

Emergency Appeal 2011



unrwa
الأونروا

Peace
Starts Here



Table of Contents

01	Foreword
02	Executive Summary
04	The context
07	Humanitarian needs
11	Strategic objectives of UNRWA's 2011 Emergency Appeal
12	Planning assumptions
12	Food assistance
14	Job Creation Programme
16	Cash Assistance
17	Education – Gaza only
18	Health
21	Environmental Health
22	Community mental health
23	Support to community-based organisations – Gaza only
24	Protection of vulnerable West Bank refugees
25	Temporary shelter and shelter repair
27	Operations support officers
29	Coordination and management
30	Coordination, monitoring and reporting
31	Emergency Appeal 2011 Budget Summary
32	Maps

Foreword



Faced with a protracted emergency in the occupied Palestinian territory, now in its eleventh year, UNRWA continues to meet the urgent humanitarian needs of over a million Palestine refugees who remain highly vulnerable to the situation. We are appealing to the international community for US\$ 379 million to cover the costs of this humanitarian assistance for 2011.

The Palestinian economy has recently shown modest signs of improvement, and small steps were taken to ease the devastating blockade on Gaza in June of this year. These developments, however, have not diminished the needs of the refugees that UNRWA is mandated to assist. Accounting for over 40 per cent of the population of the West Bank and the Gaza Strip, refugees suffer higher rates of poverty and food insecurity than the Palestinian population as a whole. Their unemployment rate is one of the highest in the world. Despite this special vulnerability, in the Gaza Strip they receive less food aid per capita than the fair standard received by non-refugees. Our 2011 appeal aims to reduce this inequality in the most basic form of protection the UN delivers, while continuing to provide other emergency assistance including temporary employment, shelter, education, and health.

Amidst the long-term emergency in the occupied Palestinian territory, UNRWA, despite the heavy operational burden imposed on it, has been able to identify the most urgent needs with increasing precision, deliver assistance more accurately, and assess impacts with greater certainty. Moreover, emergency assistance is planned and evaluated in close coordination with the organisations participating in the humanitarian country team, maximising the effectiveness of each intervention. Against this backdrop, UNRWA remains very concerned

about the decline in contributions to our appeal for 2010; less than half of our needs were funded. The impact on our beneficiaries would be grave should UNRWA's appeal for 2011 be similarly under-funded. Time and again, the donor community has proven its generous commitment to the well-being of the refugees. While recognising the pressure it is under amidst global economic turmoil, in light of the acute needs that persist, and of their implications for regional security, I urge all donors to keep faith with UNRWA and support the full scope of humanitarian requirements for 2011 as reflected in our appeal.

The protracted humanitarian situation in the occupied Palestinian territory is a direct result of a conflict which urgently requires a political solution. UNRWA's most urgent appeal, therefore, is to relevant actors in the international community to take the bold steps required to help bring about a just and comprehensive settlement, on the basis of a two-state solution and the fulfilment of the human rights of Palestinians. In the absence of such a settlement, UNRWA's emergency appeal for 2011 risks being the latest in a series with no immediate end in sight, with scarce donor resources committed yet again to immediate humanitarian needs at the expense of long-term development on which sustained peace in the Middle East must be based.



Flippo Grandi
Commissioner-General
UNRWA



Executive Summary

It is now more than ten years since the start of the *Al Aqsa Intifada*. In the decade of suffering that has followed, the West Bank and Gaza Strip have been held in the grip of an extended humanitarian crisis caused by successive rounds of violent conflict, longstanding restrictions on movement and the repeated destruction of homes and infrastructure. The impact on the Palestine refugees has been to drive hundreds of thousands of families into poverty; erode their coping mechanisms while limiting their access to essential public services; rob them of rights and human dignity; and expose them to widespread trauma.

The last year has seen some small improvements in conditions in the West Bank and a merciful lessening of the extreme violence faced by Gazans as compared with 2009. The limited improvements in the West Bank are largely the result of an easing of closures between Palestinian communities on the eastern side of the Barrier and the large in-flows of aid to the Palestinian Authority. A small increase in the number of Palestinians able to earn salaries working in the Israeli labour market has also had an impact, but this source of income remains hostage to the vagaries of the conflict and the closure regime. Palestine refugees have benefited less than non-refugees from new sources of employment; unemployment rates among West Bank refugees remain extremely high, resulting in poverty and food insecurity levels that are higher for refugees than for non-refugees. Communities

in Area C of the West Bank, between the barrier and the Green Line and in East Jerusalem remain subject to tight restrictions on their freedom of movement and in many cases vulnerable to house demolitions and increasing incidents of violence from Israeli settlers.

In Gaza a large majority of the population is dependent on UNRWA for food aid and other basic services. This is a result of the economic devastation wrought by years of closure, the blockade imposed since June 2007 and the crisis in shelter and infrastructure caused by a series of Israeli incursions, culminating in the Gaza war that ended in January 2009.¹ The adjustment to the blockade announced by the Government of Israel on June 20, in the aftermath of the flotilla incident which claimed the lives of nine civilians, has made only a minor improvement in the importation of humanitarian supplies and reconstruction materials to date and has had no overall effect on exports or, consequently, on the ability of Gaza's economy to recover. The new permit regime covering the import of building materials has proven to be cumbersome and slow-moving and is not able to cope with the urgent recovery needs of Gaza in the aftermath of the destruction of January 2009. It is estimated by the Norwegian Refugee Council (NRC) that 9,275 housing units need to be built, 2,886 housing units

¹ The Gaza war refers to the three-week armed conflict that took place in the Gaza Strip and Southern Israel during the winter of 2008–2009.

need to be completed and tens of thousands of units are required to cover natural growth.²

The evolution in the pattern of the crisis in the occupied Palestinian territory (oPt) has compelled UNRWA to build on the measures it has introduced over the last two years to better target its relief assistance to the most needy refugee families. In both fields, poverty benchmarking assessments have been introduced to ensure that it is the food insecure and abject poor who benefit from its food aid, cash assistance and job creation programmes. The Agency has also taken steps to ensure its relief assistance better accounts for the specific needs of individual groups, such as female-headed households, herders in the West Bank, youth and children. This targeted, multi-level support will, for instance, see around 200,000 child refugees in Gaza provided with additional food as a form of livelihood support, and with back-to-school assistance. This is part of the Agency's efforts in to mitigate the negative impact of the crisis on refugees' access to basic health and sanitation services in both fields, and to provide shelter, including transitional shelter, as well as emergency assistance, to those whose homes are destroyed or damaged by conflict.

The rights to which Palestinian refugees are entitled under international humanitarian law continue to be regularly violated or ignored with impunity. Under its emergency operations during 2011, UNRWA plans to enhance its monitoring, reporting and advocacy activities in respect of refugee rights as well as providing mental health services – at both an individual and community level – to ameliorate the distress caused by violence, closures, loss of dignity and extreme hardship. It will also provide mobile outreach services to those in isolated communities or those exposed to particular insecurity around the Barrier, in Area C and in East Jerusalem.

2 See NRC – Shelter Sector Fact Sheet 1, available at www.sheltergaza.org.

UNRWA is also seeking the funds to allow it to maintain a modicum of additional staff and resources at the field and HQ level required to implement its emergency operations without depleting the quality and reach of its core human development and assistance programmes. The Agency will seek to improve its capacity for the coordination and management of its emergency responses while investing in the programme planning tools and systems that allow it to adapt to the changing nature of the humanitarian crisis.



UNRWA Archives / Shareef Sarhan

Emergency Appeal 2010 Budget Summary

	Gaza Strip	West Bank	UNRWA HQ	Total
Job Creation Programme	57,337,050	49,295,370	0	106,632,420
Cash Assistance	61,605,000	8,069,944	0	69,674,944
Food Assistance	126,118,200	3,563,920	0	129,682,120
Education	8,305,000	0	0	8,305,000
Health	2,220,000	5,600,583	0	7,820,583
Environmental Health	1,509,600	1,354,048	0	2,863,648
Community Mental Health	3,303,360	3,894,277	0	7,197,637
Support to CBOs	9,990,000	0	0	9,990,000
Protection	0	1,793,463	0	1,793,463
Temporary Shelter and Shelter Repair	18,870,000	1,213,066	0	20,083,066
Operations Support Officers	1,920,633	2,247,701	0	4,168,334
Coordination and Management	8,769,000	1,961,999	782,328	11,513,327
TOTAL	\$299,947,843	\$78,994,371	\$782,328	\$379,724,542

The context

Palestinian refugees are amongst the most vulnerable members of a chronically impoverished, insecure and stressed population in the West Bank and Gaza Strip. Ten years of crushing restrictions on their freedoms and rights under international law have left the refugees largely dependent on international aid; lacking in access to essential services and employment and the victims of ongoing displacement, insecurity, humiliation and indignity, and the violation of their basic right to self-determination.

Access

Freedom of movement is a prerequisite for sustainable livelihoods and for normal social, cultural and economic interaction. The denial of Palestinian freedom of movement triggers a wave of violations of other equally fundamental human rights including those to health care, education, employment and the essentials for human development. The humiliation Palestinians endure as they queue at checkpoints and barriers remains an affront to their dignity.



UNRWA Archives / Shareef Sarhan

Gaza

Since Hamas' takeover in June 2007, Israel has maintained a severe blockade on the Gaza Strip. The effect, which constitutes a form of collective punishment, has been

to devastate what remained of Gaza's commercial sector and consequently the prospects for Palestinian employment. It has also severely limited the provision of essential services and the maintenance of public infrastructure in the form of power and water and other humanitarian supplies. The adjustments made to the blockade in June 2010 - in the aftermath of the Gaza flotilla incident - eased some of the restrictions faced by UNRWA in importing humanitarian supplies, but have yet to materially affect key public services on which the majority of refugees rely.

In late 2010, the limitations in the supplies of industrial fuel for Gaza's power plant meant that average daily power cuts of 4-6 hours were still the norm. The daily power cuts continue to affect life as well as the provision of essential services, including water supply, sewage treatment and removal, and the functioning of health services. Around 20 per cent of the population in Gaza City, Rafah and Jabaliya have access to running water only once every five days (for 6-8 hours); 50 per cent have access once every four days (6 hours); and 30 per cent receive running water once every two days (6-8 hours).³

The import of most construction materials into the Gaza Strip continues to be banned, except for projects under international supervision that have been approved by the Israeli authorities. Since the easing of the blockade, announced on 20 June, the Israeli authorities have approved 25 UNRWA construction projects (mainly schools and clinics), representing just 6.5 per cent of the total building needs of the agency in Gaza. Despite approval, actual entry of materials for these projects has been significantly delayed, partially due to capacity constraints at the crossings into Gaza. By late November less than 50 per cent of materials requested by UNRWA for approved projects had been able to enter. Effective delivery of aid is also hampered by access restrictions to areas along the perimeter fence around Gaza. Since late 2008, the Israeli military has totally or partially prevented access to areas up to 1,500 metres from the fence - 17 per cent of the total landmass of Gaza and 35 per cent of its agricultural land.

Following the flotilla incident, Egypt opened the Rafah crossing on a more regular basis for a limited number of Palestinian business travelers, pilgrims and around 400 monthly medical referrals to Egyptian hospitals. Similarly small numbers (around 1,000 per month) were permitted to leave the Gaza Strip for treatment in Israel through the Erez crossing. Students with scholarships and secured places at foreign universities continued to be refused permits to leave Gaza through the Erez crossing to take up their places.

³ See OCHA oPt - Protection of Civilians Weekly Report 20-26 Oct 2010, available at www.ochaopt.org

Despite the adjustments in the Israeli blockade regime, the illegal tunnels under the Egypt-Gaza border and attendant 'tunnel economy' continued to be a primary driver of Gaza's private sector. It provides work and a range of goods for the local market – at inflated prices – and its continued importance in the aftermath of the June 2010 flotilla incident was marked in the continuing death statistics for those employed in the tunnels. In the first ten months of 2010, 43 Palestinians had been killed and 85 others had been injured in different tunnel-related incidents.⁴ The impact of the 20 June adjustment to the blockade on Gaza's private sector remains limited while the ban on exports remains in place.

West Bank

Since April 2008 measures taken by the Israeli authorities to remove some checkpoints and obstacles and change procedures at others have reduced the travel time between many West Bank cities and towns, as well as the level of friction between Palestinians and Israeli forces at checkpoints. As a result, segments of the Palestinian population enjoy better access to services, places of work and markets. The total number of closure obstacles documented in June 2010 stood at 505, down from 626 on March 2009.⁵ However, no significant improvement took place in the access of Palestinians to areas behind the Barrier, including East Jerusalem, and to land and rural communities in the Jordan Valley or in the 60 per cent of the West Bank designated as Area C.⁶

Area C includes most of the West Bank's agricultural land and water reserves and is vital to Palestinian development. Due to Gol's restrictive and discriminatory planning policies, communities in these areas also face increased risk of displacement. Similarly, in East Jerusalem, Palestinians are often unable to secure the required permits for any type of construction or building maintenance and face threats of displacement or eviction.

While construction of the West Bank Barrier by Israel largely came to a halt during 2010, 60 per cent of the Barrier was complete; 85 per cent of its route runs inside the West Bank, contrary to the advisory opinion issued by the International Court of Justice in July 2004. The Barrier and the hundreds of other physical obstacles and checkpoints still present in the West Bank continue to have a major impact on UNRWA's ability to deliver humanitarian services. During January-July 2010 the Agency recorded 217 incidents in which staff were delayed or denied access at permanent or flying checkpoints, resulting in the loss of

1,218 staff hours, or 162 staff days. Of the 217 incidents, 184 occurred at checkpoints leading into East Jerusalem – and all but nine of the staff days lost occurred as a result of these incidents.

During 2011 the Crossing Points Administration (CPA) of the Israeli Ministry of Defense will begin assuming control of the Barrier checkpoints controlling access to and from East Jerusalem. As has occurred at other checkpoints managed by the CPA, it is expected that UN national staff will be required to leave their vehicles, undergo a body search and walk through the checkpoint, and that CPA personnel will demand that UN vehicles are searched (unless the driver is an international staff member holding a Ministry of Foreign Affairs card). CPA procedures may also potentially affect freight transport, imposing a back-to-back system and a permit regime for humanitarian supplies without the infrastructure in place to meet UNRWA's operational needs. If implemented, this change will severely undermine the capacity of UNRWA and other humanitarian and development agencies to continue operating in and from East Jerusalem.



UNRWA Archives / J A Tordai

4 See OCHA oPt – Protection of Civilians Weekly Report 20-26 Oct 2010, available at www.ochaopt.org

5 See OCHA oPt – West Bank Movement and Access June 2010, available at www.ochaopt.org

6 According to the 1995 Israeli-Palestinian Interim Agreement, Israel retains complete security control and jurisdiction over planning and construction in Area C.

Protection

Due in the main to the Gaza conflict in January of that year, 2009 was the worst year since the start of the *Al Aqsa Intifada* in terms of Palestinian deaths and injuries caused by conflict. In 2010 the number of deaths and injuries was dramatically reduced, but Palestinians continued to face serious threats to life, health and security on a regular basis as a result of various forms of violence, including conflict-related violence, settler violence, and Palestinian inter-factional violence and unexploded ordnance. In the first ten months of 2010, 54 Palestinians had been killed and another 216 Palestinians injured in conflict-related incidents in the Gaza Strip. Of particular concern is the enforcement of a “buffer zone” inside the Gaza perimeter fence. The exact breadth of the zone is not made clear to the population and has resulted in the death of several Palestinians and the displacement and dispossession of others.

In the West Bank in the same period, 14 Palestinians were killed and over 1,000 injured, a quarter of these injuries were sustained at the weekly demonstrations against the Barrier, settlement expansion and access restrictions.⁷ There has also been a marked increase in

recorded settler violence in the West Bank, resulting in Palestinian casualties or damage to Palestinian land and property. More than 161 such incidents were recorded from January – July 2010, resulting in the deaths of three Palestinians, including one child, and the injury of around 60 Palestinians.⁸ Search and arrest operations by the Israeli military also continue throughout the West Bank. On average 93 such operations took place each week during the first ten months of 2010⁹. Refugee camps continue to be subjected to such military operations, and UNRWA’s own field reporting indicates that there were 155 search and arrest operations in West Bank camps from January to June in 2010.

The tenth year of access restrictions in the oPt have seen community coping mechanisms nearly exhausted and the continuing breakdown in social norms that provide protection for vulnerable groups. Difficult economic situations continue to generate forms of child labour, e.g. children working in tunnels, refuse collection on the street, scrap metal collection, and children scavenging in dumps as they try to support and supplement family income.

8 Ibid.

9 See OCHA oPt – Protection of Civilians Weekly Report 20-26 Oct 2010, available at www.ochaopt.org

7 See OCHA oPt – Casualties Database, available at www.ochaopt.org



Humanitarian needs

Socio-economic situation

The devastated Palestinian economy, battered by years of conflict, closures and a blockade in Gaza, is showing important signs of recovery, albeit one that continues to depend overwhelmingly on external financial aid for its sustenance. The World Bank estimates that Gross Domestic Product (GDP) in the oPt is likely to grow by 8 per cent during 2010 thanks in the main to large inflows of humanitarian assistance, and to the relatively low base of 2009, when much economic activity was curtailed in Gaza in the first quarter of the year by the Gaza war.¹⁰ The 2009 per-capita rates of GDP, the latest available, which factor in high rates of Palestinian population growth, show that in 2009 the oPt remained at 25 per cent below pre-*Intifada* levels.¹¹

Private sector growth, a necessity for sustainable economic recovery, was affected by Israeli restrictions on access and movement of people and goods. The ban on exports from Gaza, the limited access to land and water in the West Bank, the isolation of the valuable market of East Jerusalem and restrictions on the import of key materials for manufacturing and construction in Gaza, all continue to constrain any revival in the Palestinian private sector.

An important element of 2009's economic growth relates to the number of West Bank Palestinians employed in the Israeli labour market. It has been estimated by the Palestinian Central Bureau of Statistics that this rose from around 70,000 in the first quarter of 2009 to nearly 83,000 in the first quarter of 2010, then declined slightly through mid-2010. This employment has provided an important boost to the West Bank economy, as wages received in Israel are more than double those received in the West Bank private sector. However, this source of income remains highly vulnerable to the whims of the Israeli permit regime and the wider political context.

Unemployment

Extremely high levels of unemployment, compared both regionally and internationally, continue to blight the population of the oPt and in particular the refugee population. According to the relaxed definition of unemployment, the percentage of people who do not work regardless of seeking or not seeking jobs, increased slightly to 28.6 per cent in the second quarter of 2010, compared with the same period in 2009. According

to ILO standards, the percentage of persons who don't work, but are seeking jobs, also increased slightly to 22.9 per cent in the same period in 2010.¹²

The ongoing destructive impact of the blockade in Gaza, and the after-effects of the Gaza war, mean that despite the job creation efforts of UNRWA and the impact of the 'tunnel economy' the divergence in the unemployment rate between the West Bank and Gaza also increased during 2010. The unemployment rate increased in the Gaza Strip to 39.3 per cent in the 2nd quarter of 2010, while in comparison in the West Bank it decreased to 15.2 per cent.¹³ Within the details of the most recent unemployment figures there are some truly startling rates of joblessness; for example among 20-24 year olds in the Gaza Strip the unemployment rate stands at 66.6 per cent.¹⁴

Underscoring the particular vulnerability of the refugee population to the impact of the socio-economic crisis is the disparity in unemployment statistics for refugees and non-refugees. Across the oPt, on the narrow ILO definition, the unemployment rate among refugees stood at 29.4 per cent halfway through 2010, as compared with 19.1 per cent for non-refugees. Partly this is explained by the extent of Gaza's chronic unemployment, where two-thirds of the population are refugees. It also reflects the additional difficulty faced by refugees in the West Bank in accessing the labour market, particularly under the permit regime and for employment on settlements and in Israel.



UNRWA Archives / Shareef Sarhan

10 See World Bank - Economic Monitoring Report to the Ad Hoc Liaison Committee

September 21, 2010 available at www.worldbank.org/ps

11 Ibid.

12 See PCBS - Labour Force Survey (April-June, 2010) available at www.pcbs.gov.ps

13 Ibid.

14 Ibid.

Poverty and food insecurity

The marginal improvement in economic performance in the West Bank during 2009 has been reflected in the latest available poverty data. The results of the Palestinian Central Bureau of Statistics (PCBS) official poverty survey conducted during 2009, and published in October 2010, revealed a 21.9 per cent poverty rate in the occupied Palestinian territory; 15.5 per cent in the West Bank and 33.2 per cent in Gaza Strip. Using a new methodology to compile poverty estimates, the survey's headline figure registers a decline in poverty levels compared with the last survey in 2007. However, it also registers that an additional 12 per cent suffered from deep poverty (7.5 per cent in the West bank and 20 per cent in Gaza Strip).

Food insecurity in the West Bank is largely determined by the socio-economic conditions of households and the physical and economic barriers to food production and trade. The WFP-FAO socio-economic and food security survey concluded that while food insecurity affected 25 per cent of Palestinian households, refugees were more vulnerable, with rates reaching 29 per cent of camp families.¹⁵ In 2010, a third (34.3 per cent) of refugee households interviewed by UNRWA and almost half (46.8 per cent) of herding households reported they could not meet their immediate household food needs. A further 18.8 per cent felt financially secure for less than six months.

In 2010 under its Da'am poverty based targeting process, UNRWA measured the food security levels of some 93,000 families in the West Bank. It found that 21 per cent (18,989 families) were food insecure and thereby unable to make even basic food purchases. A further 27 per cent (24,501 families) were vulnerable, just barely able to make basic food purchases, but with a high risk of falling into food insecurity. The Da'am data highlighted that most vulnerable refugees are essentially large families – there was 53 per cent food insecurity and 29 per cent vulnerable amongst families with at least 8 members. Female-headed households (including married to non-refugees) also reported high food insecurity (33 per cent and 27 per cent vulnerable). It is worth noting that PCBS reports 23,711 refugee female-headed households in the West Bank. Dwellers from Bedouin encampments, refugee camps and villages were all found to be particularly at risk of food insecurity.

In Gaza, with the rollout of a poverty benchmarking system over the last two years, UNRWA has identified an additional 200,000 refugees living below the abject food poverty line in Gaza, bringing the total number to 300,000, with another 450,000 living below the absolute poverty line or without income. Worsening food insecurity

and poverty means further deterioration in health and nutritional indicators, in particular for women and children, of whom many are already largely dependent on humanitarian assistance. There are 16,307 female-headed households dependent on UNRWA food assistance in Gaza, of which an estimated 35 per cent live below the abject poverty line. This compares with an estimated 25 per cent abject poverty for male-headed families.

Health and environment

The consequences of the blockade imposed on Gaza since 2007 and the January 2009 conflict there continue to have serious consequences for refugee access to public and environmental health services. In the West Bank, access to health services remains curtailed for vulnerable communities in Area C and between the Barrier and the Green Line. In Gaza, supplies of electricity, fuel and other consumables for the maintenance of the basic health infrastructure has not been significantly improved by the adjustment to the blockade announced in June 2010. Hospital treatment, in particular for dialysis patients and others suffering chronic conditions, are increasingly curtailed because of the inability of hospitals to maintain equipment and run procedures when they have limited access to electricity supplies, spare parts and equipment. Permits to access specialist treatment outside of Gaza continue to be bureaucratically and often arbitrarily administered, despite an improvement in the flow of patients able to exit through Egypt. The ongoing socio-economic crisis leaves many refugees without the means to pay for treatment and so increases the burden on UNRWA's health services.



UNRWA Archives / Alaa Gosheh

In the West Bank an UNRWA needs assessment in 2010 found that 18 per cent of refugees reported that they had been forced to reduce their health expenses and were facing great difficulty in financial access to specialised treatment. Vulnerable communities in Area C, the Jerusalem periphery, west of the Barrier and among herder encampments and those displaced by demolitions all face significant difficulties in accessing health services, whether physically, because of access restrictions and poor infrastructure, or financially because of transportation costs.

¹⁵ See WFP / FAO - SocioEconomic and Food Security Assessment in the West Bank, August 2009

In terms of environmental health, in Gaza the ban on importation of construction materials since the imposition of the blockade has created a backlog of urgently needed water and sanitation infrastructure projects which had not, at the time of writing, been affected by the adjustments made to the blockade regime in June 2010. Lack of equipment and fuel for generators have exacerbated an already poor water and sanitation situation. Around 90 per cent of the Gaza aquifer was already un-potable with a proportion of chlorides and nitrates many times the WHO's recommended limit. Domestic water supplies are intermittent and consumption levels fall far short of international standards. Gaza's three wastewater treatment plants function only intermittently, little sewage is properly treated and most is returned to lagoons, wadis and the sea. Along the Gaza Strip, 16 outfalls discharge directly into the sea, including Wadi Gaza. These discharge up to 80,000 cubic metres of raw sewage per day.

In the West Bank, refugees and communities in Area C and west of the Barrier have been identified by the WASH cluster of the Inter-Agency Standing Committee (IASC) to be 'water-vulnerable communities' because quantities available to refugee residents is less than 60 l/c/d and costs more than 20NIS/cm. Northern and central refugee camps as well as Area C and communities near settlements were identified as the most seriously affected by the lack of access to water. In addition, access restrictions and land annexation have affected the ability of local authorities to collect, manage and dispose of solid waste in the West Bank while UNRWA's capacity to assist in camps is negatively affected by the damage sustained to its environmental health infrastructure and equipment during military operations.

Education



UNRWA Archives / Alaa Gosheh

An acute classroom shortage already sees UNRWA and municipality schools operate on double shifts. However, an estimated 40,000 refugee pupils will be unable to attend UNRWA schools during 2011 because of the lack of school infrastructure. Restrictions on entry of construction

materials into Gaza since 2007 have meant that new schools cannot be built. Meanwhile both the impact of conflict and the chronic socio-economic situation has had an ongoing effect on the educational attainment of refugee children. An UNRWA needs analysis found that 108 out of 228 schools had pupil abject poverty rates in excess of 30 per cent and 19 schools had abject poverty rates of 40 per cent or more. Consequently, failure rates in Arabic and/or mathematics examinations in the 2009/10 were running at over 30 per cent.

Psycho social

The extreme levels of violence experienced during the Gaza war, and numerous previous Gaza conflicts, combined with the sense of isolation and economic suffering caused by Israel's blockade, have had a major impact on psycho social well-being across all of Gaza society. Studies conducted during 2010 indicate that 56.6 per cent of children are still reporting moderate reactions to trauma with another 10.6 per cent reporting severe reactions.¹⁶ Boys were more hyperactive than girls. The results showed that prevalence of post-traumatic stress (PTS) among Gazan families remains high at 45 per cent and that in addition to children, older people and people with disabilities were particularly vulnerable to psychiatric problems.

In the West Bank, exposure to violence from Israeli forces and settlers, as well as the potential for displacement, house demolitions and other human rights violations, have combined with prolonged isolation and economic hardship caused by movement restrictions, to foster increased levels of anxiety, insecurity and stress. In particular, UNRWA education staff report that incidents of violence and psychological signs of trauma among students are higher in schools inside camps than outside.

Shelter

The Gaza Strip has been suffering an extended and painful housing crisis caused by the large number of house demolitions carried out by the Israeli military since the beginning of the *Al Aqsa Intifada*. Whole streets and communities in parts of Rafah, around former settlements and near the perimeter fence had been obliterated even before the Gaza war. This has left thousands of refugees in temporary and over-crowded housing. An already dire situation was compounded by the effect of Gaza war, during which the shelters of more than 300,000 Gazans were directly affected, with thousands of homes demolished and more than 50,000 refugee shelters suffering various degrees of damage. The NRC-led shelter sector now estimates that 86,000

¹⁶ See GCMHP - Trauma, mental health, and coping of Palestinian children after one year of Gaza War. May 2010 available at www.gcmhp.net

family homes need to be built in Gaza. The decision by Israel to ease some elements of the blockade does not fundamentally address the shelter crisis because it does not allow for any meaningful and rapid response to the overall reconstruction needs of close to 90,000 families. Given the parlous state of socio-economic conditions in Gaza, homeless families continue to require humanitarian assistance to allow them the barest minimum of their shelter needs.

In the West Bank Palestinian families, refugee and non-refugee alike, continue to face dispossession, homelessness and forced displacement due to a range of factors, including demolitions, evictions, restrictive planning and zoning policies imposed by the Israeli authorities in Area C and East Jerusalem. From January to October 2010, 261 Palestinian-owned structures had

been demolished in Area C of the West Bank and 39 in East Jerusalem. A total of 402 Palestinians, including 203 children, were displaced.¹⁷ OCHA further estimates that around 60,000 Palestinians in Jerusalem face the threat of displacement due to possible demolitions by the authorities or eviction by settler groups. The high rates of poverty and unemployment among the refugee population in the West Bank has eroded the ability of many to cover their own basic shelter needs. UNRWA has assessed an estimated 831 refugee families as in urgent need of shelter assistance because they are living in the most overcrowded, unhygienic, dilapidated, damp, and hazardous structures.

¹⁷ See OCHA – Humanitarian Monitor - Protection of Civilians Weekly Report, 20 - 26 October 2010 available at www.ochaopt.org



Strategic objectives of UNRWA's 2011 Emergency Appeal

UNRWA launched its emergency operations in the West Bank and Gaza Strip in late 2000 following the outbreak of the *Al Aqsa Intifada* and the rapid deterioration in living standards of the Palestine refugees. In the time since, UNRWA has continually adjusted its response to the conflict as the refugees' plight has grown and mutated. A wide range of interventions has been developed to target specific hardships and protect particularly vulnerable groups. On occasion, in the face of brief periods of stability on the ground, the Agency has even planned to shift some of its emergency response towards a longer-term framework of recovery and development, but recurring, and sometimes dramatic, political and military crises create urgent new needs. Throughout these years of conflict and suffering and in the face of a multi-level complex emergency, UNRWA's aim has always been to alleviate the worst of the distress among the weakest of the refugees.

UNRWA's emergency operations are a strategic response in that they seek to address both the immediate and longer-term consequences of the conflict and because they fit within the framework of UNRWA's wider role as the expression of the international community's humanitarian concern for the refugees' plight. In both its human development and emergency capacities, UNRWA's mission is to be a stabilising presence in a deeply unstable region.

Emergency operations in 2011 will confront an ongoing socio-economic crisis with crippling unemployment rates and persistently high levels of poverty among the refugees. Punitive restrictions on the movement of people and goods will continue within, and in and out of, the oPt. As a result, we will continue to see widespread violations of the basic human rights to life, freedom of movement, shelter, employment, basic services and the rights of children. Ongoing violence and insecurity will continue to affect civilians and vulnerable groups, including children, youth and women and communities affected by the Barrier.

In 2011, UNRWA will work towards the following objectives:

1. To provide targeted emergency social safety-net assistance to the most vulnerable refugee families through food aid, temporary employment and cash assistance. To provide shelter and transitional shelter assistance to refugees displaced or affected by conflict and violence.

2. To guarantee access to essential health services, mitigating the impact of closures and access restrictions on the health status of refugees and respond to increased demand for services. This will be achieved through the provision of additional supplies and equipment to the Agency's network of health centres and the continued operation of mobile health clinics serving isolated areas in the West Bank. Public environmental health risks will also be mitigated through the provision of emergency support to public service bodies critical to public health.

3. To protect the rights of Palestine refugees using a broad range of strategies that focus on the immediate and longer-term impacts of the conflict, including:

- provision of community mental health services and support to community based organisations will support the development of coping strategies by addressing the psycho social distress caused by the prevailing violence, closure regime and economic hardship
- mainstreaming of protection concerns throughout emergency programmes, through targeted interventions that meet the specific needs of vulnerable groups. This includes youth, women, children, the disabled, Bedouin and herding communities in the West Bank, as well as those most at risk of exposure to violence or displacement
- enhanced monitoring and reporting of human rights violations, particularly related to the Barrier, closure-related restrictions, and dispossession in the West Bank and East Jerusalem

UNRWA is committed to improving its capacity for coordination, management and planning of emergency operations, by investing in dedicated resources at field and HQ levels and the further development of programme planning tools and systems. The Agency will also continue to coordinate closely with other humanitarian agencies to ensure appropriate and equitable coverage of needs.

UNRWA Archives / Alaa Gosheh



Planning assumptions

The emergency operations outlined in this appeal are based on a number of key planning assumptions that have been agreed by the main humanitarian actors in the West Bank and Gaza as part of the planning process for the 2011 oPt Consolidated Appeal (CAP). These are as follows:

- the blockade on Gaza will not be moderated enough to allow significant, rapid recovery and reconstruction efforts or to allow for major improvement in the provision of public services including water and power. High levels of poverty and unemployment will persist, with youth most affected by joblessness
- in the West Bank, while some steps may be taken by the GoI to further ease movement restrictions between West Bank cities, the fundamentals of the closure and access regime will remain unchanged,

including continued expansion of settlements and related infrastructure. This implies no major improvements in living conditions for communities in Area C and East Jerusalem and those affected by the Barrier. Though there has been some economic and employment growth in parts of the West Bank, refugees have benefited least from new employment opportunities

- the West Bank and Gaza Strip will continue to suffer spikes of violence, including due to internal conflict and, in the West Bank, as a result of settler activity

Should these assumptions be overtaken by unforeseen events, UNRWA will revise its response accordingly. A comprehensive mid-term review will take place in the framework of the CAP mid-year review process.

Response plans

Food assistance

Aim: to meet the basic food needs of vulnerable refugee families and mitigate the impact of chronic food insecurity.

Objectives:

Gaza:

- to provide four rounds of food assistance to 650,000 poor refugees (130,000 families) thereby meeting ~76 per cent of their daily caloric needs
- to provide food for all 213,000 pupils in UNRWA schools through a school feeding programme

West Bank:

- to provide, on a quarterly basis, 50 per cent to 65 per cent of the minimum daily requirements (SPHERE standards) of 32,700 food insecure and food vulnerable refugees (5,700 families) with physical impediments to food. The parcel will include NIS20 per person to cover basic non-food items.

Activities:

UNRWA is seeking funds to distribute food to 650,000 refugees in Gaza and a further 32,700 in the West Bank, covering between 50 and 76 per cent of daily caloric needs. This implies a reduction in food aid programming in the West Bank compared with 2010

and expanded provision in Gaza. Changes in both fields come in the context of poverty-based targeting systems implemented over the last two years, and, in the West Bank, reflect a strategic shift in emergency support implemented during the previous year. Food assistance in the West Bank is to be provided primarily to families lacking physical – as opposed to economic – access to food, and to marginal communities suffering the very highest levels of food insecurity.

Gaza

In 2011 UNRWA will provide an average of 76 per cent of the daily caloric needs for an estimated 650,000 refugees living below the abject and absolute poverty line. Each eligible family, in accordance with its size, will receive a single parcel of flour, rice, sugar, sunflower oil, whole milk and meat. The calculation of the ration will be based on a family average basis for each of these distributions. In the case of abjectly poor families, the food parcels will be complemented with cash handouts to cover additional needs of the assisted families.

Female-headed households will continue to be prioritised under the programme. Separated women (those not officially divorced) and their children will be able to receive food rations instead of the official head of family.

UNRWA is also seeking US\$ 14,500,000 for an expanded schools feeding programme, built around a 12-day menu including a range of sandwiches, yoghurt, fruits and juice/



UNRWA Archives / Alaa Gosheh

milks, for up to 213,000 students (50 per cent boys and 50 per cent girls) for around 180 days in UNRWA schools.

Access and movement restrictions continue to render the import of food commodities needed for scheduled distributions unpredictable and unreliable. UNRWA will continue to contract local flourmills to produce flour rather than relying exclusively on international sourcing.

West Bank

In the West Bank, quarterly parcels will be provided to 32,700 food insecure and food vulnerable refugees (5,700 families), covering an average of 50 per cent of daily caloric needs (65 per cent in Bedouin communities). Eligibility for food assistance will be restricted to refugee families with physical impediments to food, in particular in Area C and the Seam Zone. The caseload comprises around 4,200 families in Area C from Bedouin and herder communities, identified as among the most vulnerable in the West Bank - around 50 per cent of those are non-refugees.

Distribution will take place directly in the targeted isolated and marginalised communities. The parcel will include a 40NIS cash subsidy for two-person non-food items such as soap and toiletries, cooking gas and matches. Priority will be given to local markets for procurement of food parcels based on the nutritional needs and dietary preferences of beneficiary families. Parcels will be aligned with those provided by WFP to non-refugees, and contain flour, sugar, oil, salt and broad beans. They are designed for two people and larger families will receive multiple parcels. If families remain food insecure or vulnerable after food aid, they will remain eligible for cash-for-work or cash assistance to help them reach the target of 90 per cent food security set at US\$ 5 per adult per day.

Eligibility:

In both fields, eligibility will be determined by the poverty-based targeting systems introduced for all emergency

livelihoods support interventions (food aid, job creation/ cash-for-work and cash assistance) over the last two years to tackle those rendered vulnerable by the closure regime and not addressed by the Agency social safety-net. Poverty and food insecurity are estimated through a proxy means test formula (PMTF) based on household consumption and expenditure compared with poverty and food security lines defined by the Palestinian Central Bureau of Statistics for each field, in line with Ministry of Social Affairs (MoSA) strategy. In Gaza a dual system using PMTF and an income-based eligibility system will continue through 2011. Beneficiaries of food aid in Gaza will also be eligible for support under the job creation programme (JCP), while the poorest will receive cash assistance to complement food aid. In the West Bank, food aid will be restricted to those food insecure and food vulnerable families with physical access constraints and in particular Bedouin and herder communities where food insecurity is highest (79 per cent) with long-term consequences on nutrition and children's health.

Impact:

The distribution of food assistance, in conjunction with UNRWA's job creation and cash assistance programmes, will mitigate the impact of chronic food insecurity resulting from the continued crisis and shore up the coping strategies of the most vulnerable. The provision of between 50 and 76 per cent of their caloric requirements will enable the most poor and food insecure refugees to spend scarce resources on priorities other than food. The employment of poverty-based targeting systems will continue to improve the efficiency and transparency of UNRWA interventions. The continuation of the schools feeding programme in Gaza will tackle short-term hunger among pupils, contributing to improved well-being and learning capacity. In the West Bank, it is expected that the combination of emergency livelihoods support (food, cash or cash-for-work) will bring vulnerable families to marginal (90 per cent) food security.

Budget:

	Gaza Strip	West Bank	Total
Operating costs	113,620,000	3,210,739	116,830,739
Administrative costs (11%)	12,498,200	353,181	12,851,381
TOTAL	\$126,118,200	\$3,563,920	\$129,682,120



UNRWA Archives / Shareef Sarhan

Response plans

Job Creation Programme

Aim: to relieve economic hardship at the household level for refugee families through the provision of temporary employment opportunities, including opportunities for particularly vulnerable groups, while contributing to the development and protection of local communities through community work.

Objectives:

- **Gaza:** to create 4,693,000 job days for approximately 54,000 refugees supporting a further 270,000 dependents
- **West Bank** to create 2,136,264 job days for 32,823 refugees supporting a further 147,703 dependents
- To ensure around 35 per cent of all jobs are held by women

Activities:

In 2011 UNRWA will seek to provide financial support to 86,823 poor refugee families in Gaza and the West Bank, through the creation of more than 6.8 million days of employment.

A range of skilled and unskilled opportunities will be provided in both fields, with professional positions and graduate training placements offered in Gaza only. Proxy means testing approaches (PMTF) will be used in both fields to identify those below the poverty line, and priority will be given to the poorest families.

Throughout, contracts will be short, with rotations of three months or less in most cases, to maximise the distribution of subsidies under the programme.

Salaries are set below market rates to ensure there is no displacement from regular employment.

The community work generated under the programme will contribute to the protection of local assets and services in vulnerable areas. In the West Bank, action plans are designed to contribute to the objectives of the local partners (camp committee, village council, municipality or recovery activity of PA ministries).

UNRWA will seek to maximise the distribution of work opportunities to women and other marginalised groups, including youth and the disabled, herders and the disabled, and - in the West Bank - families living in high risk areas such as Area C and the Seam Zone. The Agency will aim to ensure that between 30 – 40 per cent of all jobs created are held by women, through the creation of specially targeted opportunities.

Gaza

The programme will create the equivalent of 13,000 full-time jobs for 54,000 refugees and inject more than US\$ 51 million in wages into the economy. This will help mitigate the harsh economic impact of the closure regime, the conflict and the isolation of the Gaza Strip; support fledgling essential public services, and assist the recovery of the legitimate private sector.

UNRWA has redeveloped its programme capacity and streamlined its procedures to meet the actual needs of each of the district areas in Gaza. This includes a more focused approach to the identification of new job opportunities, including small-scale projects to maintain and rehabilitate public infrastructure, and facilities targeting specific economic groups and economically deprived areas.

Three-quarters of the job opportunities UNRWA will seek to provide will be of a three-month duration with a six-day working week. These will be composed of unskilled jobs paying a daily wage of US\$ 9, skilled (US\$ 14/day), professional (US\$ 19/day) and graduate job opportunities (US\$ 9.5 to 12/day). A quarter of the jobs will be of a 6-12 month duration targeted at refugee families identified as unemployed, with priority being given to the poorest. UNRWA will continue to identify new job opportunities for young people, women and applicants with disabilities, and actively promote their hire, with a view to providing 35 per cent of all jobs to women. Temporary employment opportunities may also be offered to non-registered families on exceptional grounds.

Active coordination with other actors involved in cash-for-work activities, notably crosschecking beneficiary lists, will continue to prevent duplication.

West Bank

The cash-for-work (CfW) programme is UNRWA's main food security intervention in the West Bank. The programme provides one-month positions at a salary of \$420/month for food insecure (deep poor) and vulnerable (abject poor) refugee families. During 2011, UNRWA is planning to offer 82,164 jobs for some 32,823 refugee families. This will include community work in 185 villages and municipalities, and at 34 UNRWA installations and community-based organisations in the 19 refugee camps.

Some 1,260 job opportunities for special protection work will go to 420 families specially targeted in communities with specific protection concerns. These include those at particular risk of livelihood loss because of permit restrictions, forced displacement or harassment in Area C and the Seam Zone, or because of their status as members of the herding community.



UNRWA Archives / Shareef Sarhan

Budget:

	Gaza Strip	West Bank	Total
Operating costs	51,655,000	44,410,243	96,065,243
Administrative costs (11%)	5,682,050	4,885,127	10,567,177
TOTAL	\$57,337,050	\$49,295,370	\$106,632,420

Other temporary employment opportunities will be designed according to the specific needs and skills of vulnerable groups such as women who will receive 35 per cent of the remaining 80,904 job opportunities. Young people and people with a disability, will receive 0.5 per cent of the job opportunities, and Bedouin and herding communities, who will receive 3 per cent of the jobs.

Eligibility:

Both fields have introduced proxy means test formulas to measure household income and poverty levels, and use these as a basis for the prioritisation of assistance.

Depending on their food insecurity level, families in the West Bank, where the programme is part of the larger RELES/Da'am initiative, will be eligible for one to six job creation positions in a year. Based on the needs assessment, it is estimated that one opportunity will be needed by 13,414 families, two opportunities for 6,475, three for 4,232, four for 2,964, five for 1,932 families and six for the most food insecure 3,388 families.

In Gaza, job opportunities will normally only be available once during the year, and multiple members of a single family will not be employed at the same time. Relatives of UNRWA employees are not eligible for enrolment on the programme, with the exception of the graduate trainee component, where relatives of staff will be eligible to apply for a small number of positions. Temporary employment opportunities may also be offered to non-refugees on exceptional grounds. JCP beneficiaries will also be eligible for food aid and cash assistance.

Impact:

This programme will temporarily alleviate the impact of high poverty, unemployment and dependency levels among refugees. The provision of cash for work will allow families to earn and allocate scarce resources to food and non-food priorities. The use of employment as a tool to distribute cash will contribute towards maintaining the dignity of the most vulnerable, while also enhancing their work experience and skills, particularly for young people. The injection of US\$ 92 million in cash into the economy of the occupied Palestinian territory will have multiplier benefits for local retailers and service providers, and the development and rehabilitation of infrastructure will improve living conditions for refugee communities. In the West Bank, the project will contribute to the protection of communities under threats of displacement through both the income and work realised.

Response plans

Cash Assistance

Aim: to mitigate the impact of the protracted crisis on the most vulnerable refugees and to assist families facing unexpected shocks through provision of cash grants.

Objectives:

- Gaza: to provide emergency cash assistance worth US\$ 55,500,000 to ~ 65,000 abject poor families and back to school assistance of around US\$ 10,000,000 to ~ 213,000 refugee pupils at UNRWA schools
- West Bank: to provide emergency cash grants worth US\$ 3,360,000 to an estimated 7,000 food-insecure & food-vulnerable refugee families that cannot be enrolled in the cash-for-work sector

Activities:

UNRWA is seeking to provide cash assistance grants to 72,000 of the poorest refugee families in the Gaza Strip and West Bank during 2011. They will be identified through poverty-based targeting systems. Cash will be provided to enable poor families to meet basic needs, including protecting access to health care and education, providing children with a healthy diet, buying essential household items, meeting transportation costs or servicing utility costs.

Gaza

In Gaza, cash grants will be provided to an estimated 65,000 refugee families living below the abject poverty line (325,000 people), to complement food assistance distributed under the emergency food aid programme (see above). Grants will average US\$ 700 per family per year. In line with a similar approach to relief assistance being introduced under UNRWA's regular programme, cash grants are designed to bridge the poverty gap of deeply poor families.

Cash assistance may also be provided to respond to the urgent needs of families in acute distress, as a result of the loss of their home or livelihood. In addition to issuing grants in response to individual applications, more broadly based initiatives are also planned, such as providing small grants to schoolchildren (NIS 100 per child) for the new school year.

West Bank

In the West Bank, emergency cash assistance will be provided to an estimated 7,000 poor families. The programme is part of a larger emergency livelihoods support programme (RELES/Da'am). According to this, food insecure families that cannot be enrolled in the

cash-for-work programme because they are without an able-bodied breadwinner, or because a cash-for-work scheme cannot be implemented in their location will be prioritised for cash assistance support. Families selected through a proxy means test formula would receive a cash subsidy of US\$ 50 per person every quarter. The amount of the cash transfer has been calculated to cover the purchase of basic food items and to support essential household expenses (transportation, health and education).

The caseload includes families with special needs, including people with disability or chronic disease, and communities residing in areas affected by the Barrier, Seam Zone, or in Area C, who are increasingly vulnerable due to their lack of access to public services and reduced employment opportunities. Special provision is also made to assist families facing acute shocks, such as loss of homes or livelihood.

Eligibility:

Eligibility for cash assistance will be determined by poverty assessments conducted by UNRWA social workers and field staff. Proxy means testing formulas are used to determine food security and poverty levels.

In Gaza, assistance will be provided to those falling below the deep poverty line (325,000 persons out of a total of 675,000 refugees assessed as living in poverty) and others in acute distress. Payments may be issued to non-refugees on exceptional grounds, where no alternative source of assistance is available. In Gaza, all families receiving cash assistance will be eligible for support under the JCP and food aid programmes.

In the West Bank, only food insecure or food vulnerable families, as identified under the RELES/Da'am targeting project, that cannot join the job creation programme will be eligible. It is estimated that 7,000 families will be eligible in light of the incapacity of the disabled, women with specific needs, or elderly head of households to enrol in cash-for-work; or because UNRWA and its local partner cannot offer sufficient job creation positions in the locality (e.g. in Area C). It is expected that 60 per cent of the benefiting households would be headed by a woman.

Impact:

Cash assistance will mitigate the effect of the ongoing crisis on the most vulnerable refugees in the oPt, particularly those living in abject poverty, with special needs and lacking access to employment opportunities. In the West Bank, it is expected that the combination of emergency livelihoods support (food, cash or cash-for-work) will bring vulnerable families to marginal (90 per cent) food security. This intervention provides UNRWA

with a mechanism to respond flexibly to acute needs in an extremely volatile situation, and allows refugees to determine and meet a range of their own priorities. The

programme complements other emergency livelihood interventions under this appeal.

Budget:

	Gaza Strip	West Bank	Total
Operating costs	55,500,000	7,270,220	62,770,220
Administrative costs (11%)	6,105,000	799,724	6,904,724
TOTAL	\$61,605,000	\$8,069,944	\$69,674,944



UNRWA Archives / Alaa Gosheh

Response plans

Education – Gaza only

Aim:

- to deliver educational stationery to 213,000 students at the start of each semester
- to provide the time and space to implement remedial programmes for students in accordance with their academic capacity and need
- to develop a learning environment within schools conducive to participation by all

Activities:

The prevalence of abject poverty among refugee students presents a significant challenge to their educational development. A total of 108 out of 228 schools analysed in 2010 had abject poverty rates in excess of 30 per cent and 19 schools had abject poverty rates of 40 per cent or more. A significant proportion of children struggled to meet the minimum standards based on the Palestinian curriculum, with 39,100 grade 4-9 children failing either Arabic and/or mathematics in the 2009/10 second semester examinations.

Given the increasing inability of families to make such provision, at the start of each semester UNRWA will provide a range of subject copy books, pens, pencils and erasers to each student to enable him or her to fully participate in the regular school programme.

UNRWA will implement a range of remedial programmes focusing on the core curriculum subjects, both during and after regular school hours, to enable students to achieve their potential, particularly those who are failing to meet the minimal standards in Arabic and mathematics. The programme will include the distribution of grade-appropriate learning support and remedial materials, and teaching guides in Arabic, mathematics, English and science; after school or evening homework sessions; unified testing each semester; and the implementation of a summer learning programme for those students who failed to pass their end of semester tests in May/June 2011.

To promote and develop an environment within UNRWA schools conducive to student participation and learning by all, UNRWA will continue expand its *Respect and Discipline in Violence Free Schools* initiative to 112 schools, the majority of which are elementary and preparatory boys schools where behavioural issues are assessed as most acute. It will be centred on a code of conduct that sets out the rights and responsibilities of students, teachers and parents, to encourage good behaviour and discourage bad behaviour.

Impact:

UNRWA will be able to support equitable access to education in general and minimal literacy and numeracy standards in particular. This will be done through the provision of student stationery materials, the distribution of gender sensitive, grade, and achievement-level-

appropriate learning support materials and teaching guides in core curriculum subjects. Additional learning and teaching time will also be allocated.

Through the expansion of its *Respect and Discipline*

initiative, UNRWA will continue to promote and develop an environment within its schools that respects and supports participation by all categories of students, irrespective of gender, disability, academic achievement level or socio-economic status.

Budget:

	Gaza Strip
Operating costs	7,481,982
Administrative costs (11%)	823,018,
TOTAL	\$8,305,000



UNRWA Archives / Alaa Gosheh

Response plans

Health

Aim: to ensure access to essential health services, mitigating the impact of closures and the protracted socio-economic crisis refugees' health.

Objectives:

Gaza:

- to purchase additional supplies and equipment to better manage increased demand from the 850,000 refugees who use UNRWA primary health care services in Gaza.

- to improve school health services for 213,000 pupils in response to the identification of more acute needs
- to support access to specialised health services for destitute refugees through subsidies for hospital care and referrals to secondary/tertiary facilities

West Bank:

- to mitigate the negative impact of closures and the socio-economic crisis on refugees' health by facilitating physical and financial access to primary, secondary and tertiary health care throughout the West Bank.
- to provide curative and preventative health services to isolated and remote communities lacking access to health services through operation of mobile clinics
- to support access to specialised health services for vulnerable, isolated and destitute refugees through subsidies for hospital care

Activities:

A. General Medical Care

As a result of the protracted socio-economic crisis, refugees are increasingly unable to pay nominal prescription fees at PA and NGO clinics and are turning to UNRWA clinics in ever-greater numbers. Demand for services at UNRWA primary health facilities in both Gaza and the West Bank continues to outstrip population growth rates. The number of primary health care consultations at UNRWA clinics has continued to rise year on year, with demand in 2009 28 per cent higher than in 2006. In the West Bank, consultations now stand at more than 85 per cent above pre-*Intifada* levels. UNRWA's 2010 needs assessment shows 18 per cent of refugees reported that they have reduced health expenses and face great difficulty affording specialised treatment.

In Gaza the situation has been compounded by the PA's continued inability to replenish vital supplies at its clinics due to the blockade. In the West Bank constrained physical access to clinics run by other health services providers is a contributing factor to the increased demand for UNRWA health services.

In both fields, UNRWA will purchase additional quantities of supplies and equipment for its health facilities, to manage the increased demand among registered refugees for basic health services. This includes general medical equipment and supplies, as well as dental, laboratory and physiotherapy supplies, and the purchase of ICT equipment and services. Funds will also be used to procure essential transport and other support assets for Agency health services and to subsidise provision of specialist medicines to the most vulnerable. Health education materials will also be distributed to patients in the West Bank to enhance compliance with medical treatments.

In the West Bank, the contracts of emergency support staff on limited duration contracts in 37 health facilities will be extended to help maintain an acceptable workload for medical officers of 85 patients per day. They will also provide specialised care to

- women, including making 4,484 pre-natal and post-natal visits, conducting breast cancer screening and nutrition care;
- children under five, in terms of micronutrients and nutrition;
- the elderly, through hypertension treatment and
- an estimated 9,200 patients with non-communicable diseases.

The health programme will also embark on preparing for emergencies, including a programme training health staff, and purchasing and pre-positioning essential emergency response medical items that would be needed to operate primary health care services within emergency shelters with a particular emphasis on the needs of pregnant and breastfeeding mothers and the elderly.

B. Hospitalisation

As part of its regular health programme, UNRWA subsidises the cost of hospital and specialised care for refugees unable to pay costs. Due to significant increases in demand for such services because of the reduced ability of refugee patients to pay, additional financial support is sought in both Gaza and the West Bank under this appeal.

In the West Bank, the closure regime in place since late-2000 has further limited patients' physical access to hospitals contracted by UNRWA as part of its regular health programme. To maintain access to hospital beds and surgery for 5,000 vulnerable refugees, under this appeal UNRWA is seeking to contract six non-governmental hospitals in main population centres, namely the Al-Razi Hospital in Jenin, Al-Zakat Hospital in Tulkarem, PRCs Hospital in Ramallah, Al-Ahli Hospital in Hebron, the Arab Hospital for Rehabilitation in Bethlehem and Nablus Speciality Hospital. UNRWA covers between 70 per cent and 90 per cent of the incurred hospitalisation costs for tertiary care, as well as 75 per cent to 90 per cent of secondary care costs incurred by eligible refugees and abject poor cases as identified by UNRWA special hardship eligibility criteria.

In Gaza, additional support to cover the costs of hospital support and referrals to secondary / tertiary facilities is also envisaged due to the reduced ability of refugee patients to pay. Abjectly poor families and female-headed households will be specifically targeted with assistance.

C. Mobile Clinics (West Bank only)

To mitigate the impact of closure and impoverishment on the health of 157,617 refugee and non-refugee patients living in 59 isolated or remote areas of the West Bank, UNRWA will continue to provide monthly mobile health services. UNRWA has six mobile clinics - including a new one serving the Jerusalem periphery - and three fixed health hubs - Hableh in the north, Budros in the centre and Beit Awwa in the south. UNRWA complements the health services for remote areas where the PA's Ministry of Health services are not provided and/or are inadequate upon prior coordination. On average, localities will be visited twice a month, for a closer follow-up of communicable and non-communicable disease patients, as well as malnutrition monitoring and preventative health promotion to cover an average of 13,000 patients monthly. In locations where other organisations present a comparative advantage (particularly in terms of access), UNRWA will develop a partnership to cover the refugee population. Partnership have been established with the Al Islah Society for the Bedouin community around Jericho, Khan Al Ahmar and Nabi Mousa and with CARE and its implementing partners the Palestinian Medical Relief Society (PMRS) and the Health Work Committees in Barta'a Enclave.



UNRWA Archives / Alaa Gosheh

The West Bank mobile teams will also include mental health counsellors who will support an additional 7,800 refugees and non-refugees in marginalised communities with protection concerns. Visit frequencies vary according to the needs (population size, degree of isolation and collective/individual trauma experienced) with an average of six monthly visits per location. Specific psychological support is paid to young people who are most likely to be exposed to violence and harassment by security forces.

D. Expanded school health programme (Gaza only)

During 2011, children's health will also be supported through the expansion of the school health programme to provide more in-depth medical screening and follow up of those children in UNRWA schools identified as most at risk. This intervention follows research into the impact of underlying health conditions on pupil performance. It will provide for the employment of specialised teams of paediatricians, optometrists, ophthalmologists and medical support staff based at UNRWA clinics in six educational areas to conduct assessments, screening and follow up/referral of the lowest-achieving children in UNRWA schools. The intervention will focus on around 15,000 children over the course of the school year.

Eligibility:

Mobile health services will be provided to all those in the isolated and marginalised communities visited - refugees and non-refugees alike - given the lack of alternative options. All other activities under this intervention will be provided in accordance with standard UNRWA procedures to refugees only.

Impact:

UNRWA's emergency health programme supports the provision of quality primary health services to refugees in Gaza and the West Bank, through additional supplies and equipment to ensure continued quality health care and support for specialised treatment. The continued operation of mobile clinics in the West Bank will ensure access to curative and preventative services and mental health support to those living in isolated or remote areas. The expansion of child health interventions in Gaza for the lowest performing students will contribute towards a broader Agency effort to arrest falling standards in UNRWA schools. Improved emergency preparations will help meet the needs of the particularly vulnerable refugees during emergency situations.

Budget:

	Gaza Strip	West Bank	Total
Operating costs	2,000,000	5,045,570	7,045,570
Administrative costs (11%)	220,000	555,013	775,013
TOTAL	\$2,220,000	\$5,600,583	\$7,820,583

Response plans

Environmental Health

Aim: to minimise health threats created by the conflict and closures and safeguard Palestine refugees' basic human right to water.

Objectives:

- Gaza: to ensure continued provision of water supply and treatment, sewage and solid waste services, through provision of emergency assistance and relief to public utilities in order to help prevent public health catastrophes
- West Bank: to minimise health threats and improve the quantity and quality of water to the approximately 197,800 residents of West Bank refugee camps through rehabilitation of water infrastructure, improvement of sanitary conditions and promotion of best water and hygiene practices

Activities:

Gaza

Restrictions on entry of fuel and essential supplies to Gaza since 2006 have left many service providers unable to replenish fuel stocks and other vital supplies. These problems have been aggravated by the impact of the January 2009 conflict on an already-faltering environmental health infrastructure.

During 2011, UNRWA will provide fuel and spare parts to both public utilities and to solid waste management providers, to operate water plants and wastewater treatment plants as well as solid waste machinery throughout the Gaza Strip. It will undertake the emergency repair of water and wastewater infrastructure inside the eight refugee camps, and hire contractors to remove waste from unofficial landfills to official landfill sites when roads have been made inaccessible during Israeli military operations, or when lack of fuel prevents truck movement.

It will also provide chemicals, solar oil and tools to enable public utilities to conduct campaigns to eradicate mosquito breeding sites, supply plastic water tanks, toilet units, shower units, solid waste facilities and water supply, where families are temporarily displaced as a result of military operations.

These interventions will contribute to improved access to water and sanitation services for the entire population of Gaza.

West Bank

UNRWA is seeking funds to rehabilitate the public water infrastructure in 17 West Bank camps - including the nine camps (Arroub, Dheisheh, Fawwar, Shu'fat, Kalandia, Jalazone, Am'ari, Tulkarm and Far'a) particularly affected by regular military incursions - and to improve solid waste removal and disposal in 10 camps through the procurement of sanitation equipment and support to local municipalities.

It will also seek to improve water-quality monitoring for the camp in the Jericho area relying on Wadi Qelt wells. This will be achieved through the rehabilitation of the Aqbat Jabr treatment plant structure and procurement of quality-monitoring equipment.

UNRWA also proposes to undertake a public awareness-raising campaign to promote best practice in terms of hygiene and water consumption among residents of the 19 West Bank refugee camps. This will be achieved through workshops, lectures and recreational activities targeting households, community groups and representatives of local authorities.

The Agency will also improve insufficient solid waste services through the replacement of containers damaged during military incursions in camps, so that it can collect, transport and dispose of approximately 71,470 tons of solid waste per year. Under the appeal it will also procure approximately 300 compactors and pay fees to municipalities for waste disposal and use of landfill sites.

In both fields, UNRWA will coordinate with other agencies and with concerned municipalities during each stage of implementation, to avoid duplication and maximise the impact of its interventions.

Impact:

UNRWA's emergency environmental health activities in 2011 will help to mitigate public health risks, in particular outbreaks of Hepatitis A, skin and eye infections, pneumonia and diarrhea. It will also reduce threats to the environment and contribute to better access to water and related public utilities and ensure availability of adequate and safe water supplies for families in the event of an emergency.

Budget:

	Gaza Strip	West Bank	Total
Operating costs	1,360,000	1,219,863	2,579,863
Administrative costs (11%)	149,600	134,185	283,785
TOTAL	\$1,509,600	\$ 1,354,048	\$2,863,648

Response plans

Community mental health

Aim: to assist refugee families' coping mechanisms by addressing the psychosocial distress caused to refugee children and young people by the prevailing violence and economic hardship in the occupied Palestinian territory including East Jerusalem.

Objectives:

Gaza: treating 7,000 refugee students through individual counselling, helping up to 25,000 refugee students through group counselling and ~ 40,000 refugees through other public awareness activities.

West Bank: strengthening community and family mental health support activities at 93 UNRWA schools, in 32 clinics and in partnership with the 19 camps' community-based organizations, through group and individual counselling, training, awareness-raising programmes, and the provision of Saturday recreational activities for approximately 10,000 boys and girls.

Activities:

The effects of the ongoing conflict, closures, dispossession, house demolitions, human rights violations and enforced isolation from communities and services have had a debilitating effect on the mental health of the refugee population in Gaza and the West Bank and in particular on refugee children and young people. Symptoms reported among refugee communities and in UNRWA schools include intense fear, episodes of bed wetting, difficulty in concentrating, eating and sleeping disorders, irritability, hyperactivity and, in the long term, increased anti-social behaviour during adolescence and neurotic problems during adulthood. Violence against women and girls is also on the rise, further fueling mental health problems.

Since 2002, UNRWA's community mental health programme (CMHP), has worked to empower Palestine refugees – particularly women, children and young people – to cope positively with their abnormal environment through mobilising supportive community resources in schools, clinics and community centres in and out of refugee camps. In particular, UNRWA has been providing individual and group counselling, medical referrals, awareness-raising campaigns, and the provision of wide-scale recreational opportunities for children and young people.

Budget:

	Gaza Strip	West Bank	Total
Operating costs	2,976,000	3,508,358	6,484,358
Administrative costs (11%)	327,360	385,919	713,279
TOTAL	\$3,303,360	\$3,894,277	\$7,197,637

In 2011, UNRWA will implement its CMHP through community workers and counsellors recruited specially for the purpose and trained by specialised NGOs contracted by UNRWA. In the Gaza Strip, the Agency has 233 counsellors based at its health centres and schools inside and outside refugee camps, and at social services and community-based centres, of which 133 are women. Their work seeks to address the psychosocial needs of families in the conduct of their everyday life and to empower refugee families to cope positively with their environment, with a particular attention paid to identifying and addressing incidents of gender-based violence. Activities are conducted through a combination of group counselling, individual counselling, medical referrals and home visits.

In the West Bank, UNRWA will train community-based organisations and UNRWA staff (21 clinic counsellors and 77 in schools) in provision of psychosocial and mental health services, with a special focus on preventative community health, gender-based violence and coping with the aftermath of human rights violations. The Agency will also organise school-based Saturday recreational activities for 20 per cent of all West Bank students (approximately 10,000 boys and girls), recreational activities, summer and winter camps for children, sport and recreational events and non-formal education programmes at community centres such as after-school clubs and weekend art, music and sport activities. Counsellors in UNRWA clinics, schools and CBOs in camps will provide direct counselling for students, individuals, families and groups.

Funding will be used for recruitment and retention of counsellors, and necessary materials and equipment, as well as training programmes for technical advisors, counsellors and those working in camps and CBOs.

Impact:

UNRWA's holistic, cost-efficient and multi-level approach to community mental health provision will continue to help mitigate the effects of the prevailing violence and economic hardship on the refugee population in the oPt, particularly children, young people and female victims of violence. Through its varied interventions, from individual professional counselling to the provision of recreational activities to thousands of schoolchildren, it will help vulnerable refugees implement positive coping strategies to address their circumstances and to contribute to the development of their communities.

Response plans

Support to community-based organisations – Gaza only

Aim:

to provide emergency support to community-based organisations (CBO) to enable the continuation of essential services and activities.

Objective: Increased access by victims of conflict-related violence to emergency protection mechanisms, material, psychosocial, mental health and/or legal services and/or livelihood support.

Activities:

For three years, UNRWA has worked with CBO partners such as the Sharek Youth Forum, Canaan Center, Theatre Day Production and six community-based rehabilitation centres for the disabled on the Summer Games initiative. This is a large-scale programme of sports and recreational activities for around 250,000 children (half boys and half girls) that has played an important role in enhancing psychosocial well-being among Gaza's youngsters and has offered much-needed opportunities to escape from daily hardships and traumas. Because more than 90 per cent of UNRWA schools operate on a double-shift basis, there is neither time nor space during the regular school year to conduct any form of extra-curricular activities with students after school hours.

In 2011, UNRWA is seeking funds for the continuation of its Summer Games programme, which it operates with the support of a number of CBOs. While the programme targets boys and girls in equal numbers, it will provide a unique opportunity for young girls to access recreational, cultural and educational activities in what is an increasingly constrained environment. Under this project, it is envisioned that more than 1,200 centres throughout Gaza will offer boys and girls a two-week programme of sports, games, swimming, arts and crafts, drama and English over the summer period.

Funds will also be used to support CBOs that provide essential services and activities to other vulnerable groups, including women and the disabled, and whose financial sustainability has been severely compromised by the recent conflict and more than two years of blockade of the Gaza Strip.

Impact:

The Summer Games and other services and activities provided by CBOs to vulnerable groups will enhance the physical and mental health of children in the Gaza Strip and contribute to their educational and personal development. In particular girls and young women will be afforded opportunities for to take part in activities often denied to them.

UNRWA Archives / Shareef Sarhan



Budget:

	Gaza Strip
Operating costs	9,000,000
Administrative costs (11%)	990,000
TOTAL	\$9,990,000



UNRWA Archives / Isabel de la Cruz

Response plans

Protection of vulnerable West Bank refugees

Aim:

to protect Palestine refugees in the West Bank from the immediate effects of the conflict and occupation, promoting respect for international humanitarian law (IHL) and human rights law as well as mitigating the humanitarian consequences of abuses in the West Bank.

Objectives:

- to provide protection for the 46,000 individuals affected by military operations and who may be at risk of home demolitions and displacement, including Bedouin and herder families in Area C, East Jerusalem residents and communities affected by the Barrier.
- enhance the accountability of duty bearers and thereby mitigate the impact of humanitarian and human rights violations through monitoring, reporting and advocacy.

Activities:

Palestinians living in the West Bank face protection challenges stemming from the effect of armed conflict and internal violence, as well as from Israeli policies such as land confiscation, home demolitions and evictions and the construction of the Barrier and settlements. Ongoing military activity and frequent clashes with security forces or settlers poses a continuous threat to Palestinians' personal safety and property. Among

those at heightened risk of displacement and loss of livelihoods and property are communities living in the vicinity of settlements or the Barrier, Bedouin and herder communities in Area C, refugee camp dwellers and East Jerusalem residents living in houses considered illegal by the Israeli authorities.

In 2011, UNRWA plans a range of activities including:

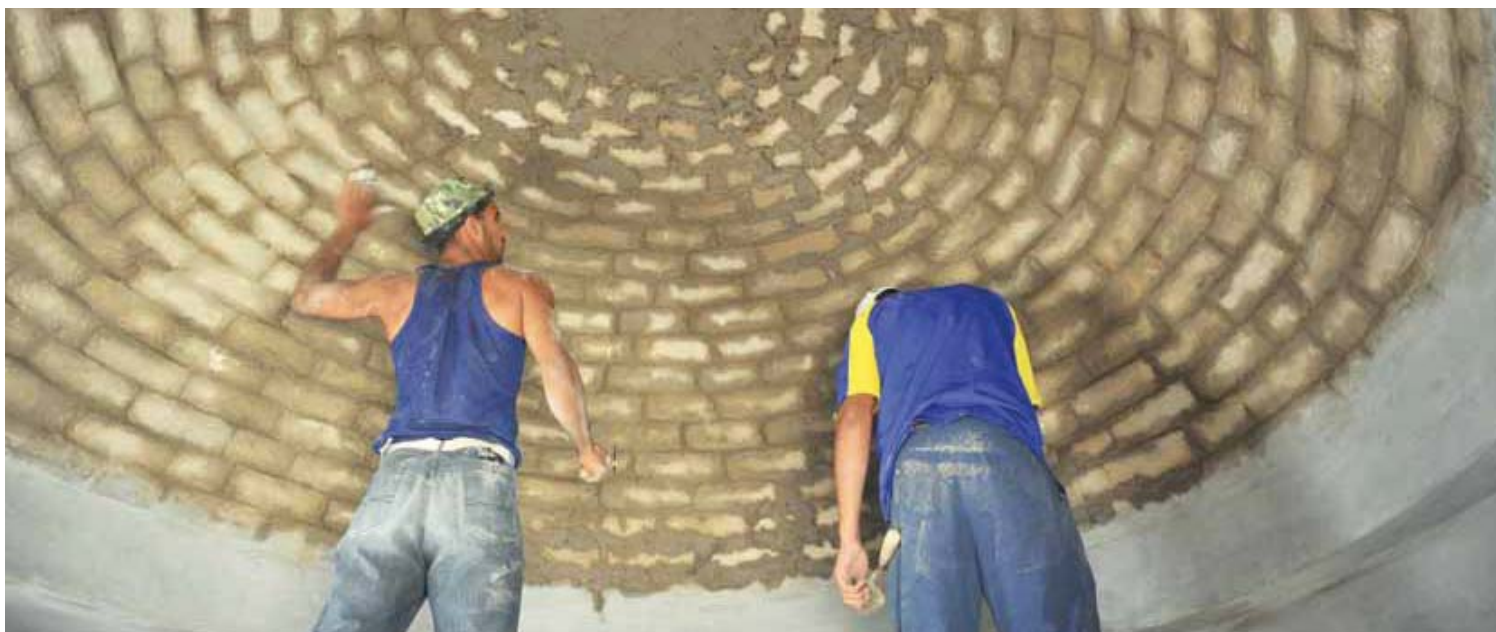
- Systematic monitoring of selected IHL violations affecting refugees living in camps and affected by military operations, selected communities affected by the Barrier and/or forcibly displaced refugees, Bedouin and herders in Area C as well as Jerusalem residents at risk of displacements. The data will be compiled giving details of the refugees' gender and age
- Systematic interventions with relevant authorities, verbally or in writing, to highlight their obligations under the relevant body of law
- Mobilising and informing international stakeholders to the impact of abuses for advocacy and lobby for the respect of IHL and human rights law by all duty bearers
- Creating awareness among the wider public by providing information to the media or on UNRWA website on forced displacement, refugee communities affected by the Barrier and the impact of the conflict in refugee camps
- Improverefugees'awarenessandcopingmechanisms through the organisation of community outreach activities such as social and recreational activities at UNRWA schools, community health awareness campaigns, and legal and rights awareness workshops as well as through the referral of at risk/ affected communities to legal aid and psycho social organisations

- Protect important documentation (e.g. by updating refugee files and/or scanning documentation) among at-risk refugee families to maintain access to UNRWA services and ensure families are able to mount effective legal and advocacy campaigns before a demolition or house eviction
- Provide emergency cash assistance and psychosocial first aid for victims of home demolitions and evictions, and those whose property is damaged as a result of the conflict

UNRWA's activities in this area will be coordinated with the CAP Protection Working Group and Displacement Working Group, along with other protection stakeholders such as the ICRC, and other Palestinian and international NGOs working in the field of human rights and protection.

Budget:

	West Bank
Operating costs	1,615,732
Administrative costs (11%)	177,731
TOTAL	\$1,793,463



UNRWA Archives / Shareef Sarhan

Response plans

Temporary shelter and shelter repair

Aim: to ensure safe, dignified and adequate standards of housing for families whose homes have been damaged or destroyed as a result of military operations or natural disasters, or who have been rendered extremely vulnerable by the emergency situation.

Impact:

Human and humanitarian rights violations affecting refugees will be systematically collected and acted upon; accountability of perpetrators will be enhanced. The risk of the displacement of herding communities in Area C or East Jerusalem residents will be reduced through advocacy and outreach of services. Movement and access for refugee communities affected by the Barrier will be enhanced through advocacy and outreach of services. The immediate needs of refugees facing home demolition, forcible eviction or damage to their property will be addressed through the provision of emergency cash assistance and access to counselling and health care. The status of refugees will be protected and refugees at risk of displacement will be able to continue to access UNRWA services.

Objective:

Gaza:

- transitional shelter support for 150 refugee families living in makeshift shelters
- shelter repairs for 1,000 families whose shelters have been damaged by military operations
- transitional shelter cash assistance for up to 5,000 displaced refugee families
- purchase of a stock of emergency non-food items to support refugee families during emergencies

West Bank:

- rehabilitation of 150 hazardous camp shelters for refugee families rendered particularly vulnerable by the emergency conditions

Activities:**Gaza**

It is now estimated that 86,000 new homes need to be built in the Gaza Strip to accommodate those made homeless as a consequence of almost ten years of conflict, incursions and demolition operations by the Israeli military. This at a time when stringent access restrictions prevent the import of building materials, forcing thousands of displaced families to live in precarious conditions and rely on humanitarian assistance to meet their minimum shelter needs. The Agency proposes to provide transitional support to 30,000 displaced families and a basic package of relief items and cash assistance for minor repairs, as follows:

i. Shelter repairs and rehabilitation

Under this appeal, the Agency is seeking funds to cover repairs to 1,000 refugee shelters damaged as a result of military operations or natural disasters. The estimated cost of each repair will be determined following an engineering survey conducted by the Agency. Payments will be authorised on the basis of assessments by female

and male engineers and social workers, and will be in the form of cash grants or contracts with local construction companies, depending on the extent of damage. Technical assistance will be delivered to female-headed households in need of this support to enable them to benefit from the self-help elements of the scheme.

ii. Transitional shelter cash assistance

Funding requirements in 2011 also cover transitional shelter cash assistance for an estimated 4,000 families whose homes have been destroyed or damaged. Cash assistance will average US\$ 150 per month per family and will be awarded on the basis of assessments by UNRWA engineers and social workers. Alternatively, displaced families may receive a lump sum of up to US\$ 5,000 to cover their rental and other essential shelter costs. Priority will be given to female-headed households.

iii. Transitional shelter

Given an overcrowded rental market and the inability to rebuild permanent shelters until access restrictions are lifted, UNRWA is seeking funds to build 150 temporary shelters for refugee families who have lost their homes using environmentally sound compressed earth block technology and locally available materials. These shelters will provide a roof to displaced families living in makeshift shelters or tents until such time as access conditions allow reconstruction to take place.

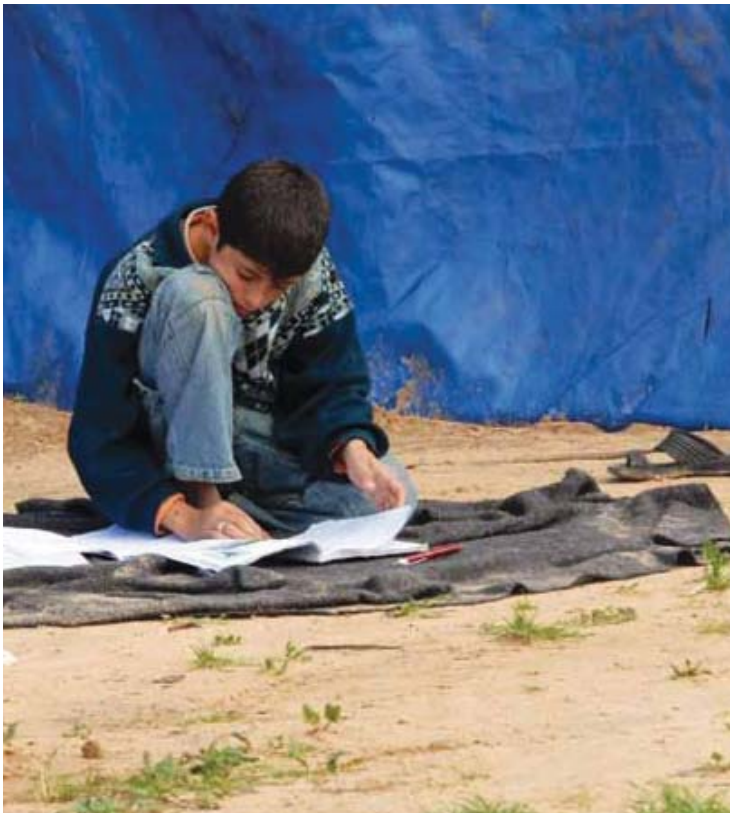
iv. Replenishment of non-food items

Provision will be made to replenish the Agency's stocks of non-food items, such as mattresses, blankets, kitchen and family hygiene kits and water tanks that might be needed in the event of a major emergency. The Agency will pre-position supplies that will enable it to provide non-food items to 50,000 refugees in an emergency and replenish stocks run down during its response to the Gaza War.

West Bank

Refugees are particularly affected by the protracted crisis affecting Palestinian access to services and livelihoods. Poverty, unemployment and food security are highest among the refugee population, particularly in camps and Area C. West Bank camps reflect this reality. Thousands of shelters are incomplete, overcrowded, leaking, poorly ventilated, dilapidated and damp, and occupants lack the resources required for repair and rehabilitation to reach SPHERE minimum habitation standards.

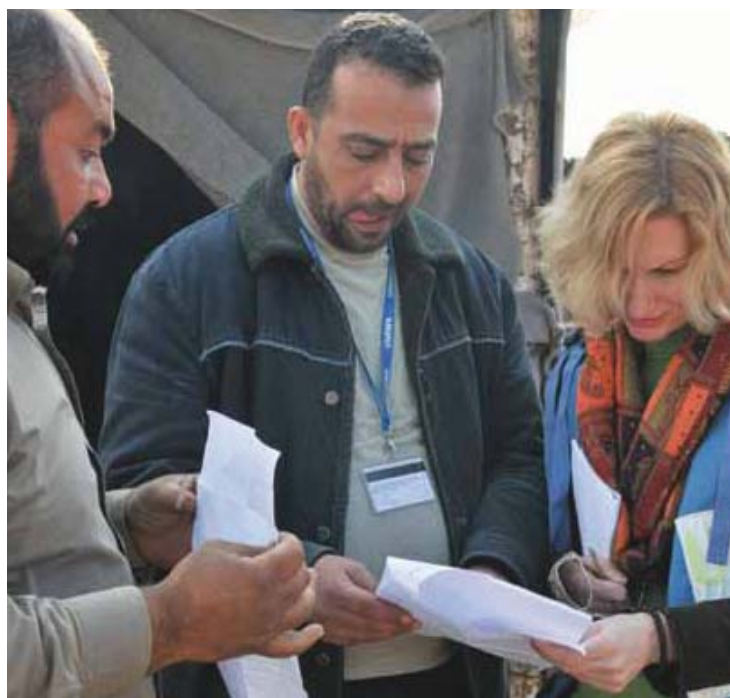
With funding from this appeal, the 150 most pressing cases for shelter rehabilitation, where the shelters are fundamentally hazardous, will be selected either from UNRWA's special hardship cases (SHC determined as abjectly poor) group or emergency cases (Da'am



assessment of food insecurity). Participatory methods to establish beneficiary needs and ways of protecting especially vulnerable groups, such as the disabled, elderly, female-headed households and children, will be employed. In each case the intervention type will be identified as to whether it is a repair or major rehabilitation, and whether it is to be a self-help or contractual approach. Under a self-help scheme, UNRWA provides three grant payments according to the work done by the beneficiary. Under the contractual approach, the Agency provides locally procured materials and labour, and contracts an approved implementing private partner. In both cases, works will be supervised according to UNRWA specifications and standards.

Impact:

Improved living conditions and protection of the human right to safe, dignified and adequate shelters for refugees who have lost their homes due to the conflict and the blockade of building materials in Gaza, as well as for the 150 most vulnerable families in hazardous camp shelters in the West Bank. In Gaza, replenishment of non-food item stocks will help meet the needs of the displaced during emergency situations.



UNRWA Archives / Shareef Sarhan

Budget:

	Gaza Strip	West Bank	Total
Operating costs	17,000,000	1,092,852	18,092,852
Administrative costs (11%)	1,870,000	120,214	1,990,214
TOTAL	\$18,870,000	\$1,213,066	\$20,083,066

Response plans

Operations support officers

Aim: to support the operation of UNRWA programmes in the context of the ongoing conflict in the oPt by assisting the movement of Agency personnel and refugees, monitoring and reporting on humanitarian conditions and safeguarding the neutrality of the Agency and its installations.

Objectives:

- to assist in the delivery of UNRWA services through:
 - The constant monitoring of and reporting on changes in local humanitarian conditions and issues affecting the general welfare of the population of the oPt
 - The provision of logistical support and facilitation of access to aid convoys, staff vehicles and health teams
- to safeguard the neutrality and integrity of UNRWA's programmes and installations
- to monitor issues affecting the human dignity, safety, welfare and basic rights of Palestine refugees and other persons of concern to UNRWA, with a view to protecting and promoting these rights

Activities:

Since the beginning of the *Al Aqsa Intifada*, UNRWA has needed an operations support capacity to reinforce its service delivery in the face of rapidly shifting humanitarian, security and access conditions in the West Bank and Gaza. In continuing the programme into 2011, teams of international operational support officers (OSOs) and national assistant OSOs will monitor and report on humanitarian conditions and problems affecting the welfare of the refugee population in the oPt, and the operation of UNRWA and other actors' service delivery. In this way the Agency can quickly adapt to changing situations on the ground and effectively meet emerging needs.

Through data gathering and reporting on key indicators, in close coordination with other service providers, OSOs will improve the timeliness and effectiveness of UNRWA's humanitarian response, and that of the broader humanitarian community. OSOs identify where additional support is required or where essential resources are running scarce. Issues of particular concern, related to service and protection needs, will be identified for follow-up by UNRWA programme staff.

In the West Bank, particular attention will be paid to communities directly affected by the Barrier and those at risk of displacement, including in East Jerusalem and among herder and other vulnerable communities. Where internal access restrictions persist, OSOs will continue to facilitate the passage of Agency staff, vehicles and goods across checkpoints, including into East Jerusalem. OSOs in the West Bank will also act as the focal point for UNRWA's reporting into the wider UN access monitoring system through coordination with UN OCHA's Access Coordination Unit.

In Gaza, the OSO's focus on protection and gender equality will continue to be enhanced through the addition of a protection and a gender officer to the existing team.

By regular inspection of Agency installations and assets, OSOs will assess any damage sustained as a consequence of hostilities, and ensure that they are used only as intended. Through ongoing interaction with refugee communities, the purpose of the UNRWA mandate and its neutrality will be communicated and explained. When required, OSOs will intervene with the authorities to safeguard the privileges and immunities

which the Agency enjoys under international law, and will undertake civil-military liaison to secure safe passage and access for UNRWA staff, goods and services.

In the event of acute emergencies, OSOs will support the Agency's emergency response teams, coordinating the provision of support and assistance to affected families, in close coordination with other actors.

Impact:

UNRWA will be alerted to potential disruptions to its service and to changes in the humanitarian conditions on the ground in the oPt, so that it is able to adjust its activities, programme delivery and protection role in a rapid and efficient manner. The OSO programme will provide visible reassurance to refugees that UNRWA is monitoring and reporting on their welfare and rights. In addition, it will allow UNRWA to safeguard the neutrality and integrity of its installations.

This intervention is fully funded until August 2011. To ensure the continuity of activities, the funding pattern of this programme runs from September to August rather than the standard calendar year.

Budget:

	Gaza Strip	West Bank	Total
Operating costs	1,730,300	2,024,956	3,755,256
Administrative costs (11%)	190,333	222,745	413,078
TOTAL	\$1,920,633	\$2,247,701	\$4,168,334





UNRWA Archives / Tanya Habjouka Bishara

Response plans

Coordination and management

Aim:

To strengthen UNRWA's capacity to implement its emergency programme including improved coordination, management and monitoring, as well as contingency planning and emergency preparedness.

Objectives:

- to provide additional management capacity at field and HQ levels in order to reinforce the planning, management and the evaluation of emergency activities and to meet the increase in demand for emergency programme services
- to ensure the consistent implementation of emergency programmes and that the integrity of the process, i.e. to help eligible refugees in need, is not compromised by the increased workload.
- to ensure effective coordination with other humanitarian partners and that interventions meet the specific needs of distinct vulnerable groups, including women, young people and children.

Activities:

UNRWA will continue to employ essential field staff needed to cope effectively with the increased

workload generated by the implementation of large-scale emergency programmes and to ensure these programmes are planned, implemented, monitored and evaluated in accordance with assessed needs and Agency emergency standards. Staffing will include an emergency programme coordination function at field and HQ levels (the latter also being the gender focal point for all emergency programmes) in support of emergency operations (one international lawyer and one external relations officer), to ensure effective coordination with other humanitarian actors.

In addition to additional staffing, the Agency will continue the procurement of goods and contracting for services necessary to support emergency activities as well as constructing essential infrastructure works or office facilities to facilitate emergency programmes. Under this programme, the Agency will continue its monitoring and reporting on the socio-economic condition of the Palestine refugees in the oPt, through special data sets provided by the PCBS, which features sex-disaggregated data.

Impact:

UNRWA will have the resources it needs to manage, monitor and coordinate a complex humanitarian emergency while also continuing its larger human development programmes in the oPt.

Budget:

	Gaza Strip	West Bank	HQ	Total
Operating costs	7,900,000	1,767,567	704,800	10,372,367
Administrative costs (11%)	869,000	194,432	77,528	1,140,960
TOTAL	\$8,769,000	\$1,961,999	\$782,328	\$11,513,327

Coordination, monitoring and reporting

UNRWA remained a full and active partner in inter-agency coordination, planning and monitoring mechanisms in the oPt, including the Humanitarian Country Team and the Consolidated Appeals Process, Needs Analysis Framework and related sectoral working groups. It is the chair/sector lead agency of the cash-for-work and cash assistance sector and co-chair (in Gaza) on food assistance. UNRWA also provided support to joint advocacy efforts promoted by the inter-agency Advocacy Working Group, particularly on the areas of protection and access.

During 2010, UNRWA worked with the WFP and UNICEF to undertake a survey on food security of herding communities in Area C, and with OCHA to profile other communities in Area C. Both documents were extensively used to support the identification of needs and priorities. These were part of a wider effort during 2010, which are continuing into 2011, for cluster members to increase efforts to agree on common performance indicators, identify relevant baseline information and ensure systematic reporting against those indicators in their sectors.

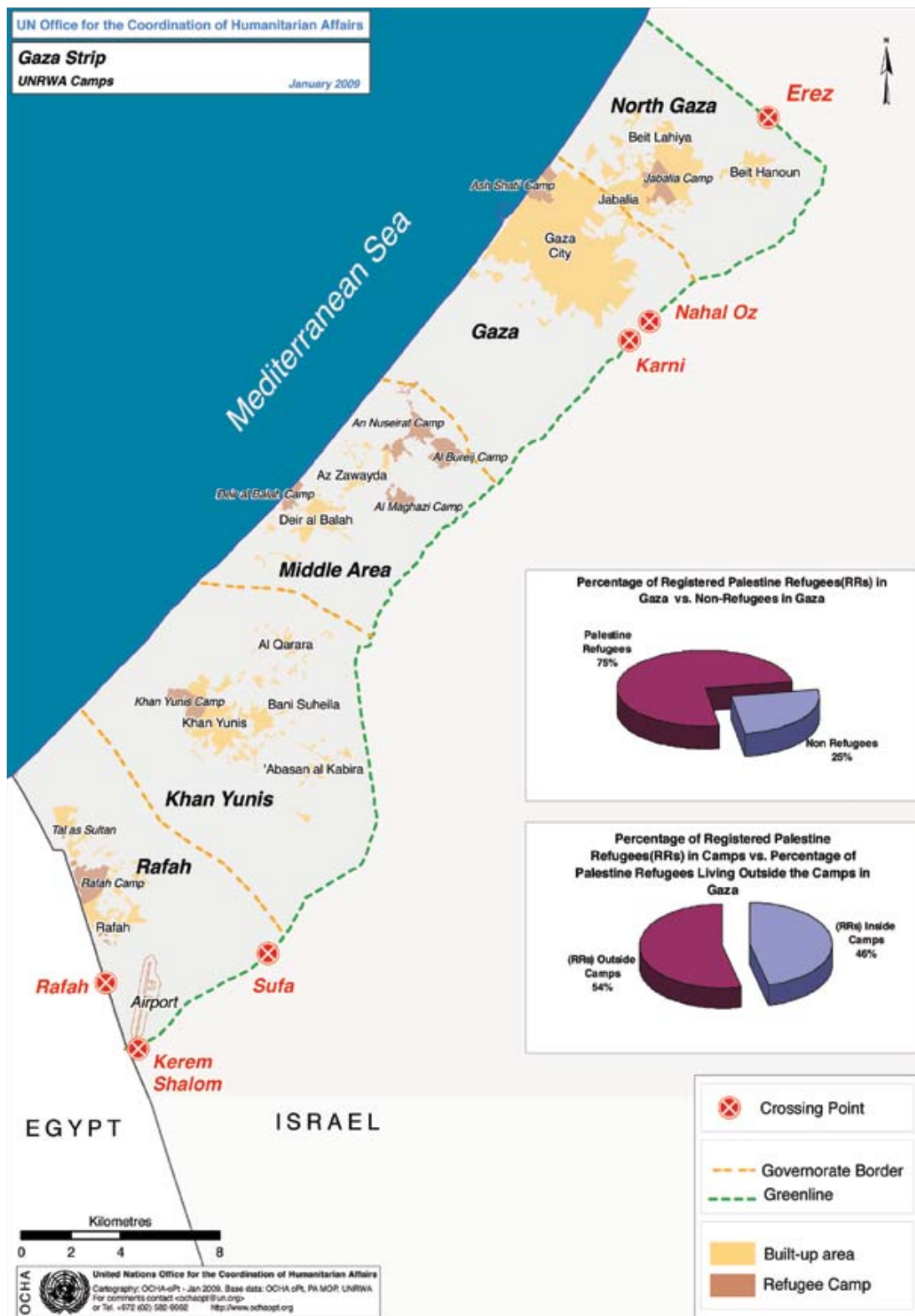
In keeping with its efforts to better target its assistance to the most vulnerable refugees, the Agency consulted with the Palestinian MoSA on efforts to strengthen the emergency food security component of the social safety-net reform of MoSA, to improve harmonisation of beneficiary selection criteria and aid modalities/packages. It will continue to analyse the macro-economic impacts of the current crisis, using national accounts, poverty and unemployment data provided through its active partnership with the PCBS.

UNRWA will provide six-monthly progress reports on the implementation of activities under this appeal, alongside tailored reporting to donors based on bilateral agreements. Reports on activities will also be prepared for the CAP mid- and end-year reviews.

Emergency Appeal 2011 Budget Summary

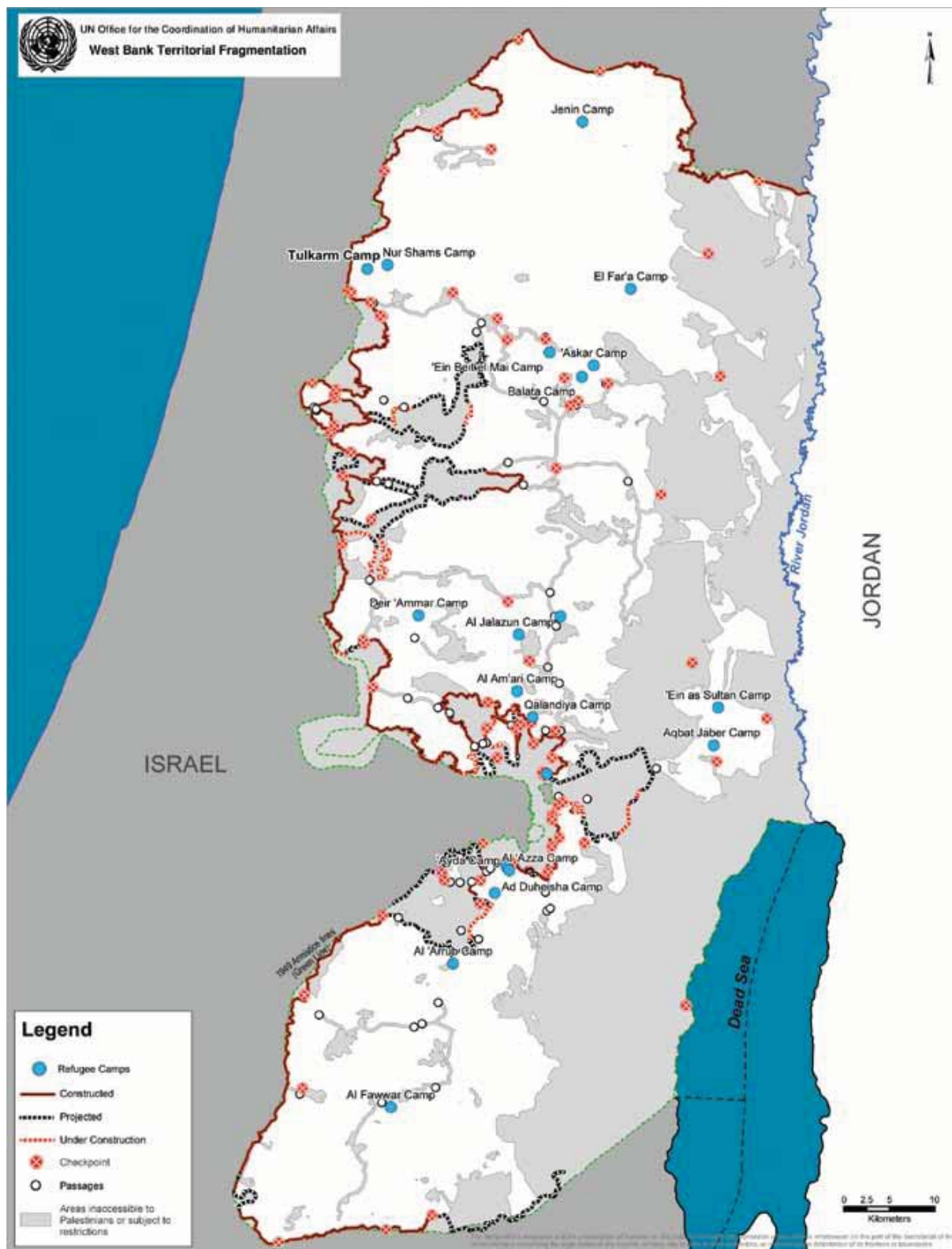
	Gaza Strip	West Bank	UNRWA HQ	Total
Job Creation Programme	57,337,050	49,295,370	0	106,632,420
Cash Assistance	61,605,000	8,069,944	0	69,674,944
Food Assistance	126,118,200	3,563,920	0	129,682,120
Education	8,305,000	0	0	8,305,000
Health	2,220,000	5,600,583	0	7,820,583
Environmental Health	1,509,600	1,354,048	0	2,863,648
Community Mental Health	3,303,360	3,894,277	0	7,197,637
Support to CBOs	9,990,000	0	0	9,990,000
Protection	0	1,793,463	0	1,793,463
Temporary Shelter and Shelter Repair	18,870,000	1,213,066	0	20,083,066
Operations Support Officers	1,920,633	2,247,701	0	4,168,334
Coordination and Management	8,769,000	1,961,999	782,328	11,513,327
TOTAL	\$299,947,843	\$78,994,371	\$782,328	\$379,724,542

Maps





UN Office for the Coordination of Humanitarian Affairs
West Bank Territorial Fragmentation





Peace

Starts Here



unrwa
الأونروا

Peace
Starts Here

Public Information Office HQ,
UNRWA Jerusalem
Postal Address: PO Box 19149, 97200 East Jerusalem

Tel: Jerusalem (+972 2) 589 0224, Fax: Jerusalem (+972 2) 589 0274
Tel: Gaza (+972 8) 677 7533/7527, Fax: Gaza (+972 8) 677 7697

www.unrwa.org
www.peacestartshere.org