



occupied Palestinian territory

2015 oPt emergency appeal

# progress report



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## About UNRWA

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

*This Report captures the period from 1 January to 30 June 2015.*

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**Cover Photo:** A Cash-for-Work labourer engaged in a camp-based project in Bethlehem.

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# acronyms and abbreviations

<b>CC</b>	Collective centre	<b>NGO</b>	Non-governmental organization
<b>CFW</b>	Cash-for-Work	<b>MoU</b>	Memorandum of Understanding
<b>CMHP</b>	Community Mental Health Programme	<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>EA</b>	Emergency Appeal	<b>oPt</b>	occupied Palestinian territory
<b>EFSA</b>	Emergency Food Security Assessment	<b>OSOs</b>	Operations support officers
<b>ERW</b>	Explosive remnants of war	<b>PA</b>	Palestinian Authority
<b>GBV</b>	Gender-based violence	<b>PCBS</b>	Palestinian Central Bureau of Statistics
<b>GDP</b>	Gross domestic product	<b>SCSN</b>	Special Children, Special Needs
<b>GFO</b>	Gaza Field Office	<b>SFW</b>	(Gaza) Summer Fun Weeks
<b>GRM</b>	Gaza Reconstruction Mechanism	<b>ToT</b>	Training of Trainers
<b>IDP</b>	Internally displaced person	<b>TSCA</b>	Transitional shelter cash assistance
<b>ICA</b>	Israeli Civil Administration	<b>UN</b>	United Nations
<b>IHL</b>	International humanitarian law	<b>UNDP</b>	United Nations Development Programme
<b>ISF</b>	Israeli security forces	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine Refugees in the Near East
<b>JCP</b>	Job Creation Programme	<b>US\$</b>	United States Dollar
<b>NCG</b>	National Consensus Government	<b>WFP</b>	World Food Programme
<b>NFI</b>	Non-food item		

# executive summary

This report covers the UNRWA oPt Emergency Appeal during the period January to June 2015. It is intended to provide a snapshot update on results achieved as measured against selected key indicators included in the oPt Emergency Appeal (EA) 2015. The Annual Report, to be issued in April 2016, will provide a comprehensive accounting of results achieved against the full range of indicators contained within the Appeal.

## Overview

In Gaza, both the political and security situation remained volatile during the reporting period. One year after the summer 2014 hostilities, which resulted in unprecedented devastation and mass displacement, internally displaced people residing in UNRWA collective centres have all secured alternative accommodation. Yet it is estimated that 100,000 people remain displaced and are accommodated with host families, in rented apartments, in prefabricated units or in the rubble of their previous homes.

The root causes of the conflict remain unaddressed. The land, air and sea blockade of Gaza entered its ninth year in June 2015. While there has been a partial easing of export restrictions, its impact on the economy and the population of the Gaza Strip has not been tangible. Palestinian Central Bureau of Statistics (PCBS) data shows slightly better economic performance in the first months of 2015; however, all economic indicators are worse than before the conflict. The unemployment rate in 2015 reached 41.6 per cent, one of the highest worldwide. Food insecurity, already at very high levels before the conflict, is expected to increase, especially for households whose homes, productive assets and employment were lost.

In the West Bank, including East Jerusalem, there were no significant changes to the political and socioeconomic situation during the first half of 2015. Palestine refugees continued to be negatively affected by occupation-related policies and practices imposed by the Israeli authorities, resulting in protection issues, socioeconomic impacts, and ongoing access and movement restrictions. Palestine refugees in the West Bank continue to experience high levels of food insecurity, with those living in camps being particularly affected. Demolitions and forced displacement, especially affecting Bedouin communities in Area C, peaked during the months of January and March. In parallel, Israel continued to implement plans for alternative sites for these communities in the central West Bank, exacerbating concerns that the communities are targeted for relocation, contrary to the prohibition of forcible transfer under international law. Between January and June 2015, a total of 13 Palestinians (including two children), of whom three were Palestine refugees, were reportedly killed by Israeli forces and settlers.

## The UNRWA Response

UNRWA provided emergency food assistance to 779,665 Palestine refugees in Gaza during the first half of 2015. Funding constraints meant that the school feeding programme was unable to operate, and additional food assistance could not be provided to pregnant women and children less than two years of age.

During the second semester of the 2014/15 school year, 240,413 children continued to receive quality education from 8,125 UNRWA teachers in 252 schools, and 25,579 students attended the Summer Learning Programme. UNRWA provided counselling and support through specialized trainings to 7,933 teachers, in an effort to improve their coping mechanisms and counter post-traumatic stress associated with the 2014 conflict. In addition, over 8,000 teachers were provided with training in explosive remnants of war risk education.

A total of 2,058,280<sup>1</sup> medical consultations were provided during the reporting period in Gaza. By way of mitigating against the effects of the 2014 conflict, individual counselling services were provided to 3,043 refugee children, while 4,441 group counselling sessions benefited a further 35,528 students. Psychosocial counsellors were placed in 250 schools, health centres, and relief and social services (RSS) offices.

The UNRWA Job Creation Programme generated 344,011 employment days during the reporting period, equalling 1,194 full-time positions and translating into US\$ 3,781,923 in wage income entering the Gaza economy. In cooperation with relevant Water, Sanitation and Hygiene (WASH) authorities, UNRWA also ensured the functioning of water supply, wastewater treatment and waste management services.

A total of 9,160 refugee families whose homes were rendered uninhabitable by the conflict were provided with transitional shelter cash assistance, while 71,971 refugee families received cash grants for minor repairs to their damaged shelters.

During the first half of 2015 in the West Bank, 45,932 food-insecure refugees benefited from the electronic food voucher programme, which allowed them to purchase basic food items. Further assistance was provided through the short-term Cash-for-Work programme, which provided cash subsidies to 4,078 food-insecure households comprising 24,216 individuals.

During the reporting period, the six UNRWA mobile health clinics in the West Bank delivered primary health care services to 117,201 people during 911 visits to communities that face access restrictions. To mitigate against the effects of forced displacement and other protection incidents affecting Bedouin communities, 5,117 participants benefited from 398 group psychosocial activities, and 942 participants benefited from individual, group and family counselling. As a direct response to residential demolitions or violence and/

or damage to private property, 445 Palestine refugee families (2,552 individuals) received emergency assistance.

In the first half of the year, a total of 494 neutrality inspections of the Agency's 248 operating installations were undertaken in the West Bank. UNRWA also delivered 17 workshops whereby 340 UNRWA staff members were trained to respect United Nations principles of neutrality, including on the use of social media.

During the reporting period, 47 protection incidents were monitored and documented. Twenty-six incidents involved Israeli security forces or settlers, including four incidents resulting in the deaths of four Palestine refugees and 14 incidents in which injuries to Palestine refugees were documented. Only 38 per cent of all documented incidents

were presented to the relevant Israeli authorities, mainly due to non-transmissibility; of those, an estimated 39 per cent of cases resulted in action being taken by the relevant authorities. UNRWA also organized 63 field briefings to raise awareness on international protection issues.

1 Please note that the number of medical consultations (covered under the UNRWA General Fund) is listed by way of providing general context to the overall narrative.



Refugee boys and girls study together at the UNRWA Co-ed School in Beach Camp, Gaza City. © 2015 UNRWA Photo by Shareef Sarhan



**Table 1: Funding Summary by Field, January-June 2015 (US\$)<sup>2,3</sup>**

Strategic Priority	Programme Interventions	Amount	Total	Gaza Strip Allocation	West Bank Allocation	Headquarters Allocation
Strategic Priority 1	Emergency food assistance	<i>required</i>	129,103,593	105,635,493	23,468,100	0
		<i>received</i>	57,249,279	49,543,203	7,706,076	0
		<i>difference</i>	<b>71,854,314</b>	<b>56,092,290</b>	<b>15,762,024</b>	<b>0</b>
	Emergency cash assistance	<i>required</i>	19,500,000	19,500,000	0	0
		<i>received</i>	0	0	0	0
		<i>difference</i>	<b>19,500,000</b>	<b>19,500,000</b>	<b>0</b>	<b>0</b>
	Emergency Cash-for-Work	<i>required</i>	84,455,969	68,613,360	15,842,609	0
		<i>received</i>	19,326,570	6,135,861	13,190,709	0
		<i>difference</i>	<b>65,129,399</b>	<b>62,477,499</b>	<b>2,651,900</b>	<b>0</b>
Strategic Priority 2	Community mental health	<i>required</i>	7,803,900	7,400,800	403,100	0
		<i>received</i>	4,966,556	4,663,336	303,220	0
		<i>difference</i>	<b>2,837,344</b>	<b>2,737,464</b>	<b>99,880</b>	<b>0</b>
	Emergency education	<i>required</i>	8,067,800	8,067,800	0	0
		<i>received</i>	2,606,631	2,606,631	0	0
		<i>difference</i>	<b>5,461,169</b>	<b>5,461,169</b>	<b>0</b>	<b>0</b>
	Emergency health	<i>required</i>	4,822,739	3,776,000	1,046,739	0
		<i>received</i>	2,571,430	1,854,009	717,421	0
		<i>difference</i>	<b>2,251,309</b>	<b>1,921,991</b>	<b>329,318</b>	<b>0</b>
	Operations support officers	<i>required</i>	5,058,855	2,348,000	2,710,855	0
		<i>received</i>	4,183,662	2,164,500	2,019,162	0
		<i>difference</i>	<b>875,193</b>	<b>183,500</b>	<b>691,693</b>	<b>0</b>
	Protection	<i>required</i>	2,075,783	500,000	1,575,783	0
		<i>received</i>	1,184,450	0	1,184,450	0
		<i>difference</i>	<b>891,333</b>	<b>500,000</b>	<b>391,333</b>	<b>0</b>
	Gaza Summer Fun Weeks	<i>required</i>	5,000,000	5,000,000	0	0
		<i>received</i>	2,915,436	2,915,436	0	0
		<i>difference</i>	<b>2,084,564</b>	<b>2,084,564</b>	<b>0</b>	<b>0</b>
Unexploded ordinance education	<i>required</i>	950,000	950,000	0	0	
	<i>received</i>	32,503	32,503	0	0	
	<i>difference</i>	<b>917,497</b>	<b>917,497</b>	<b>0</b>	<b>0</b>	
Emergency shelter and repair	<i>required</i>	127,000,000	127,000,000	0	0	
	<i>received</i>	65,755,101	65,755,101	0	0	
	<i>difference</i>	<b>61,244,899</b>	<b>61,244,899</b>	<b>0</b>	<b>0</b>	
Emergency environmental health	<i>required</i>	5,796,800	5,796,800	0	0	
	<i>received</i>	3,727,888	3,727,888	0	0	
	<i>difference</i>	<b>2,068,912</b>	<b>2,068,912</b>	<b>0</b>	<b>0</b>	
Strategic Priority 3	Coordination, safety, security and management	<i>required</i>	14,799,997	12,000,000	1,942,350	857,647
		<i>received</i>	17,227,073	14,856,986	1,512,440	857,647
		<i>difference</i>	<b>(2,427,076)</b>	<b>(2,856,986)</b>	<b>429,910</b>	<b>0</b>
	<b>To be allocated</b>	<i>received</i>	523,910	523,910	0	0
	<b>TOTAL</b>	<i>required</i>	<b>414,435,436</b>	<b>366,588,253</b>	<b>46,989,536</b>	<b>857,647</b>
		<i>received</i>	<b>182,270,488</b>	<b>154,779,364</b>	<b>26,633,477</b>	<b>857,647</b>
		<i>difference</i>	<b>232,164,948</b>	<b>211,808,889</b>	<b>20,356,059</b>	<b>0</b>

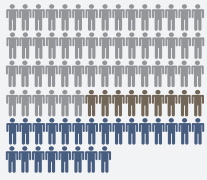
2 This amount reflects contributions received during the reporting period, 1 January to 30 June, and does not include pledges (funds pledged but not received).

3 US\$ 5,885,243 was received in the previous year and carried forward to the current reporting period.

# chapter one: the gaza strip

## GAZA KEY INDICATORS

### DEMOGRAPHICS



4.68 M persons living in the oPt  
1.82 M Palestinians are in Gaza



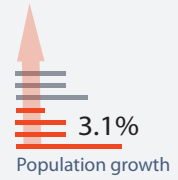
= registered refugee in Gaza



In Gaza 72% are registered refugees



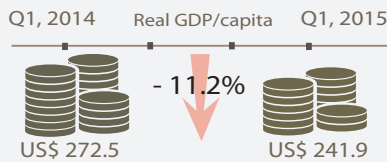
564,585 registered refugees living in camps



Source: PCBS Population Projections 2011-2020 (based on 2007 census): Estimated Population of the Palestinian Territory by Age, Region and Sex (mid-2015)

Source: RSS Quarterly Statistical Bulletin Q2, 2015

### ECONOMY



779,665 poor refugees receiving food assistance



42.3% of refugees are unemployed

In Q1, 2014, 121,908 refugees were unemployed

In Q1, 2015 129,996 refugees were unemployed

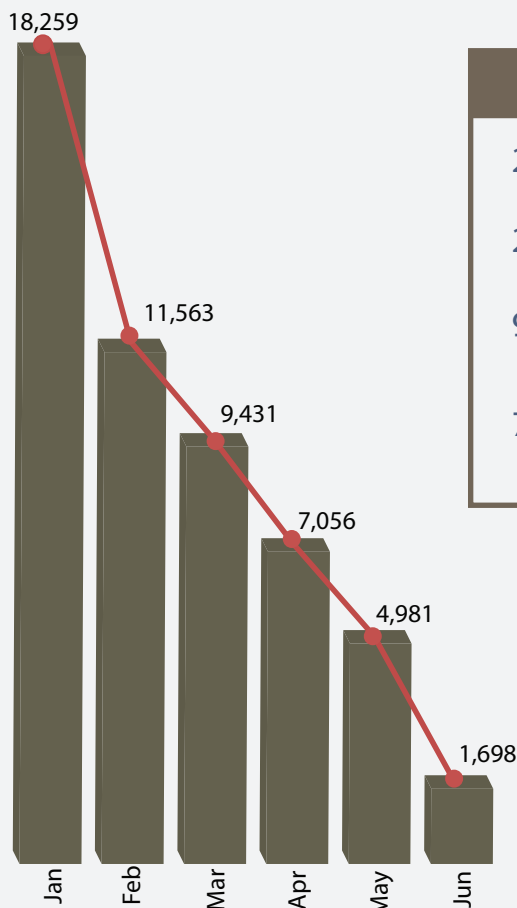
Source: PCBS online estimates of national accounts, GDP per capita at constant prices, baseline 2004

Source: UNRWA EA caseload, Q2 2015

Source: PCBS Labour Force Survey Q2/2015

Source: PCBS Labour Force Survey for Q1/2014 and Q1/2015

### Number of IDPs from January to June 2015



#### In 2015

- 295,586 hot meals provided to IDPs
- 249,608 food rations distributed to IDPs
- 9,160 refugee families provided with temporary shelter cash assistance
- 71,971 refugee families received payments for repair works

## The Gaza Strip - Situation Overview

One year after the 2014 hostilities resulted in unprecedented devastation and mass displacement in Gaza, the root causes of the conflict remain unaddressed. In addition, within a highly unpredictable political and financial context, the National Consensus Government (NCG) faces a range of internal and external challenges in effectively discharging governmental responsibilities. Some 54,000 civil servants hired by the former de facto government continue to report to work but have not received full salary payments since October 2013. This creates tensions with the Palestinian Authority (PA) civil service, which is regularly paid, and also undermines public service delivery. Security also remains volatile, with worrying incidents including the firing of rockets and armed clashes involving militant groups.

On 27 April 2015, the United Nations Secretary-General released a 27-page summary of the confidential report of the United Nations Headquarters Board of Inquiry into certain incidents that occurred in the Gaza Strip between 8 July and 26 August 2014 (S/2015/286). In June 2015, the Independent Commission of Inquiry appointed by the United Nations Human Rights Council released its report on alleged violations of international humanitarian law (IHL) and human rights law in the context of the 2014 summer hostilities. Investigations by the Israeli Fact Finding Assessment Mechanism and the Military Advocate-General into incidents during the summer 2014 hostilities, including some concerning UNRWA installations, continued during the reporting period.

Since the start of the 2014 emergency shelter response, UNRWA provided some US\$ 111 million in assistance. US\$ 84.8 million was distributed to support shelter repairs under the Gaza Reconstruction Mechanism (GRM). In addition, US\$ 21.2 million in transitional shelter cash assistance (TSCA) and US\$ 5.2 million in reintegration grants were disbursed. Despite this, one year after the conflict started, not a single totally destroyed house has been rebuilt due to the unavailability of building material in the local market place and the absence of funding for reconstruction.<sup>4</sup> A recently agreed fourth stream of the GRM ('residential stream') should enable swifter approval for the rebuilding of totally demolished homes; however, funding deficits remain a considerable concern.

During the first half of 2015, internally displaced persons (IDPs) residing in UNRWA collective centres (CCs) gradually moved to alternative accommodations as they received the necessary support, including rental subsidies for temporary accommodation and, if eligible prior to the conflict, the resumption of regular UNRWA food assistance. By June, the last of the IDPs residing in UNRWA schools also moved to alternative accommodations, allowing the schools to be used for educational purposes. While the last CC closed on 17 June 2015, it is estimated that 100,000 people remain displaced and are accommodated with host families, in rented apartments, in prefabricated units or in the rubble of their previous homes.<sup>5</sup>

The land, air and sea blockade of Gaza entered its ninth year in June 2015. There has been a partial easing of export restrictions from Gaza, with some transfers to the West Bank resuming in November 2014 and some exports to Israel resuming in March 2015, both for the first time since 2007. However, this easing has been more symbolic than substantial, and exports remain at a fraction of the quantities leaving Gaza before the blockade. Between January and June 2015, 531 truckloads of goods exited Gaza<sup>6</sup>, representing about 10 per cent of the goods that exited in the first half of 2007 (5,084 truckloads). Enduring trade restrictions are inhibiting the recovery of the Gaza economy and suffocating the private sector.

A recession started in Gaza in the first half of 2014 due to tunnel closures and the consequent collapse of the construction sector, but the conflict immeasurably worsened the situation as a result of the devastating economic impacts. Real GDP shrank dramatically by 15.2 per cent from 2013 to 2014<sup>7</sup>, while GDP per capita was just US\$ 970 in 2014, compared with US\$ 1,183 in 2013. PCBS data shows slightly better economic performance in the first months of 2015, although all indicators remain lower than pre-conflict levels. Unemployment reached 41.6 per cent<sup>8</sup> in 2015, a slight decrease from the fourth quarter of 2014, but still one of the highest rates worldwide. Food insecurity, already at very high levels before the conflict, is expected to increase, especially for families who lost their homes, assets and jobs.<sup>9</sup>

A little over 42 per cent of the funding requirements for the Emergency Appeal in Gaza were met by the end of June 2015. Given this shortfall, food and shelter interventions will be prioritized to ensure that there is no major shortfall for these projects.

4 During the past few months, beneficiaries and refugee popular committees have held frequent demonstrations outside UNRWA RSS offices to protest the slow pace of the implementation of the emergency shelter programme, forcing the Agency to temporarily close some installations.

5 OCHA Monthly Humanitarian Bulletin, May 2015.

6 OCHA Gaza Crossing Activities e-database.

7 Based on PCBS Quarterly National Account estimates from Q1 2014 to Q4 2014.

8 PCBS Labour Force Survey, Q1 2015. PCBS unemployment data does not capture underemployment. Persons aged 15 years and above who worked at least one hour per week are considered employed.

9 Palestine Food Security Sector, October 2014, Report of the Rapid Qualitative Emergency Food Security Assessment (EFSA), Gaza Strip.

## The Gaza Strip - Reporting Results: January to June 2015

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

Indicator	Actual	Target (2015)
Percentage of caloric needs of the abject poor met through food distributions (on average per quarter)	76%	76%
Percentage of caloric needs of the absolute poor met through food distributions (on average per quarter)	40%	40%
Number of food-insecure refugees receiving food assistance (TOTAL)	779,665	800,000
Number of food-insecure refugees receiving in-kind food aid	141,840	370,000
Number of refugees benefiting from short-term Cash-for-Work (CfW)	8,971	52,983

### Results Analysis

**Emergency food:** The overall number of Palestine refugees receiving food assistance increased from 774,419 in the first quarter to 779,665 in the second quarter of 2015 due to population growth and the addition of IDPs who have departed UNRWA collective centres. This is in the highest recorded number of refugees receiving emergency food assistance in Gaza in the Agency’s history and included 13,582 female-headed households. The number of abject poor, surviving on less than US\$ 1.50 per person per day, increased by 2,198 persons, while the number of absolute poor, living on between US\$ 1.50 and US\$ 3.63 per person per day, increased by 3,048 persons.

The implementation of an updated poverty assessment system, which classifies the poverty status of individuals and families, began in late May 2015 and is impacting the overall number of refugees eligible for assistance. Deteriorating socioeconomic conditions and population growth mean that the number of Palestine refugees in need of food assistance is expected to increase to approximately 1 million by early 2016.

UNRWA did not receive sufficient funding to provide additional food assistance for pregnant women and children less than two years of age. The need for supplementary assistance is acute, with 3 in 10 children under five years of age in Gaza anaemic, stunting at 9 per cent and wasting at 2.5 per cent.



A young refugee man is carrying bags of flour he received at the Beach Camp Distribution Centre in Gaza City. Food parcels include items such as rice, canned meat, milk powder, sugar, oil and flour.  
© 2015 UNRWA Photo by Khalil Adwan

UNRWA was unable to secure sufficient funding to implement the school feeding programme for the second consecutive year, affecting 220,413 students attending UNRWA schools.

**Emergency cash assistance:** UNRWA did not receive any contributions during the reporting period to provide emergency cash assistance to abject-poor refugees who lack the financial means to complement in-kind food assistance. Due to the overall funding shortfall, UNRWA decided to prioritize emergency in-kind food assistance and Cash-for-Work in an effort to mitigate food insecurity.

**Emergency Cash-for-Work:** To improve economic access to food, the UNRWA Job Creation Programme (JCP) created 344,011 employment days during the reporting period, equalling 1,194 full-time positions. While a funding shortfall meant only 17 per cent of the annual target was met, 8,971 refugees received an employment opportunity (5,975 men

and 2,996 women) and US\$ 3,781,923 in wage income entered the Gaza economy. Women received 33.4 per cent of the work opportunities, an increase from 27.3 per cent in 2014. In line with its gender commitments, UNRWA continues to provide diverse positions to women, such as school attendants and packers for food distributions. In addition, UNRWA began employing female guards in its health centres across the Gaza Strip as part of efforts to ensure a protective environment for service delivery and enhanced gender equality.

UNRWA prioritized abject- and absolute-poor refugee households for inclusion in the JCP, with contracts in the reporting period including 5,827 unskilled positions (64.95 per cent), 2,712 skilled positions (30.23 per cent) and 432 professionals (4.82 per cent); of all contracts, 20 per cent of contracts went to youth.



Women on a carnation farm in Rafah, employed through the UNRWA Job Creation Programme, bundle flowers destined for the local Gaza market. © 2015 UNRWA Photo by Khalil Adwan

## Signs of Hope and Education for Teacher of Hearing-Impaired Children in Gaza

UNRWA teacher Sanaa Hajar, 32, stands in front of her students in a quiet classroom. She is communicating with them via sign language.

Sanaa works as a teacher for hearing-impaired children at the UNRWA-supported Jabalia Community-Based Rehabilitation Centre (CBRC) School. As the eyes of her students follow her hands, she explains how she understands the importance of using different teaching methods, as she herself is visually impaired.

“Before working here, I was very suspicious towards society – I couldn’t go anywhere alone. I didn’t have self-confidence, I lacked experience in life and work, and I had never participated in any social event or activity,” she explains.



Sanaa Hajjar communicating via sign language at the Jabalia Community-Based Rehabilitation Centre (CBRC) School. © 2015 UNRWA Photo by Tamer Hamam

Sanaa’s husband is not working at present, so the young teacher is the sole provider for her family.

Her teaching role is part of the UNRWA Job Creation Programme (JCP). “Here in Gaza, women can’t always go easily anywhere outside the home, and this work gives me reasons to go out and prove myself and have a positive role in society,” she explains.

People with disabilities generally have limited resources and opportunities for education in Gaza. The Jabalia CBRC School is one of four schools that provide primary education to children with hearing disabilities in the coastal enclave. UNRWA contributes to the school through JCP personnel, capacity-building, arranging recreational activities, awareness-raising and other resources.

The UNRWA JCP programme is a tool that contributes to mitigating the adverse effects of the eight-year blockade that has depleted Gaza’s trade and labour market. In 2014, 20,545 Palestine refugees in Gaza were employed through the JCP. This equates to an injection of an estimated US\$ 18.1 million into the Gaza economy. In the first quarter of 2015, the Agency had already created 12,646 JCP opportunities, which injected approximately US\$ 7 million into the Gaza economy.

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

Indicator	Actual	Target (2015)
Number of active cases seen through individual counselling (average open cases at the end of the month)	3,043	1,300
Number of new cases seen through individual counselling	6,829	11,330
Number of group counselling sessions	4,441	9,888
Number of public awareness sessions in schools, health centres and other facilities	13,631	17,312
Percentage of students at UNRWA schools provided with essential materials	100%	100%
Number of students receiving learning material	238,809	238,809
Percentage of students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	96.3%	100%
Percentage of children identified with special needs who receive relevant support	69.4%	100%
Number of staff members being trained to respect United Nations principles of neutrality	765	1,500
Percentage of UNRWA installations receiving four or more neutrality inspections	99.04%	100%
Number of directly – and indirectly – trained UNRWA staff	8,000	13,000

## Results Analysis

**Community mental health:** The need for mental health support services increased markedly as a result of the summer 2014 hostilities. During the reporting period, UNRWA supported 3,043 refugee children through individual counselling. To broaden its coverage and meet increased demand, the Agency also delivered 4,441 group counselling sessions (each group with eight students) and 13,631 public awareness sessions in schools and health centres. Despite funding shortfalls, the Agency continued to place psychosocial counsellors in 211 of the 252 UNRWA schools, primarily focusing on preparatory boys' and girls' schools, while also focusing on schools located in areas that witnessed relatively higher incidences of violence during the 2014 conflict. In addition, there were 26 counsellors and five legal advisers that primarily focused on gender-based violence (GBV) in UNRWA health centres and 13 counsellors in UNRWA relief and social services offices.

**Emergency health:** UNRWA held 2,058,280 medical consultations during the reporting period, continuing the provision of quality primary health care. UNRWA school health teams performed 84,323 medical assessments and treatments (47.3 per cent girls) for students from grades one, four and seven. Funded through the Emergency Appeal, the 'Special

Children, Special Needs' (SCSN) initiative for students referred by school health teams or identified with generalized learning difficulties saw 11,942 students receiving in-depth medical assessments and medical assistance as needed.

The Emergency Appeal targets 3,200 poor patients to be provided with access to life-saving secondary or tertiary care. No assistance was provided due to a funding shortfall. Despite this, UNRWA was able to refer 6,332 refugees for secondary and tertiary care through other funding sources.

**Operations support:** The Operations Support Office (OSO) conducted two unannounced inspections at each UNRWA installation during the reporting period<sup>10</sup>, with six new installations opening during the second quarter. Neutrality issues identified through OSO inspections, such as inappropriate graffiti or posters, were immediately reported and addressed through appropriate channels. In the first half of the year, 518 neutrality inspections of the 261 operating UNRWA installations were undertaken in Gaza. A total of 765 UNRWA staff members were trained on humanitarian principles such as humanity, neutrality, impartiality and operational independence, and protection. These staff members included 514 UNRWA installation managers, including school principals and senior medical officers and 251 newly appointed teachers and health personnel.



An UNRWA counsellor encourages fifth-grade female students at the UNRWA Gaza Elementary Co-ed School B in Gaza City to explore their thoughts and feelings through an innovative Community Mental Health Programme training on Thursday, 12 March, 2015.

© 2015 UNRWA Photo by Khalil Adwan



A teacher enthusiastically explains the subject matter to her class in the UNRWA Co-ed School in Beach Camp, Gaza City.  
© 2015 UNRWA Photo by Shareef Sarhan

**Protection:** In the second quarter, UNRWA conducted a mapping exercise of programmes involved in child protection-related work. The exercise analyzed the extent to which child protection systems and capacity (among other aspects) are in line with child protection best practices. These efforts will contribute towards ensuring that a coordinated and systematic programmatic response to child protection concerns are established and integrated into UNRWA operations.

More broadly, the Agency is developing a Child Protection Framework, and this initiative will feed into this. In total, 622 cases (573 female and 49 male) of GBV were detected. GBV survivors received legal counselling from the five legal advisers who rotate between all 21 UNRWA health centres. Emotional abuse continues to be the most common form of GBV experienced by women and men, constituting approximately 345 (55 per cent) GBV cases detected, followed by 174 physical abuse cases (28 per cent). As part of international protection efforts and to increase and support information sharing and advocacy, the OSO team organized and accompanied 34 of 55 foreign delegation visits, including Ministers, diplomats, parliamentarians and other members of the international community, during the reporting period, with the remaining 24 visits supported by other UNRWA staff. As a result of the blockade, seven visits were either postponed or cancelled. With guidance from the UNRWA protection community, the

OSO continued to promote and actively support minimum protection standards in all UNRWA services through programmatic mainstreaming, with a particular focus on vulnerable groups and follow-up on the results of the annual protection audit organized in late 2014.

All protection focal points in collective centres were trained on basic protection principles and on a newly piloted case referral and tracking system, allowing the OSO team to follow up on 87 protection cases in the first two quarters of 2015.

OSO conducted targeted protection trainings to specific groups of staff, including 264 social workers who were trained on the reformed Poverty Assessment System (PAS). Protection concerns are now recorded during ongoing home visits to over 800,000 Palestine refugees within this framework.

**Emergency education:** During the 2014/15 school year, 240,413 children continued to be taught by 8,125 UNRWA teachers through the Agency's regular education programme. All students enrolled in UNRWA schools were provided with learning materials during the second semester of the school year. In June 2015, 25,579 students (34.3 per cent girls, 65.7 per cent boys) attended the Summer Learning Programme, of whom 20,711 passed (88.69 per cent of girls and 76.94 per cent of boys), enabling them to move up to the next grade in the coming school year.



**Explosive remnants of war (ERW):** At the end of the reporting period, approximately 5,000 ERWs remained scattered around the Gaza Strip. Several injuries were reported, with a majority of the injured being children. UNRWA provided ERW risk education through a Training of Trainers (ToT) course to 941 UNRWA teachers, covering the majority of the Agency's schools. The trained teachers have so far delivered ERW risk education to over 8,000 UNRWA teachers using a specially developed teaching manual.

**Summer Fun Weeks:** Recognizing the importance of providing children with safe spaces to find respite and protection from the harsh Gaza environment, especially after the summer 2014 hostilities, UNRWA held Summer Fun Weeks (SFW) for an estimated 130,000 refugee children in July and August 2015. At the end of the reporting period, 175,000 refugee children had signed up, though the number was expected to decrease when SFW commences. The SFW will create approximately 2,500 short-term employment opportunities through the UNRWA Cash-for-Work programme. UNRWA received 54,178 applicants for these short-term employment opportunities, reflecting the gravity of the situation in relation to unemployment.

**Water, sanitation and hygiene:** UNRWA ensured the functioning of water supply, wastewater treatment and waste management services in the Gaza Strip through the provision of fuel. EA funding provided 161,784 litres of fuel in the reporting period, while 685,855 litres of fuel were provided through alternative funding sources. No emergency repairs of water and sanitation networks were conducted during the reporting period; however, three unofficial solid waste dumpsites were cleared, improving the environmental surroundings and decreasing public health risks.

**Emergency shelter, repair and collective centre management:** Between January and June, 9,160 refugee families whose homes were rendered uninhabitable by the summer 2014 hostilities received transitional shelter cash assistance (TSCA). Unfortunately, UNRWA has not received funding to cover TSCA for the final six months of 2015. Therefore, 9,460 families are at risk of not receiving much-needed assistance to cover rental costs, while their shelters are being repaired or reconstructed. A total of 71,971 refugee families received cash grants for restoration to their damaged shelters; however, a shortage of funds means 69,451 families continue to await their first or second tranche for repair works.

UNRWA sanitation workers clean the streets of the Jabalia refugee camp. © 2015 UNRWA Photo by Khalil Adwan



Safety and security department team members host an explosive remnants of war awareness session for UNRWA staff at the UNRWA Gaza Field Office. © 2015 UNRWA Photo by Khalil Adwan



A total of 2,795 families (17,184 people) whose shelters were damaged or destroyed were provided with non-food items (NFIs), such as plastic sheets or nylon rolls.

At the onset of the reporting period, 18,259 individuals continued to be housed in 18 CCs. While residing in the CCs, occupants' basic needs were met through the provision of food, non-food items, potable and non-potable water, and services including hygiene, water and sanitation, primary health care, and psychosocial support. UNRWA closed all remaining CCs on 17 June, after facilitating assistance such as shelter repair grants and rental subsidies to displaced refugees in CCs and coordinating with UNDP to ensure non-refugee IDPs received appropriate assistance.

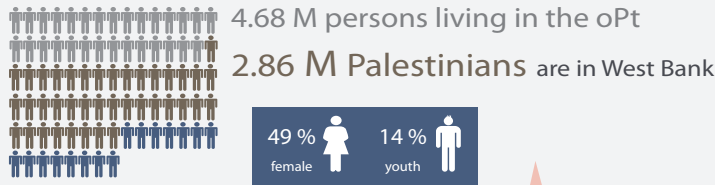
10 One school operating as a collective centre was not visited in the first quarter due to security conditions inside the installation during the planned visit.

# chapter two: the west bank

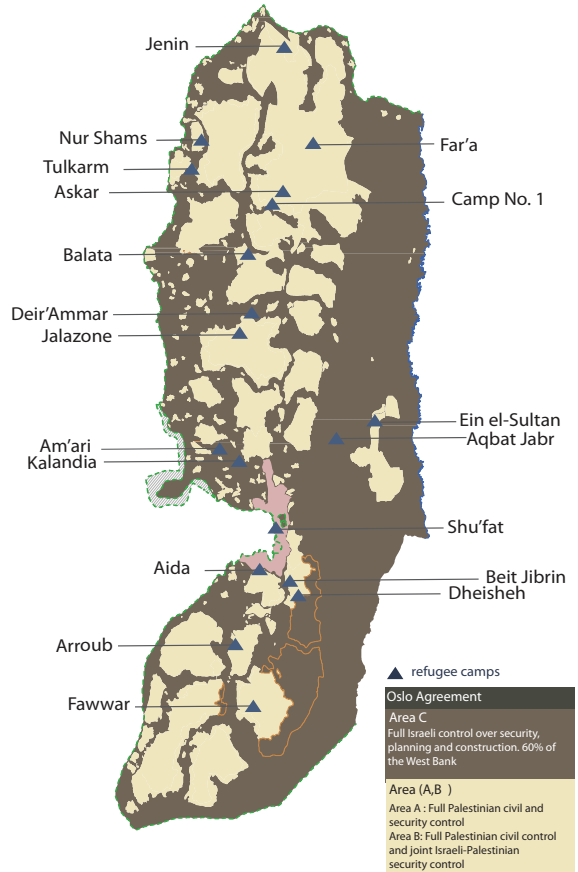
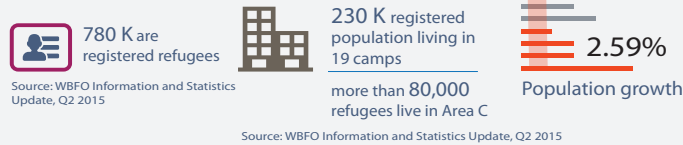
## WEST BANK KEY INDICATORS

### DEMOGRAPHICS

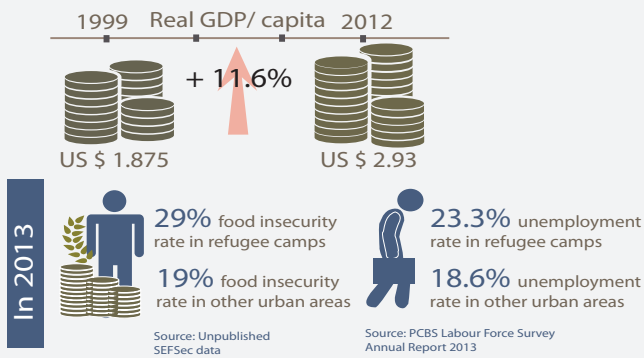
Source: PCBS Population Projections 2011-2020 (based on 2007 census);  
Estimated Population of the Palestinian Territory by Age, Region and Sex (mid-2015)



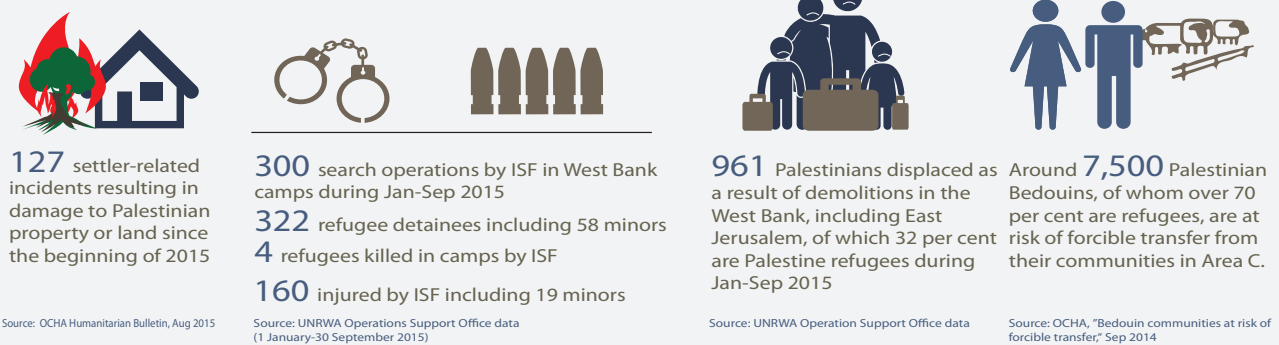
= registered refugee



### ECONOMY



### PROTECTION THREATS



### BASIC FACTS



### ACCESS

105 Access incidents reported to UNRWA during Jan-Sep 2014, resulting in the loss of 199 staff day equivalents  
11,000 Palestinians live in the closed area between the Barrier and the Green Line, known as the 'Seam Zone', facing movement and access restrictions

## The West Bank - Situation Overview

There were no significant changes to the political and socioeconomic situation in the West Bank, including East Jerusalem, during the first half of 2015. Palestine refugees continued to be negatively affected by occupation-related policies and practices imposed by the Israeli authorities, resulting in protection issues, ongoing socioeconomic impacts, and access and movement restrictions. Food insecurity appears to have plateaued at a high level.

### Demolitions and forced displacement

A total of 69 Palestine refugees were displaced due to demolitions by Israeli authorities in the West Bank during the first half of the year, representing 24 per cent of the total 283 Palestinians displaced. Sixty-two per cent of the displaced refugees were children and 57 per cent were Bedouin. Peaks in demolitions occurred during January and March. All refugee displacements occurred in Area C, including 25 per cent in the Jordan Valley.<sup>11</sup> A statement issued by the UN Resident and Humanitarian Coordinator expressed concern over the wave of demolitions of Palestinian homes, highlighting that “demolitions that result in forced evictions and displacement run counter to Israel’s obligations under international law and create unnecessary suffering and tension.”<sup>12</sup>

In parallel, Israel continued to implement plans for the development of townships for Palestinian Bedouin communities in the central West Bank, the majority of whom are Palestine refugees. A statement issued by the UN Resident and Humanitarian Coordinator and the Director of UNRWA Operations in the West Bank on 20 May expressed grave concern over the rapidly advancing plans to transfer Palestinian Bedouins, following which the issue was also mentioned at the UN Security Council. Most of the communities concerned are located east of Jerusalem in an area allocated for the expansion of Israeli settlements.<sup>13</sup> Targeted Bedouins oppose relocation to the Israeli Civil Administration’s (ICA) urbanized townships as this would destroy their traditional pastoral economy, social fabric and rural way of life.<sup>14</sup>

There are serious legal concerns that displacement and relocation to townships, including as a result of the coercive environment fuelled by the threat and execution of demolition orders and settler violence, would amount to individual and mass forcible transfer and forced evictions contrary to Israel’s obligations under international humanitarian and human rights law.

### Fatalities, injuries and detentions

From January to June 2015, 13 Palestinians were killed by Israeli forces and Israeli settlers (including two children), of whom three were Palestine refugees. Another 979 Palestinians were injured, among whom 121 were refugees injured in or around camps (including 17 children). ISF search and arrest operations continued in high numbers, resulting in the reported detention of 2,810 Palestinians during the first half of the year, including 214 Palestine refugees and 49 children.<sup>15</sup>

### Funding status

A little over 56 per cent of the funding requirements for the Emergency Appeal in the West Bank were met by the end of June 2015. Given this shortfall, protection and health interventions will be prioritized to ensure services are not disrupted. Food security interventions are likely to be significantly underfunded, and less than 55 per cent of the 35,000 targeted households are likely to receive assistance by the end of the year.

- 11 UNRWA OSO Data: Demolition Stats Monthly 2015-04
- 12 Press Release, “United Nations Resident and Humanitarian Coordinator calls for an immediate halt to demolitions and forced displacement in the West Bank,” 23 January 2015, accessed via [http://www.ochaopt.org/documents/HC\\_Statement\\_on\\_Demolitions\\_23Jan2015.pdf](http://www.ochaopt.org/documents/HC_Statement_on_Demolitions_23Jan2015.pdf).
- 13 OCHA oPt, Humanitarian Bulletin Monthly Report, June 2015, accessed via [http://www.ochaopt.org/documents/ocha\\_opt\\_the\\_humanitarian\\_monitor\\_2014\\_07\\_30\\_english.pdf](http://www.ochaopt.org/documents/ocha_opt_the_humanitarian_monitor_2014_07_30_english.pdf).
- 14 UNRWA OSO internal note, Sep 2014.
- 15 Refugee-specific data from UNRWA OSO data; total figures from OCHA oPt, Humanitarian Bulletin Monthly Report, June 2015, accessed via [http://www.ochaopt.org/documents/ocha\\_opt\\_the\\_humanitarian\\_monitor\\_2014\\_07\\_30\\_english.pdf](http://www.ochaopt.org/documents/ocha_opt_the_humanitarian_monitor_2014_07_30_english.pdf).



A Bedouin man prays next to the rubble of his home near Bethlehem. © 2012 UNRWA Photo by Alaa Ghosheh

## The West Bank - Reporting Results: January to June 2015

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

Indicator	Actual	Target (2015)
Number of food-insecure refugee households receiving food voucher assistance	7,566	25,000
Number of food-insecure refugees receiving food assistance (TOTAL)	45,932	160,000
Number of refugees engaged in short-term Cash-for-Work	4,078	10,000
Total value provided to Cash-for-Work beneficiaries	US\$ 4,895,142	US\$ 12,600,000

### Results Analysis

**Food voucher assistance:** The electronic food voucher programme is delivered in partnership with the World Food Programme (WFP) to meet the most basic food consumption needs of food-insecure refugee households living outside camps. During the first six months of 2015, 7,566 refugee households comprising 45,932 individuals (including around 49 per cent women and girls) benefited from this food assistance. Vouchers to the value of US\$ 2,608,081 were used by beneficiaries to purchase food items provided in 109 local shops in 255 locations, and 868 female-headed households received food voucher assistance during the reporting period.

Due to a funding shortfall, food voucher assistance is only expected to reach 50,000 refugees in 2015, equivalent to 31 per cent of the annual target. This will negatively affect food insecurity levels, especially for households. A proxy-means test formula (PMTF) is used to assess essential characteristics to identify and prioritize the most vulnerable and food-insecure households in urban and rural areas of the West Bank.

From January to June, about 659 persons from eligible families participated in 20 workshops where e-voucher cards were distributed and information was shared. In addition, the UNRWA Food Voucher Hotline, which is a platform for beneficiaries to make inquiries and receive information,



A family in Qalqilya purchases food items using their electronic food voucher card.

© 2015 UNRWA Photo by Rula Karake

received approximately 325 phone calls. Beneficiary feedback on e-vouchers has been positive, indicating that the system gives greater choice and allows access to fresh food, improving the household diet. Women in particular have reported that the flexibility to redeem vouchers throughout the month facilitates greater control over household food resources.

**Emergency Cash-for-Work (CfW):** From January to June 2015, the Cash-for-Work programme created 11,728 one-month job opportunities for food-insecure refugees in 19 refugee camps. A total of 2,583 men and 1,495 women were engaged during the reporting period. Among these, 266 male labourers were contracted as sanitation labourers to help the environmental health programme clean streets and maintain sewerage networks inside camps. Other CfW participants worked as clerks, administrative assistants, guards and

cleaners and supported service provision in kindergartens, rehabilitation centres and other camp-based organizations. Just 83 per cent of the CfW funding requirement was received, meaning a lower number of beneficiaries were reached than originally planned.

The CfW programme also launched three projects in Jalazone, Deir'Ammar, and Tulkarm camps, which involved the rehabilitation of an old market area, the maintenance of a sports field and the rehabilitation of local streets, respectively. A total of 4,078 food-insecure households comprising 24,216 individuals benefited from cash subsidies with a total value of US\$ 4,895,142. In addition to cash subsidies, the CfW programme also contributed to the procurement of tools and materials with a value of around US\$ 37,500 and provided the necessary technical engineering support.

The Ewienat family from Qalqilya has been benefiting from the food voucher programme since its launch in April 2014. Mazin Ewienat says his family has experienced significant change, with the assistance particularly benefiting his four children, one of whom previously suffered from calcium and Vitamin D deficiencies. "We could not afford purchasing dairy products, but thanks to the food voucher, my son has recovered over the past 12 months. In addition, the food voucher saves us money, allowing us to purchase additional food items that satisfy our appetite," Mr. Ewienat explains.

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

Indicator	Actual	Target (2015)
Percentage of regular visits conducted per community, as scheduled	100%	100%
Number of people provided with improved access to health services through mobile health clinics	117,201	122,256
Number of patient consultations provided in mobile health clinics (TOTAL)	61,388	108,000
Percentage of documented incidents/issues presented to the relevant authorities	38%	80%
Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	63	65
Percentage of refugee families suffering displacement due to demolition who received emergency cash assistance according to the Crisis Intervention Model	100%	100%
Percentage of refugee families suffering from violence and/or damage to their private property who received emergency assistance according to the Crisis Intervention Model	85%	50%
Number of at-risk communities supported through community-driven protection projects	3	19
Number of staff members being trained to respect United Nations principles of neutrality	340	600
Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods, services	71%	50%
Percentage of reported access incidents raised with relevant authorities	100%	100%
Number of group psychosocial activities/sessions	398	416
Number of individual, group or family counselling sessions	640	600
Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	10,528	10,528
Number of community members trained in prevention and response to crises and psychosocial emergencies	188	400

## Results Analysis

**Mobile health clinics:** From January to June 2015, the six UNRWA mobile health clinics continued delivering primary health-care services in communities facing access restrictions throughout the West Bank. A total of 117,201 individuals in communities where the population is predominantly populated by Palestine refugees benefited from improved access to health services through 911 mobile clinic visits. In total, 61,388 patient consultations were provided, including 62 per cent to women and girls and 31 per cent to children less than five years of age.

Access restrictions, coupled with a funding shortage faced by one of the Agency's implementing partners, meant that service delivery was disrupted in four 'Seam Zone' (areas between the Green Line and the Barrier) communities.

**Protection:** During the reporting period, 47 protection incidents were monitored and documented. Twenty-six incidents involved Israeli security forces (ISF) or settlers, including four incidents that resulted in the deaths of four Palestine refugees and 14 incidents in which injuries to Palestine refugees were documented. Only 38 per cent of all

documented incidents were presented to the relevant Israeli authorities, mainly due to non-transmissibility.<sup>16</sup>

An estimated 39 per cent of reported cases resulted in action being taken by the authorities. UNRWA organized 63 field briefings for Ministers, diplomats, parliamentarians and other members of the international community to raise awareness of international protection issues affecting Palestine refugees. Feedback from the participating stakeholders provided evidence of concrete measures<sup>17</sup> being taken following 25 per cent of the briefings. Of note is the participation of a refugee delegation at the UNRWA@65 conference held in New York. Palestine refugees from the West Bank were able to present their protection concerns on the world's highest diplomatic scene.

A total of 445 Palestine refugee families (2,552 individuals) received emergency assistance in accordance with the Crisis Intervention Model following home demolitions, violence, and/or damage to private property by the ISF. A total of 453 needs assessments were conducted by UNRWA Protection Social Workers, followed by 379 families (2,160 individuals) receiving cash assistance and 66 families (including 51 per cent children) being referred to internal and external services.

House demolition in East Jerusalem. © 2013 UNRWA Photo by Alaa Ghosheh



In terms of community-driven protection projects, the focus in the first half of 2015 was on identifying and developing project objectives and plans. UNRWA signed MoUs with local NGOs to implement projects in three communities, with two projects completed by the end of June. These projects consisted of the rehabilitation of a multi-use road and the establishment of a public park. The protection impacts of the projects included decreasing the risk of student exposure to settler violence and preventing confiscation through the demonstration of a Palestinian presence. It is expected that the target of supporting 19 at-risk communities will be achieved during the second half of 2015.

**Operations support office:** During the first half of the year, 494 neutrality inspections of the 248 operating UNRWA installations were undertaken in the West Bank. UNRWA also delivered 17 workshops where 340 staff members were trained to respect United Nations principles of neutrality, including regarding the use of social media.

A total of 64 access incidents were reported, with over half of these related to restrictions on the use of certain checkpoints by UNRWA vehicles and staff, including a demand for UN trucks to only use commercial crossings. UNRWA continued to raise the issue of this restriction, which severely hinders the delivery of humanitarian goods, with the Israeli authorities. All reported access incidents were raised with the Israeli authorities either by telephone or during meetings. Telephone interventions were made in real-time on 51 occasions, while OSO teams were dispatched to checkpoints on six occasions. The interventions resulted in safe passage of UNRWA staff, goods and services in 71 per cent of reported cases.

**Community mental health:** Bedouin communities in Area C and the Seam Zone, of whom the majority are Palestine refugees, face the ongoing threat and reality of forced displacement and other protection incidents. During the first half of 2015, approximately 10,500 people from 49 Bedouin communities received ongoing access to mental health and psychosocial support services from UNRWA mobile community mental health teams. A total of 5,117 participants, including 89 per cent children and youth aged below 25 years and 56 per cent women and girls, benefited from 398 group psychosocial activities. A total of 942 participants benefited from individual, group and family counselling, including 67 per cent women and girls and 60 per cent children and youth aged below 25 years.

As an example of the impact of the UNRWA presence in Bedouin communities, the Community Mental Health Programme



A young girl in al-Nkhaileh Bedouin community in the Jerusalem area paints during a psychosocial and awareness-raising activity. © 2015 UNRWA Photo by Mohammad Miri

(CMHP) coordinated with the disability programme to hold open-day activities for persons with disabilities in the Hatta Bedouin community and facilitated a specialist's visit in several communities in the North Area to provide services to individuals with disabilities.

- 16 In order for UNRWA to be able to present documented incidents to the authorities, the individuals concerned have to provide informed consent. Furthermore, incidents within the Jerusalem municipal area cannot be raised due to difficulties experienced, especially in camps, in accessing an appropriate interlocutor.
- 17 Examples of concrete measures taken by stakeholders include briefings organized for the public and parliamentarians, news articles published, radio programmes aired, written statements issued, review of relevant policy, support, etc.

At Beit Awwa health point, the Hebron mobile clinic team conducted a physical examination and lab tests for a 10-year-old girl who had been suffering from tiredness and shortness of breath for six months. The girl had earlier seen an external doctor who diagnosed her with rheumatic fever and prescribed aspirin. When the girl's symptoms worsened and affected her school attendance, her mother brought her to the UNRWA mobile clinic. The UNRWA medical officer referred the girl to a cardiologist who diagnosed a viral infection in the tissue surrounding her heart. The girl's medication was corrected and she gradually improved enough to do well in school and play with her friends again.



One night in April 2015, ISF entered the house of a family in Jenin camp. The family was shocked, especially the daughter and a family member who lives with mental and physical disabilities. During a needs assessment, an UNRWA social worker noted damage to the house. Based on their needs, the family received US\$ 550 in cash assistance to repair damages, while several family members were referred for UNRWA-provided psychosocial support. The family member with a disability received a wheelchair following referral to the disability programme.

Children in the Auja Bedouin community in the Jericho area paint during psychosocial activities conducted by UNRWA counsellors.

© 2015 UNRWA Photo by Mohammad Miri



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

Specific Objectives	Outcomes	Indicators	Actual		Target (2015)
			WBFO	GFO	
Percentage of regular visits conducted per community, as scheduled	The response, as funded, is effectively implemented and managed	Percentage of outcome indicators that are on track* of the target, adjusted as per funding received.	86%	75%	80%
		Percentage of output indicators that are on track* of the target, adjusted as per funding received.	88%	100%	100%

\*Indicators are on track when 70 per cent or more of the target for the period has been achieved.

UNRWA Headquarters continued to support emergency preparedness throughout the first half of 2015, for example through ongoing capacity-building of UNRWA humanitarian response resources; procurement, logistics, transport and legal service support; and systems and processes for monitoring the implementation of activities. This support allowed UNRWA to address the emergency needs of Palestine refugees in Gaza and the West Bank through interventions in the areas of food security, shelter, protection, health and nutrition, mental health and psychosocial support, education, and WASH. Effective and efficient action required unique dedicated resources at both the field and headquarters levels and coordinated action with a range of partners through measures including: (i) appropriate NFI warehousing and stockpiling; (ii) continued humanitarian response capacity-building that benefited from a Gaza 'emergency lessons learned' exercise dedicated to strengthening aid delivery systems, processes, and structures; (iii) active participation in humanitarian coordination, including through the UN thematic cluster system and the Humanitarian Programme Cycle to promote early and coordinated action; (iv) the maintenance of central and area operation rooms to enable rapid response; and (v) a continued partnership with WFP that saw UNRWA provide logistics and access to support in the distribution of food parcels to vulnerable Bedouin and herding communities in Area C of the West Bank.

UNRWA continued to implement a proxy-means test formula to identify the poorest households in order to prioritize both regular and emergency interventions towards the abject poor and absolute poor. A corresponding database is continuously updated to provide the Agency with an efficient vulnerability profiling tool that is shared across other agencies and humanitarian actors. In addition, UNRWA will continue to collaborate with the PCBS, the Food and Agriculture Organization (FAO) and the WFP towards the implementation of an updated Socioeconomic and Food Security Survey to provide an overview of the socioeconomic and food security situation and trends affecting Palestine refugees in the oPt.

As part of ongoing efforts to operate in strict accordance with the principle of neutrality, UNRWA continues an Agency-wide process, initiated through the Education Reform Strategy, to review all textbooks used in UNRWA schools. To this end, UNRWA worked with the UNESCO Institute for Curriculum Development to produce a Curriculum Framework. The Framework serves as a tool to evaluate host country textbooks, which are used by UNRWA schools, in order to ensure that core competencies and adherence to principles of tolerance and neutrality and other UN values are reflected. This effort has been complemented by a Human Rights Conflict Resolution and Tolerance (HRCRT) Policy, Strategy and Teacher Toolkit. To date, a total of 10,462 education staff in Gaza and West Bank have been trained on the HRCRT Toolkit.

UNRWA is engaged in developing a more unified reporting structure, which will provide stakeholders with a holistic picture of results across both regular and emergency appeal

programming. This reform will be aided by the new Medium Term Strategy (MTS) for 2016-2021, appeal documents that are more closely linked to the MTS common monitoring matrix, and strengthened planning and monitoring capacity thanks to a results-based monitoring system that facilitates the timely implementation and coordination of humanitarian assistance while ensuring consistency in budgetary figures and data quality.

## Annex i: oPt Emergency Appeal Risk Register – 2015

Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	West Bank	Status Update Gaza Strip
<b>Hazards</b>					
<ul style="list-style-type: none"> <li>Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitarian vulnerability</li> <li>An increase in internal Palestinian division leading to greater instability in the oPt</li> </ul>	<ul style="list-style-type: none"> <li>Increased humanitarian needs among Palestine refugees</li> <li>Protection issues, violations of IHL/IHRL, injuries and fatalities due to law enforcement operations or armed conflict. New protection concerns arose in GFO due to densely populated collective centres during/after the 2014 hostilities.</li> <li>Restrictions on the movement of people and materials in the Gaza Strip</li> </ul>	<ul style="list-style-type: none"> <li>GFO and WBFO have strengthened their emergency and rapid response capacity by reviewing and improving systems. GFO uses lessons from the 2014 conflict for revised emergency preparedness.</li> <li>During 2013-2014, 80 WBFO field and area staff participated in emergency response training focusing on needs assessments, response plan preparation and the management of personal security in the field. There are plans to extend emergency response training in 2015.</li> <li>UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism in major events.</li> <li>GFO and WBFO have minimum-preparedness steps in place such as updated emergency supply lists, critical/essential staff lists and the ability to utilize the Agency emergency staff roster.</li> <li>Coordination within UNCT and UNDSS to ensure maximum coverage and efficiency. Both field offices actively participate in inter-agency simulations and workshops for emergency preparedness/response.</li> </ul>	<ul style="list-style-type: none"> <li>Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation.</li> <li>Regular use of the Security Information Management System (SIMS), including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell.</li> <li>Daily media reviews</li> </ul>	<ul style="list-style-type: none"> <li>WBFO continued monitoring of the political and protection environment including trends analysis of demolitions/displacement and injuries and fatalities. WBFO relied on refugee-specific data.</li> <li>In the West Bank, UNRWA prepared for procurement of emergency NFJ stocks and recruited a new emergency preparedness and response officer as part of ongoing efforts to strengthen emergency preparedness and response capacity. Due to austerity measures, training plans are temporarily on hold.</li> <li>WBFO continued to coordinate closely with the humanitarian community. In this regard, the common post-demolition response system was utilized for both planning and reporting purposes.</li> </ul>	<ul style="list-style-type: none"> <li>GFO continued to provide shelter to IDPs during the first half of 2015. Individuals hosted in UNRWA collective centres, which in January 2015 exceeded 15,000, were able to relocate upon receipt of reintegration packages and TSCA payments. All CCs were closed by 17 June.</li> <li>Building on experience from the 2014 conflict, GFO undertook a comprehensive revision of its Emergency Response Manual (ERM). GFO also produced detailed SOPs and lessons learned exercises. The new system will strengthen GFO-integrated management and coordination during the emergency phase, serving as a practical guide for staff involved in emergency preparedness and operational response.</li> <li>The Collective Centres Management Unit (CCMU) organized Training of Trainers to build the skills of staff involved in shelter management.</li> <li>GFO continued to coordinate closely with the humanitarian community in Palestine through specialized Clusters and broader participation in the Intercluster Coordination Group.</li> </ul>

<ul style="list-style-type: none"> <li>• SSD trained 2,327 UNRWA employees between January and June 2015 in a variety of subjects, including the importance of upholding neutrality, firefighting and reacting appropriately to security incidents.</li> <li>• Eight staff in the Safety and Security Division were trained on Security Incident Management System (IMS) (including new staff, as well as staff who already use the system, but received ongoing training).</li> </ul>				
<ul style="list-style-type: none"> <li>• Standalone security structures: The UNWRA Safety and Security Division (UNRWA SSD) works with UNDSS to closely and continuously monitor the political and security situation to allow for pre-emptive planning for escalations where possible.</li> <li>• Security briefing for incoming staff supports conduct and behaviour that reduces risk, both to the individual and the Agency.</li> </ul>				

Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	Status Update	
				West Bank	Gaza Strip
<b>Sociopolitical:</b>					
<ul style="list-style-type: none"> <li>Beneficiary expectations: Dissatisfaction of beneficiaries due to perceived decrease in humanitarian assistance</li> <li>Beneficiary expectations continued</li> </ul>	<ul style="list-style-type: none"> <li>Unstable and unfavourable community relationship</li> <li>Obstruction of services</li> <li>Exposure of UNRWA staff to threats</li> </ul>	<ul style="list-style-type: none"> <li>Update and implement communication plans that include regular meetings with beneficiaries, the Area Staff Union, camp services committees and the PA.</li> <li>Seek feedback and address stakeholder concerns to gain feedback, address beneficiary concerns and improve transparency through community-level engagement.</li> <li>The WBFO emergency unit opened a beneficiary hotline to enable refugees to enquire about their poverty status and eligibility for Cash-for-Work or food vouchers and to request household visits for new applications/updates. This improves transparency and has reduced frustration, especially at the camp level. It also limited the extent to which camps service officers (CSOs) and other frontline staff need to deal with complaints regarding emergency assistance.</li> <li>WBFO conducts protection audits to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and security for staff guaranteed.</li> </ul>	<ul style="list-style-type: none"> <li>Results of internal surveys and evaluations from non-UNRWA sources</li> <li>Staff expectations recorded as part of the programme design stage of the appeal mechanism</li> <li>Media analysis</li> <li>SIMS reporting on incidents and complaints</li> </ul>	<ul style="list-style-type: none"> <li>WBFO is in daily contact with beneficiaries both through Operations Support Office teams circulating on field visits and through programme implementation.</li> <li>WBFO continued managing the beneficiary hotline, which received 325 phone calls related to food vouchers during the reporting period. A separate hotline managed by the Food Security Unit answers questions related to eligibility for emergency Cash-for-Work or RSS assistance.</li> </ul>	<ul style="list-style-type: none"> <li>GFO is in daily contact with beneficiaries both through Operations Support Office teams circulating on field visits and also through programme implementation.</li> <li>In addition, as part of M&amp;E activities, GFO assessed beneficiaries' views and satisfaction with UNRWA services through a series of surveys, including the JCP income use survey, post-food distribution monitoring, IDP profiling and health service provision review.</li> <li>Dissatisfaction among the refugee community, mainly due to the perceived slow pace of reconstruction efforts and the possible delay in the start of the school year, was addressed by UNRWA through intensified fundraising efforts and the reallocation of unearmarked funds to shelter interventions. UNRWA management interacted on a regular basis with staff and publicly with the refugee population.</li> <li>GFO also increased its outreach efforts through Communicating with Communities (CwC) and Communication for Development (GfD) approaches and enhanced its communications strategy by</li> </ul>

<p>explaining to the community about activities, service access rights and the rationale for the distribution of available funds.</p> <ul style="list-style-type: none"> <li>In response to concerns among both staff and refugees, GFO completed a comprehensive reform of its poverty targeting mechanism used for determining food assistance eligibility. The reformed Poverty Assessment System (PAS), which officially started on 31 May 2015, will be more rapid, accurate and fair and will include a robust appeal mechanism.</li> <li>In December 2014, GFO conducted a protection audit with staff from RSS, health, CMHP and education, to assess how UNRWA services are being delivered in adherence with protection principles. During the first semester of 2015, the OSO team worked with programmes to implement protection mainstreaming activities aimed at addressing protection gaps and concerns identified through the audit.</li> </ul>				
<ul style="list-style-type: none"> <li>The GFO Monitoring and Evaluation Unit conducts independent surveys and beneficiary satisfaction surveys that increase management awareness of areas of discontent among the target group and improve effectiveness and targeting.</li> <li>The GFO Operations Support Office team maintains regular contact with beneficiaries, explaining their service access rights, as well as the reasons for any cuts implemented.</li> <li>The GFO-reformed Poverty Assessment System will enable the field to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families.</li> <li>Information collected from beneficiaries is fed back to senior management so beneficiaries' expectations can be positively managed.</li> <li>Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS.</li> </ul>				

Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	Status Update	
				West Bank	Gaza Strip
<b>Operational</b> <ul style="list-style-type: none"> <li>Employee dissatisfaction as a result of perceived emergency programme cutbacks</li> <li>Employee dissatisfaction continued</li> <li>No clear separation between the responsibilities and authority of the National Consensus Government, the de facto authorities and armed groups</li> </ul>	<ul style="list-style-type: none"> <li>Industrial action interruptions</li> <li>Misuse of materials and assets by the affected population (the potential that, due to construction material scarcity, beneficiaries may be inclined to sell materials/assets at a profit)</li> </ul>	<ul style="list-style-type: none"> <li>UNHQ and Field management have regular meetings with the Area Staff Union to discuss specific issues of concern to staff.</li> <li>In case of industrial action, both offices are capable of relocating to a remote location with the necessary support structures within 48 hours.</li> <li>Maintain regular updates with stakeholders (staff and institutional partners) to ensure understanding of reforms and structural reorganization requirements.</li> <li>Through consultations between supervisors, supervisees and HR representatives, promote constructive staff dialogue with regard to capacity development.</li> <li>Limit need for dual use materials through alternative construction methods.</li> <li>Programmes are designed to ensure UNRWA is able to maintain control over handling and transfers of materials at all stages, from import to construction.</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring/documenting of key issues to the union and of union messaging</li> <li>Updates to donors on key developments affecting Agency operations</li> <li>Periodic review of business continuity plans</li> <li>Regular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations Advisor</li> <li>Regular updates through communication with Field management</li> <li>Periodic monitoring and review of staff survey results</li> </ul>		

Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	Status Update	
				West Bank	Gaza Strip
<p><b>Financial</b></p> <ul style="list-style-type: none"> <li>Fiduciary risks in operational implementation</li> </ul>	<ul style="list-style-type: none"> <li>Donors reduce their contributions.</li> <li>Financial viability of projects/programmes compromised.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning (ERP) system in 2015.</li> <li>Conduct regular and periodic training in procurement guidelines and financial policies and procedures for staff involved in expenditure and procurement processes.</li> <li>UNRWA systems are monitored and audited to identify and correct operational and financial risks.</li> <li>As part of its EA transition, WBFO undertook an extensive review of the effectiveness and efficiency of its emergency operations during 2012 and 2013. While the transition process was completed in 2014, WBFO continues to monitor the effectiveness of the implementation.</li> <li>Continued bilateral and ad-hoc engagement with donors by ERCD to explain need for continued financial support</li> </ul>	<ul style="list-style-type: none"> <li>Integrate GFO EA Finance Unit in Projects Office to oversee financial processes of EA donations and equip senior management with timely projections.</li> <li>Monthly meetings in GFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions</li> <li>Quarterly results-based monitoring of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected</li> <li>In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs</li> </ul>	<ul style="list-style-type: none"> <li>GFO received approximately 42 per cent of the required funds under the EA, which allowed for essential EA interventions such as food, JCP, emergency health and education, Summer Fun Weeks, community mental health, operations support, WASH and shelter. This level was, however, insufficient for UNRWA to deliver emergency cash assistance or implement the school feeding programme.</li> <li>Tightened coordination between senior management, the EA finance team and the Projects Office ensured that critical funding allocation decisions could be anticipated.</li> </ul>	



Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	Status Update	
				West Bank	Gaza Strip
<b>Sociopolitical</b> <ul style="list-style-type: none"> <li>• Real or perceived breach of the Agency's neutrality as humanitarian actor</li> <li>• Interference by local authorities in UNRWA activities</li> </ul>	<ul style="list-style-type: none"> <li>• Donors reduce their financial support.</li> <li>• Reputation of UNRWA as a non-neutral actor creating distrust among beneficiaries and partners</li> <li>• Incursions in UNRWA installations creating general insecurity in the refugee community</li> </ul>	<ul style="list-style-type: none"> <li>• Staff outreach through annual/biannual presentations and workshops on neutrality/access/protection. The Operation Support Officers (OSOs) in WBFO and GFO play a key role in safeguarding neutrality.</li> <li>• Ensure proper induction for newly hired staff, which includes training on UN privileges and immunities and humanitarian principles, including neutrality.</li> <li>• Investigate allegations concerning neutrality breaches and take disciplinary action where the facts warrant.</li> <li>• Interventions with key interlocutors, sometimes jointly with other UN agencies</li> <li>• In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place through the OSOs and protest the incident in writing to relevant interlocutors.</li> <li>• There are controls in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft of Agency vehicles (and resultant misuse).</li> </ul>	<ul style="list-style-type: none"> <li>• Tracking and analysis of neutrality violations in UNRWA installations</li> <li>• Keeping an updated record of staff members trained on humanitarian principles, including neutrality</li> <li>• Media analysis and follow-up</li> <li>• Regular contact with donors</li> </ul>	<ul style="list-style-type: none"> <li>• In the West Bank, neutrality inspections continued to be carried out on all UNRWA installations. In addition, 340 staff members were trained on humanitarian principles, including the United Nations principles of neutrality.</li> </ul>	<ul style="list-style-type: none"> <li>• The OSO team conducted the required quarterly visits to all Gaza installations. GFO is currently participating, with OSO teams in the other fields, in a harmonization process related to installation visits and monitoring and reporting on neutrality concerns.</li> <li>• The GFO Operations Support Office team provided training on humanitarian principles, including the principle of neutrality, as well as protection for 739 frontline and newly hired staff (514 installation managers and 225 new hires).</li> <li>• Neutrality violations of UNRWA installations with security implications (e.g. incursions) are recorded in the SIMS.</li> </ul>

Risks specific to WBFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	Status Update
<b>Programmatic</b>				
<ul style="list-style-type: none"> <li>Further economic deterioration in the West Bank and decline in purchasing power due to persisting unemployment rates and rising food prices in global and local markets</li> </ul>	<ul style="list-style-type: none"> <li>Increase in food insecurity among Palestine refugees</li> <li>Difficulties to meet humanitarian needs due to less purchasing power, decreasing funds and a growing number of people in need</li> </ul>	<ul style="list-style-type: none"> <li>Strategy developed and being implemented to move beneficiaries from dependence on humanitarian aid towards economic empowerment through more sustainable programming and emphasis on livelihoods and self-reliance.</li> <li>A more diversified and effective food security programme was implemented in 2014 to ensure cost-efficiency and a comprehensive response based on priority needs. This included the introduction of electronic food vouchers for food-insecure refugees living outside camps, in partnership with the WFP.</li> <li>Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme through the UNRWA Results-Based Monitoring (RBM) system</li> <li>Economic, household and labour market analysis conducted by UNRWA or other actors</li> <li>Following trends and discussions through active participation of UNRWA WBFO in the Food Security Sector and Food Security Analysis Unit.</li> </ul>	<ul style="list-style-type: none"> <li>WBFO continued timely completion of EA results reporting through the internal RBM system.</li> <li>The oPt Socioeconomic and Food Security Survey (2013) has still not been released, hence limiting the availability of up-to-date data and analysis to inform planning. However, UNRWA continues to be actively engaged in the Food Analysis Unit and the humanitarian Food Security Sector.</li> </ul>
<b>Strategic</b>				
<ul style="list-style-type: none"> <li>Failure in the transition from humanitarian response to resilience-building or sustainable programming</li> </ul>	<ul style="list-style-type: none"> <li>Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience</li> </ul>	<ul style="list-style-type: none"> <li>UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programmatic implementation progress.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly monitoring of each project/programme through the UNRWA RBM system.</li> <li>Review through EA reporting mechanisms.</li> </ul>	<ul style="list-style-type: none"> <li>Results management of each EA programme was ensured throughout the year by use of the quarterly Results-Based Monitoring system and the Quarterly Management Reviews. These mechanisms ensured consistent monitoring and timely actions in case of diversion away from plan.</li> </ul>

<b>Sociopolitical</b>	
<ul style="list-style-type: none"> <li>Practices of and imposed rules by the Israeli authorities related to the occupation are affecting the programme's ability to be effectively implemented in Area C, including closed military areas.</li> </ul>	<ul style="list-style-type: none"> <li>WBFO liaises with the Israeli authorities on access/protection issues through the OSOs. In some instances, issues are raised at the level of the Director or Commissioner-General with Israeli counterparts, sometimes jointly with other UN agencies.</li> <li>Specific programme teams are implementing activities in Area C, including closed military areas, on a regular basis and ensuring monitoring and feedback loops.</li> <li>UNRWA has adopted the Humanitarian Country Team (HCT) Area C Framework Policy.</li> </ul>
<ul style="list-style-type: none"> <li>Disruptions in implementation of services</li> <li>Obstruction of donor-funded structures in Area C due to lack of building permits</li> </ul>	<ul style="list-style-type: none"> <li>WBFO continued to monitor, document and follow up on access incidents affecting humanitarian operations. During the reporting period, 64 access incidents were reported, with over half related to restrictions on the use of certain checkpoints by Agency vehicles and staff.</li> </ul>
<ul style="list-style-type: none"> <li>Daily access monitoring through the UNRWA Radio Room</li> <li>Documentation and reporting of access incidents</li> <li>Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT</li> </ul>	

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

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



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هـ: القدس: ٥٨٩٠٢٢٤ (٢ ٩٧٢٢)، ف: ٥٨٩٠٢٧٤ (٢ ٩٧٢٢)  
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for palestinian refugees in the near east

وكالة الأمم المتحدة لإغاثة وتشغيل  
اللاجئين الفلسطينيين في الشرق الأدنى