخطيط

الأونروا - عمان

العنوان البريدي: ص.ب. ١٥٧٠١٤، عمان ١١٨١٤

الأردن

هـ: (+٩٦٢ ٦) ٥٨٠٢٥٠١

department of planning
unrwa headquarters - amman
po box 140157, amman 11814
jordan

t: (+962 6) 580 2501

www.unrwa.org

united nations relief and works agency
for palestine refugees in the near east

وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى