

occupied Palestinian territory



unrwa
الأونروا

2014 oPt emergency appeal

annual report

(including the 2014 gaza flash appeal report)



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About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip 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 Annual Report captures one calendar year (i.e., from 1 January to 31 December 2014).

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Cover photo: Students at Al-Amal Elementary Girls School at Khanyounis area © 2014 UNRWA Photo by Shareef Sarhan

contributors to the appeal

UNRWA thanks the following donors for their support to the 2014 oPt Emergency Appeal:

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The Office of Her Royal Highness Princess Haya Bint Al Hussein
The World Federation of KSIMC
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acronyms and abbreviations

CBO	Community Based Organisation	NGO	non-governmental organisation
CC	collective center	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
CCMU	collective center management unit	OHCHR	Office of the High Commissioner for Human Rights
CFW	cash-for-work	oPt	occupied Palestinian territory
CSC	Camp Service Committees	OSOs	operations support officers
DES	designated emergency shelter	PA	Palestinian Authority
DLA	Department for Legal Affairs	PCBS	Palestinian Central Bureau of Statistics
EA	emergency appeal	PIF	Protection Incident Forms
ERW	explosive remnants of war	PMRS	Palestinian Medical Relief Society
GBV	gender-based violence	PMTF	proxy means test formula
GDP	gross domestic product	SCSN	special children, special needs
GNC	Government of National Consensus	SFW	summer fun weeks
GRM	Gaza Reconstruction Mechanism	SSNP	Social Safety Net Programme
HCT	humanitarian country team	ToT	Training of Trainers
HPC	humanitarian programme cycle	TSCA	transitional shelter cash assistance
ICJ	international court of justice	UN	United Nations
IDP	internally displaced person	UNDAF	United Nations Development Assistance Framework
IHL	international humanitarian law	UNDP	United Nations Development Programme
IHRL	international human rights law	UNMAS	United Nations Mine Action Service
ISF	Israeli security forces	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
MIRA	multi-sector initial rapid assessment	US\$	United States Dollar
NFI	non-food item	WFP	World Food Programme

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executive summary

This document outlines UNRWA emergency interventions in the occupied Palestinian territory (oPt) during 2014 and includes: (i) the 2014 oPt Emergency Appeal annual report; and (ii) the Gaza Flash Appeal report.

Tension increases: The first half of 2014 saw the peace talks between the Government of Israel and the Palestine Liberation Organization reach an impasse that led to their suspension and shattered hopes for resolving the issues at the heart of the ongoing conflict. It saw renewed efforts towards reconciliation between Fatah and Hamas, leading to the announcement on 2 June 2014 by President Mahmoud Abbas of the formation of a Government of national consensus headed by Prime Minister Rami Hamdallah, which Secretary-General Ban Ki-moon welcomed on the basis of assurances provided both publicly and to the United Nations. It also saw the State of Palestine acceding to 20 multilateral treaties, including core human rights treaties.

On the ground, the Agency witnessed a deterioration of an already dire situation in the West Bank and Gaza. Following the collapse of peace talks and agreed prisoner releases, the killing of two Palestinian youth on 'Nakba day' by Israeli Security Forces (ISF), and the abduction and killing of three Israeli youth in the West Bank, on 13 June, Israel launched a campaign resulting in widespread search and arrest operations throughout the West Bank, and in particular in and around densely populated Palestine refugee camps. As a consequence, violent clashes occurred, resulting in a sharp increase in injuries and fatalities of Palestine refugees. The subsequent large-scale Israeli military operation in Gaza beginning on 8 July 2014 also resulted in widespread unrest in the West Bank.

A summer of conflict: The scale of damage and destruction as a result of the 50-day conflict has exacerbated the pre-existing humanitarian situation in Gaza. During the summer hostilities, Gaza witnessed extensive aerial bombardment, naval shelling and artillery fire, as well as substantial operations by ground forces which resulted in a widespread loss of life and livelihoods, and extensive damage to the already weak public infrastructure, including schools. An estimated 1,400 civilians were killed, including 500 children, and 11,231 were wounded, including over 3,500 children¹.

At the peak of the emergency, over 290,000 internally displaced persons (IDPs) sought refuge in emergency shelters designated by UNRWA, which are normally UNRWA schools. As of 31 December 2014, UNRWA engineers' assessments had found over 86,000 Palestine refugee homes had been affected, including 7,380 homes which were totally destroyed, 5,368 requiring major repairs and 73,381 suffering minor damage². With the present restrictions on material imports, the reconstruction of Gaza remains a complex problem.

Failing economy and Gaza's separation: The ongoing blockade and restrictions on the movement of people and goods is the main cause of deepening poverty and the primary obstacle to economic development in the Gaza Strip, entrenching 'de-development' and creating an on-going and complex humanitarian situation. Compounded by the destruction of tunnels in 2013, the only alternative supply line for Gaza, the eight-year blockade, combined with the impact of the summer hostilities, has left many in a humanitarian emergency, enduring the consequences of conflict for the third time in less than six years³.

West Bank occupation policies: In the West Bank, including East Jerusalem, escalating violence and forced displacement continued to be driven by Israeli occupation-related policies⁴. 2014 again saw increasing violence by ISF against Palestinian civilians, with the highest number of fatalities and confrontations recorded in the past decade. Between January and December 2014, 58 Palestinians were killed and another 6,023 injured. Refugee camps continued to be significantly affected by the deteriorating protection situation.

1 http://www.ochaopt.org/documents/annual_humanitarian_overview_2014_english_final.pdf

2 UNRWA, 2015, Shelter Assessment: Infrastructure and Camp Improvement Programme (internal document). The final assessment of damaged or destroyed refugee homes is to be concluded in April 2015.

3 UNRWA, Strategic Response to Gaza, 2014, p5, foreword by the Commissioner General. Available at http://www.unrwa.org/sites/default/files/strategic_response_to_gaza_2014_hostilities.pdf

4 For example, in violation of the Fourth Geneva Convention, Article 49.

UNRWA recorded 13 refugee fatalities (including one child) and 778 injuries (including 68 children) in the vicinity of the 19 Palestine refugee camps in the West Bank throughout the year⁵.

Pervasive movement restrictions, ongoing settlement expansion, illegal under international law and further displacement, continued to impact the lives of Palestine refugees in the West Bank. During 2014, 1,215 Palestinians, including 411 refugees (34 per cent), were displaced due to Israeli home demolitions in the West Bank including East Jerusalem; 82 per cent of refugee displacements occurred in Area C and 18 per cent in East Jerusalem. Out of a total of 600 structures demolished, 150 belonged to Palestine refugees, including more than 80 residential structures; 51 per cent of displaced refugees were women and girls while 50 per cent were children⁶.

The UNRWA response: Throughout 2014, UNRWA provided emergency food assistance in Gaza to 767,633 poor Palestine refugees, ensuring that 142,613 families received safe and nutritious food throughout the year. This assistance continued in an uninterrupted manner during the 50 days of hostilities. In addition, UNRWA contributed an estimated US\$ 7,368,580 of cash for work income into the local economy and provided emergency water, sanitation, shelter and shelter repair, health care and education. At the height of the 2014 hostilities, almost 300,000 refugees and non-refugees were sheltered in 90 UNRWA facilities where they received food, water, basic healthcare, psychosocial support and sanitation services.

In the West Bank, food insecure refugees benefited from electronic vouchers, with a total value of US\$ 2,660,831, to purchase basic food items. Emergency cash-for-work assisted 38,024 refugees living in West Bank camps, constituting US\$7,288,169 in subsidies. Palestine refugees were also assisted through six mobile health clinics and health care partners that provided access to primary health-care services for up to 121,022 people during 1,568 visits to 56 communities. Community mental health services continued to promote the resilience, mental health and psychosocial well-being of some of the most vulnerable refugees in the West Bank. A total of 186 protection incidents were systematically monitored and documented by UNRWA, of which 66 per cent were reported to the responsible authorities. In support of strengthened protection for Palestine refugees, more than 94 stakeholder mobilization activities were conducted to raise awareness and advocate for respect of IHL/IHRL.

⁵ Total figures from OCHA; Refugee disaggregated figures from UNRWA Operations support office.

⁶ Total figures from OCHA; Refugee disaggregated figures from UNRWA Operations support office.

introduction

In 2014, UNRWA appealed for a total US\$ 300,000,262 for Emergency Appeal activities, of which US\$ 124,569,353 was received (42 per cent funded). In addition, the Agency launched the Gaza Flash Appeal on 17 July, which was revised on 26 August, requesting a total of US\$ 295,400,000 of which US\$ 178,413,357 was received (60 per cent).

The emergency response was shaped along three common strategic objectives aiming to: i) prevent further deterioration of the situation of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support to families who are food insecure or facing acute shocks; ii) promote, protect and uphold the rights of refugees facing acute crises, violations of international humanitarian law (IHL)/international human rights law (IHRL) and barriers to accessing services; and iii) implement the Agency humanitarian response effectively and in coordination with relevant stakeholders.

The situation in the Gaza Strip was extremely fragile due to the devastating impact of the 2014 conflict and the ongoing blockade imposed on the people of the Strip. Over 86,000 refugee homes have been assessed as damaged or destroyed⁷. 290,000 of Gaza's IDPs took shelter in 90 UNRWA schools operating as designated emergency shelters⁸. An open-ended ceasefire was declared on 26 August following fifty days of hostilities.

The largest number of confrontations in the past decade, between Palestinian civilians and Israeli security forces (ISF) were seen in 2014. Between January and December, 58 Palestinians were killed and another 6,023 injured. Out of a total of 600 structures demolished, 150 belonged to Palestine refugees including more than 80 residential structures. 82 per cent of refugee displacements occurred in Area C and 18 per cent in East Jerusalem.

In December 2014, UNRWA launched a new appeal seeking US\$ 414,435,436 to address the priority humanitarian needs of Palestine refugees in the Gaza Strip and West Bank, including East Jerusalem.

⁷ UNRWA, 2015, Shelter Assessment: Infrastructure and Camp Improvement Programme (internal document). The final assessment of damaged or destroyed refugee homes is to be concluded in April 2015.

⁸ OCHA (2015), Humanitarian Needs Overview 2015.

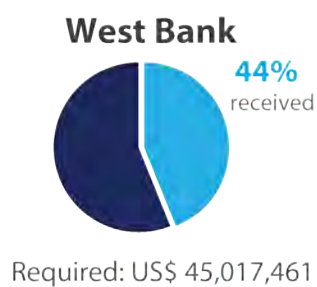
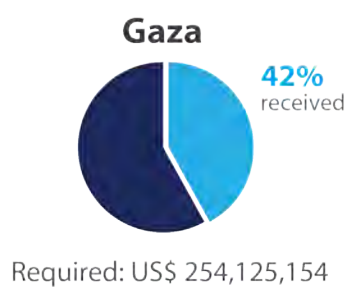
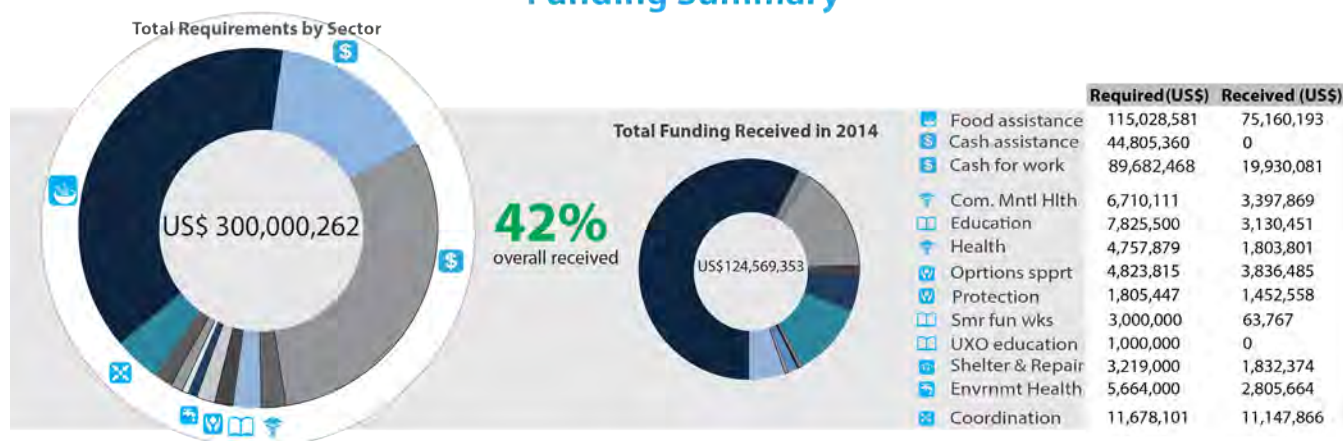
funding summary

Table 1: Funding Summary by Field, January to December 2014 (US\$)⁹

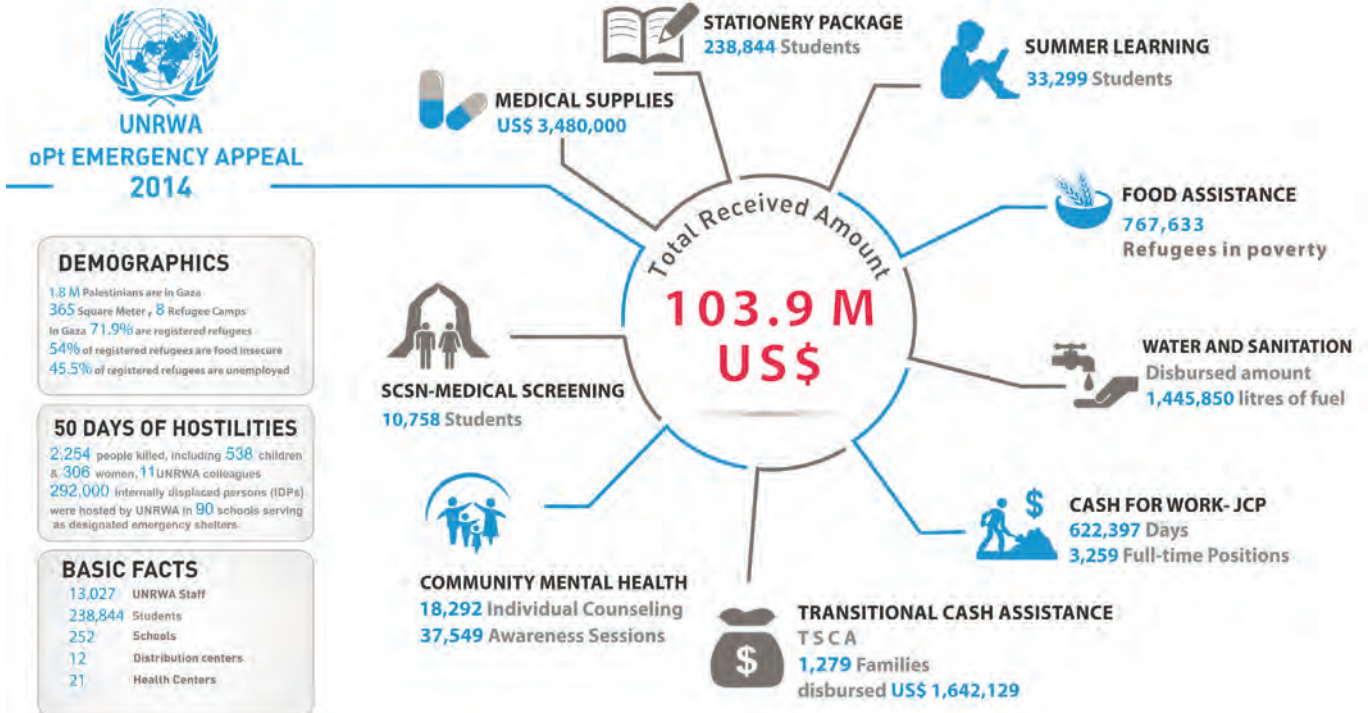
Strategic Priority	Programme Interventions	Amount	Total	Gaza Strip Allocation	West Bank Allocation	Headquarters Allocation
Strategic Priority 1	Emergency food assistance	<i>required</i>	115,028,581	101,132,980	13,895,601	
		<i>received</i>	75,160,193	72,192,806	2,967,387	-
		<i>difference</i>	39,868,388	28,940,174	10,928,214	
	Emergency cash assistance	<i>required</i>	44,805,360	44,805,360		
		<i>received</i>	0	0	-	-
		<i>difference</i>	44,805,360	44,805,360		
	Emergency cash-for-work	<i>required</i>	89,682,468	66,179,864	23,502,604	
		<i>received</i>	19,930,081	9,111,058	10,819,023	-
		<i>difference</i>	69,752,387	57,068,806	12,683,581	
Strategic Priority 2	Community mental health	<i>required</i>	6,710,111	6,317,000	393,111	
		<i>received</i>	3,397,869	3,004,758	393,111	-
		<i>difference</i>	3,312,242	3,312,242	0	
	Emergency education	<i>required</i>	7,825,500	7,825,500		
		<i>received</i>	3,130,451	3,130,451	-	-
		<i>difference</i>	4,695,049	4,695,049		
	Emergency health	<i>required</i>	4,757,879	3,776,000	981,879	
		<i>received</i>	1,803,801	821,922	981,879	
		<i>difference</i>	2,954,078	2,954,078	0	
	Operations support office	<i>required</i>	4,823,815	1,998,000	2,825,815	
		<i>received</i>	3,836,485	1,822,689	2,013,796	-
		<i>difference</i>	987,330	175,311	812,019	
	Protection	<i>required</i>	1,805,447		1,805,447	
		<i>received</i>	1,452,558	-	1,452,558	-
		<i>difference</i>	352,889		352,889	
	Gaza summer fun weeks	<i>required</i>	3,000,000	3,000,000		
		<i>received</i>	63,767	63,767	-	-
		<i>difference</i>	2,936,233	2,936,233		
	Unexploded ordnance education	<i>required</i>	1,000,000	1,000,000		
		<i>received</i>	0	0	-	-
		<i>difference</i>	1,000,000	1,000,000		
	Emergency shelter and repair	<i>required</i>	3,219,000	3,219,000		
		<i>received</i>	1,832,374	1,832,374	-	-
		<i>difference</i>	1,386,626	1,386,626		
	Emergency environmental health	<i>required</i>	5,664,000	5,664,000		
		<i>received</i>	2,805,664	2,805,664	-	-
		<i>difference</i>	2,858,336	2,858,336		
Strategic Priority 3	Coordination and management	<i>required</i>	11,678,101	9,207,450	1,613,004	857,647
		<i>received</i>	11,147,866	9,161,264	1,128,955	857,647
		<i>difference</i>	530,235	46,186	484,049	0
	To be allocated	<i>received</i>	8,244	0	8,244	0
Total		<i>required</i>	300,000,262	254,125,154	45,017,461	857,647
		<i>received</i>	124,569,353	103,946,753	19,764,953	857,647
		<i>difference</i>	175,430,909	150,178,401	25,252,508	0

⁹ "Received" refers to contributions received during the calendar year 2014. It does not include (i) contributions received in 2014 and earmarked for 2015 emergency operations (US\$ 6,081,406); as well as (ii) pledges made in 2014 but for which contributions had not been received by 31 December 2015 (US\$ 5,166,820). If received in 2015, these contributions will be recorded as receipts against the 2015 oPt Emergency Appeal. "Received" includes US\$ 2,328,460 in funds unspent by 31 December 2013, and carried-forward to 2014. For the support office, the reported difference is attributed to a reduced budget requirement.

2014 oPt Emergency Appeal Funding Summary



chapter one: the gaza strip



The Gaza Strip - Situation Overview

Over three-quarters of the population in the Gaza Strip, representing 1.3 million people out of a 1.8 million total population, are registered Palestine refugees. The ongoing blockade and restrictions on the movement of people and goods is the main cause of deepening poverty and the primary obstacle to economic development in the Gaza Strip, entrenching 'de-development' and creating an on-going and complex humanitarian situation. Compounded by the destruction of the tunnels with Egypt in 2013, the only alternative supply line for Gaza, the eight-year blockade is combined with the results of the summer hostilities, leaving many in a humanitarian emergency, enduring the consequences of the third conflict in less than six years¹⁰.

A summer of conflict: The scale of damage and destruction as a result of the 50-day conflict has exacerbated the pre-existing humanitarian situation in Gaza. During the summer hostilities, Gaza witnessed extensive aerial bombardment, naval shelling and artillery fire, as well as substantial operations by ground forces, resulting in the widespread loss of life and livelihoods, as well as extensive damage to the already weak public infrastructure, including schools. An estimated 1,400 civilians were killed, including 500 children, and 11,231 were wounded, including over 3,500 children¹¹.

At the peak of the emergency, over 290,000 IDPs sought refuge in designated UNRWA emergency shelters which were UNRWA schools. As of 31 December 2014, UNRWA engineers' assessments had found over 86,000 Palestine refugee homes to have been affected, including 7,380 homes which were totally destroyed, 5,368 requiring major repair, and 73,381 to have suffered minor damage. The assessment process was ongoing as of April 2015¹². With the present restrictions on material imports, the reconstruction of Gaza remains a long-term and complex problem. However, short-term shelter needs are paramount to this Emergency Appeal.

Hostilities and destroyed homes: The summer hostilities have deepened the humanitarian emergency in Gaza. The housing stock in Gaza, prior to the hostilities, had a deficit of 71,000 housing units. This has been exacerbated by the unparalleled destruction of homes and other civilian infrastructure as a result of the 50 days of hostilities. This pressure on the housing market is driving up rental costs, and making access to alternate housing difficult for the 86,000 Palestine refugee families who have been affected by the conflict. Supporting the displaced to find temporary housing solutions is one of the major challenges faced by the local authorities and the humanitarian community in the coming period. As these refugees search for new housing options, attempting to access the already inflated rental market in Gaza, they will have to bear the additional costs of purchasing basic household items, with each family having different needs.

More than 37,000 refugee families received UNRWA assistance to repair the damage caused to their homes with 6,600 families purchasing materials through the Gaza Reconstruction Mechanism (GRM). This is in addition to rental subsidies (Transitional Shelter Cash Assistance, TSCA) and Reintegration Grants that were provided to over 10,000 families¹³. In January 2015, due to a lack of funding, UNRWA was forced to suspend its cash assistance programme that supported repairs and provided rental subsidies to Palestine refugee families in Gaza. Since then, occasional cash payments were made possible whenever funding became available. The lack of funding for the Agency's shelter programme subsequent to the unprecedented destruction of Palestine refugee homes in Gaza is of great concern. While the Agency recognizes that the GRM must facilitate full reconstruction and speed up the recovery, it cannot be a substitute for the complete lifting of the blockade.

10 UNRWA, Strategic Response to Gaza, 2014, p5, foreword by the Commissioner General. Available at http://www.unrwa.org/sites/default/files/strategic_response_to_gaza_2014_hostilities.pdf

11 http://www.ochaopt.org/documents/annual_humanitarian_overview_2014_english_final.pdf

12 UNRWA, 2014, Shelter Assessment: Infrastructure and Camp Improvement Programme (internal document).

13 Data as of 31 December 2014. It should be noted that all UNRWA shelter cash assistance (including TSCA, reintegration grants and repairs assistance) disbursed in the months following the conflict were not funded through the Emergency Appeal, but through the Gaza Flash Appeal (see Annex 3).

Economic environment and unemployment: The Gaza economy was already in decline before the summer hostilities, as real GDP declined by 7.1 per cent between the end of 2013 and early 2014¹⁴. Harsh trade restrictions on both imports and exports have stifled the private sector, forcing several thousands of businesses to close in the past few years. In the absence of free access to its natural end-markets in Israel and the West Bank, the private sector in Gaza was forced to restructure inwards on non-tradable goods and service activities. The July-August 2014 hostilities resulted in an unprecedented level of destruction and extensive damage to public infrastructure as well as to factories and commercial businesses, aggravating the already fragile economic situation that preceded the war¹⁵.

One of the most immediate impacts of the economic collapse is soaring unemployment. In the second quarter of 2014, right before the war, the unemployment rate in Gaza stood at 44.5 per cent (up from 27.9 per cent in the second quarter of 2013). The total number of unemployed exceeded 200,000 in mid-2014 and doubled compared to mid-2013 (108,000). More than half of those unemployed are between 15 and 24 years old and the youth unemployment rate now stands at 67 per cent. Women are also particularly affected, with the female unemployment rate at over 59 per cent¹⁶.

Enduring trade restrictions prevent the recovery of the Gaza economy and suffocate the private sector. Exports continue to be virtually banned, with rare exceptions that are more symbolic than substantial. During 2014, an average of 19 truckloads departed Gaza every month, against a pre-closure monthly average of over 1,000 truckloads¹⁷. Restrictions also affect UNRWA's ability to conduct its operations. In 2014 alone, the total additional logistics, transportation and staff costs sustained by UNRWA as a result of lengthy procedures imposed by Israel have been conservatively estimated at US\$ 7.5 million.

A young and growing population: Despite the harsh socio-economic circumstances in which the children of Gaza live, the Palestinian community continues to prioritize the issue of universal access to quality education for their children. With 44 per cent of the population being under the age of 15, education has never been such a crucial investment for the future of Gaza.

UNRWA continues to be the main provider of education for refugees in Gaza. Approximately 242,000 children are enrolled in UNRWA schools (grades 1 – 9). As 90 per cent of UNRWA schools operate on a double shift basis, and some on a triple-shift-basis with an average of 38 pupils per class, overcrowding is a problem. Of the UNRWA facilities, 83 school buildings were damaged during the conflict. The additional costs of repair and reconstruction add to the major challenges to access education and decrease the already limited resources for the building of teacher-capacity and the provision of educational equipment. This ultimately has a negative impact on the quality of education provided.

Due to population growth, some additional 7,000 to 8,000 students enroll in UNRWA schools each year. This adds further strain on an already overcrowded system. The population of Gaza stands at 1.85 million, of whom half are under 18 years and over 1.2 million are refugees.

As part of early recovery efforts to mitigate the effects of the conflict on children's welfare and education, the UNRWA Education Programme undertook a phased approach to supporting children's transition back into formal education activities. The UNRWA Department of Education is ensuring proper maintenance of school buildings, including improving access to water, continuous electricity supply for schools and rehabilitating damaged premises. The Agency was able to begin the school year on 14 September 2014, just three weeks after term was due to begin. This was a massive achievement and was aimed at not only re-starting children's learning, but also creating a sense of routine and stability to aid in children's recovery.

14 UNSCO, Socio-Economic Report, Q2/2014.

15 Al-Sahel / WFP, October 2014, Report of the Rapid Qualitative Emergency Food Security Assessment (EFSA). Most data on economic indicators still refer to the period preceding the conflict. An assessment of the socio-economic impact of the war is currently being defined and will be produced by the Palestinian Central Bureau of Statistics in the first semester of 2015.

16 PCBS, Labour Force Survey, Q2/2014.

17 OCHA Gaza Crossing Activities Database.

The challenging socio-economic and political situation in the Gaza Strip, especially since the summer hostilities, highlighted the key stabilizing role UNRWA plays through its humanitarian programme and its role as a substantial employer in Gaza, where it employs 13,399 area staff. Under the 2015 Emergency Appeal, UNRWA asks for a total of US\$ 366,588,253 to respond to both the needs of the protracted humanitarian crisis and the persisting needs following the summer 2014 hostilities in Gaza. The most critical interventions are emergency shelter for over half a million Palestine refugees and food distribution for a total caseload of over 800,000 Palestinians, representing two out of every three refugees and half of the population of the Gaza Strip. These interventions would come at a time when the deteriorating circumstances indicate the need to expand emergency humanitarian activities.



Al-Shuja'iyyeh Elementary Coed (A) School - taken during the hostilities @ 2014 UNRWA Photo by Shareef Sarhan

The Gaza Strip - Reporting Results: January to December 2014

STRATEGIC PRIORITY 1: The deterioration of food security among already food-insecure refugees, as well as those facing acute shocks, is mitigated			
Aim	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.		
Key Outputs: January to December 2014 (specifics provided in below narrative)	<p>Emergency food assistance: 767,633 poor Palestine refugees (142,613 families) in the Gaza Strip received safe and nutritious food throughout the year. UNRWA was able to carry out, without interruption, food distribution during the 50 days of hostilities.</p> <p>Emergency cash assistance: The Agency was unable to implement the cash assistance intervention, due to the overall shortfall in funding.</p> <p>Emergency cash-for-work: UNRWA contributed an estimated US\$ 7,368,580 of wage income into the local economy.</p>		
Funding	Received	Requested	
	US\$ 81,300,307(38.33%)	US\$ 212,118,204	
Indicators	Indicator	Actual	Target
	Number of food insecure refugees (highest)	767,633	790,000
	Number of food-insecure refugee households receiving in-kind food aid	142,613	147,828
	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%
	Percentage of UNRWA students guaranteed at least one small meal per day	0%	100%
	Percentage of 'post-food assistance' poverty gap bridged	0%	100%
	Number of male and female refugees benefiting from short-term Cash for Work	11,452	49,191
	Percentage of Cash for Work participants using earnings to cover basic food needs	70.70%	79%

Emergency Food Assistance: UNRWA continued in the distribution of food assistance throughout the year, reaching a record of 767,633 beneficiaries in the last quarter, including during the hostilities when the Agency continued food distribution without interruption. This caseload of 142,613 households included 369,613 abject poor (48.1 per cent) and 398,020 absolute poor (51.9 per cent)¹⁸ individuals; and included 13,576 female-headed households.

The number of refugees receiving food assistance increased over the course of the reporting period, from 701,889 in the first quarter to 767,633 in the last quarter; an increase of 65,744 individuals. Abject poor, subsisting on less than US\$ 1.50 per person per day increased by 100,380 refugees, while the number of absolute poor, living on between US\$ 1.50 and US\$ 3.63 per person per day decreased by 34,636 refugees. The 37 per cent increase in abject poor receiving food assistance between the first and fourth quarter was due to the partial implementation of the poverty-based assessment undertaken before the hostilities, which reclassified the poverty status of individuals and families. Against the backdrop of severely deteriorated socio-economic conditions, a decision was taken in the second half of 2014 to update food eligibility lists, which implied an inclusion of the assessed family in the caseload or an increase in the food basket.

The Agency was unable to implement the school feeding programme for its 238,844 students due to a shortfall in overall EA funding. The programme was discontinued in the first semester of the 2013/2014 school year. Families therefore have had to shoulder an extra financial burden to provide students with a daily meal in the midst of a deteriorating economic situation.

¹⁸ Families subsisting on less than US\$ 1.5 per person per day are considered abject poor families. Those living on US\$ 1.5 to US\$ 3.63 per person per day are considered absolute poor families.



Food distribution in Nuseirat distribution centre @ 2014 UNRWA Photo by Shareef Sarhan

Emergency cash assistance: UNRWA did not receive any earmarked contributions to provide emergency cash assistance, which was meant to provide abject poor refugees with a cash transfer to bridge the remaining 'post-assistance' gap in essential food needs, and to provide families NIS 100 (US\$ 28) each semester per child to temper the effects of 'back to school' costs. Due to the overall shortfall in funding, the Agency was unable to implement the cash assistance intervention.

Emergency cash-for-work: In 2014, to mitigate food insecurity and address unemployment in Gaza, the Agency's Job Creation Programme (JCP) created 622,397 employment days, equaling 2,161 full-time positions¹⁹. This translated into employment opportunities for 11,452 refugees, benefitting a total of 102,687 refugees (workers and their families) and contributing an estimated US\$ 7,368,580 of wage income into the local economy.

Despite a funding shortfall of US\$ 57,072,363, from the required US\$ 66,179,864, (the programme only reached 23.3 per cent of its planned target), 3,121 women received job opportunities; a majority of these women were given skilled positions. Female applicants received 27.3 per cent of the total number of job opportunities. While still short of the 35 per cent overall target, this was an increase from 22 per cent in 2013 and is considered an achievement as women were hired for atypical positions such as school attendants and packers. In the agriculture sector, UNRWA was able to engage the local community in understanding and accepting women as contributors to agricultural activities such as planting, fertilizing and harvesting. The Agency was able to achieve this through partnerships with local agricultural associations who utilized their networks and influence with local farmers.

The lack of funds limited the programme's ability to mitigate food insecurity and address unemployment. JCP contracts in 2014 covered 8,197 unskilled, (71.6 per cent), 2,969 skilled (25.9 per cent) and 286 professional (2.5 per cent) contracts, of which 32 per cent were given to youth.

¹⁹ It should be clarified that all JCP figures reported in this section do not take into account the positions funded under the Gaza Flash Appeal. The FA is addressed as a separate funding stream in Annex 3.

2014 recorded an increase of over eleven per cent growth in the registration of eligible job applicants when compared to the previous year. This increase in applicants against the backdrop of funding shortages implies that it will take a longer time for applicants to receive a job opportunity, diminishing the prospect of an income for refugees in the prevailing difficult economic situation. The shortfall also affects UNRWAs services, as many of the job opportunities were provided by the Agency itself.



Toufah, Gaza City - success story @ 2014 UNRWA Photo by Shareef Sarhan

In the Gaza Strip, a helping hand goes a long way

"We may not have a lot but that does not stop us from being happy."

For Ahmad Abu Lachin, a father of four, making sure his children get an education, are well-fed and have access to good health care is his main priority. But like many Palestine refugees living in the Gaza Strip, making ends meet in a region affected by decades of conflict, such simple dreams are not easily achieved alone. While Abu Lachin does his best to support his family by selling ice-cream in the summer months, it is the extra support he can rely on from UNRWA that keeps his modest desires on track.

In 2014, the family was one of 731,193 Palestine refugee families who received food assistance from UNRWA. A placement in the Agency's cash-for-work Job Creation Programme last year brought in enough extra money to concrete the walls and put a secure roof on his simple home. All his children attend UNRWA schools and he beams with satisfaction when speaking of their successes, having himself never had the chance at an education.

"My youngest daughter wants to be a fashion designer. I want her to live her dream," Ahmad said.

The food assistance and Job Creation Programme are both interventions under the Emergency Appeal, which have helped Palestine refugees such as the Abu Lachin family to mitigate food insecurity, and receive an income, but, most importantly, to live with dignity.

This assistance is only sustainable due to the generosity of the Agency's donors through its emergency programme.

STRATEGIC PRIORITY 2: The rights of Palestine refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld

Aim	The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld.		
Key Outputs: January to December 2014 (specifics provided in below narrative)	<p>Community mental health: Overall, UNRWA provided individual counseling to 18,292 new refugees. 37,549 awareness-raising sessions were held in schools, health centers and community based organizations. 14,499 children were supported with individual counseling in schools.</p> <p>Emergency health: The special children, special needs teams (SCSN) provided a complete medical examination for 10,758 children.</p> <p>Operations support: All UNRWA installations in Gaza were inspected at least three times during the reporting period.</p> <p>Emergency education: Summer learning opportunities for students who did not pass Arabic, Math or both subjects, were provided to 33,299 students and 85 per cent of the students passed the summer learning, and began the next grade in the fall.</p> <p>Unexploded ordnance-risk education: No activities under the UXO risk education intervention were funded under the Emergency Appeal.</p> <p>Gaza Summer Fun weeks: Due to a funding shortfall, the Agency was unable to provide 130,000 refugee boys and girls an opportunity to benefit from this programme.</p> <p>Emergency water and sanitation: Despite the huge numbers that congregated in UNRWA shelters and collective centres, both during and after the hostilities, not a single incident of water borne disease was reported.</p> <p>Emergency shelter and shelter repair: 95.84 percent of eligible families were provided with Transitional Shelter Cash Assistance (TSCA), while 1,206 families, received funding to repair damaged shelters.</p>		
Funding	Received	Requested	
	US\$ 13,481,836 (41.10%)	US\$ 32,799,500	
Indicators	Indicator	Actual	Target
	Number of active cases seen through individual counselling (average open cases at the end of the month)	743 ²⁰	1,330
	Number of females in new cases seen through individual counselling at schools each quarter	1,527	N/A
	Number of males in new cases seen through individual counselling through RSS and Health Centres	942	N/A
	Percentage of children identified with special needs who receive relevant support	98,44%	100%
	Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population	52%	30%
	Percentage of students at UNRWA schools provided with essential materials	100%	100%
	Number of students receiving learning material	238,844	NA
	Percentage of summer-learning students pass their end-of-summer learning exam	85%	80%
	Percentage of targeted children demonstrating improved knowledge regarding UXOs	0%	80%

²⁰ Please see explanation for this low number of cases seen; under the sub heading Community Mental Health.

Percentage of children indicating a positive effect in their well-being from participating in the Summer Fun Weeks	0%	85%
Number of outbreaks of waterborne diseases due to non-functioning water and sanitation systems	0	0
Number of persons affected by vector-related health problems	0	0
Percentage of eligible displaced refugee families receiving TSCA*	95.84%	100%
Percentage of costs for repairs in damaged shelters covered*	87.17%	100%
Percentage of temporary housing cost covered by Transitional Shelter Cash Assistance (TSCA), on average*	80.27%	70%
Percentage of damaged shelters repaired to pre-existing conditions*	56.54%	80%

*The four last indicators reflect only data from January to June 2014 and therefore do not include activities carried out during and following the summer hostilities.

Community Mental Health: The need and demand for psychosocial support services increased considerably as a result of the summer hostilities; 92 counselors were assigned to emergency shelters, and additional staff were temporarily brought in to provide necessary counseling, as part of the Flash Appeal. Overall, UNRWA provided individual counseling to 18,292 new persons in 2014, of whom 8,868 were female, although the number of active cases seen through individual counseling was lower than targeted. This was in large part a result of the hostilities, when very few cases were active, although the Community Mental Health Programme was also affected by temporary staff shortages, which also impacted the caseload. The Agency has invested in building counseling capacity to better support the mental health needs of Palestine refugees in this increasingly difficult context. Of the total number of individual counselings provided, 10,672 were in the six last months of the year.



Ahmad lost his hand in the first war and lost his home in the third war. Despite the destruction his family didn't give up on their home and they are still living in it. Beet Hanoun-Gaza. © Riham Alghazali

Counselors at Relief and Social Services (RSS) offices were reassigned to schools to better meet the need among students adjusting to the school year after the hostilities. Beneficiaries seeking counseling at RSS offices were then referred to UNRWA health centres. The number of students provided with individual counseling at schools was 14,499 – with 42 per cent of these being girls. The majority of cases were reported after the summer. An innovative, three-phase approach for the opening of the school year was undertaken to allow a slow but assured return for the entire student and teacher population who had endured much distress during the summer hostilities. The Agency further provided 37,549 awareness-raising sessions in schools, health centres and community-based organizations, with 12,718 sessions alone in the fourth quarter.

Emergency health: Access to essential and quality health care services for Palestine refugees was maintained by the purchase of medical equipment and supplies. The 21 UNRWA health centres provided 4,234,635 medical consultations, excluding non-refugees who were given access to UNRWA primary health-care services as a result of the July to August hostilities.

The prevailing economic situation is adding a financial burden on families accessing secondary and tertiary health care. While it was planned that 3,200 poor patients would receive financial support for such interventions, no assistance was provided due to Emergency Appeal funding shortfalls. Nonetheless, 8,365 patients were referred to hospitals for secondary or tertiary care, such as for caesarean and cancer treatments, through other funding sources.



Medical checkup in Beach Camp health centre © 2014 UNRWA Photo by Shareef Sarhan

School medical teams screened 82,053 students from grades one, four and seven. Through the Emergency Appeal funded 'Special Children Special Needs' initiative, an additional 10,758 students underwent comprehensive medical examinations. Those students in need of medical assistance or in need of visual or hearing aids were reimbursed by the Agency.

Operations support: All UNRWA installations in Gaza were inspected at least three times during the reporting period²¹. Operations support officer (OSO) inspections or visits reported no major misuse of any installation²². Occasional graffiti and other items on external walls and isolated instances of inappropriate posters or graffiti inside installations were found. In some of the installations close to affected areas after the summer hostilities, a greater number of politically motivated stickers and some posters were found on outside walls. All such instances were addressed immediately by the Agency. During the last quarter of the reporting period, isolated violent incidents took place in and around UNRWA installations. In these cases, the rapid and effective response of UNRWA staff prevented further escalation, violence against staff and/or beneficiaries and damage to property. All incidents were addressed to the appropriate authorities.

After the summer hostilities, 18 school premises continued to shelter IDPs as Collective Centres (CC), providing protection to about 17,000 IDPs as of December 2014. Such installations were inspected by OSO teams to ensure their neutrality as any other installations, paying due regard to the privacy and dignity of IDPs.

²¹ Operations support was not operational during the summer hostilities due to the prevailing security conditions. Accordingly, installation inspections were not conducted during the third quarter of the reporting period. Further, during the first semester, four installations were inspected only once, and during the fourth quarter another four installations could not be inspected because of security conditions in the area.

²² During the summer hostilities, on three occasions, UNRWA confirmed that weapons components had been placed in three vacant UNRWA schools in Gaza in breach of the inviolability of United Nations premises. As highlighted by UNRWA, the incidents endangered civilians, including staff, and put at risk UNRWA's mission to assist and protect Palestine refugees in Gaza. Immediately after discovering the items, UNRWA informed all key parties and condemned these violations of international law. On all occasions when weapons were found, they were found in schools that had been shut down for the summer, and which were not being used to shelter displaced persons.

All neutrality issues identified were properly addressed and not repeated. Capacity to report and respond to cases of violence, abuse, neglect and exploitation in the CCs was strengthened; tracking systems, referral pathways and follow up actions were also strengthened. Emphasis was placed on child protection cases and cases involving Gender Based Violence (GBV).

With a view to continued respect for humanitarian principles, OSO teams conducted awareness-raising activities after the summer hostilities for 123 frontline staff. These activities raised awareness on preventing the misuse of installations and ensured a full understanding of the importance of upholding humanitarian principles (humanity, impartiality, neutrality and operational independence) amongst staff members.

A total of 69 delegation visits were received by the Field Office out of 90 planned visits. The OSO team planned and organized 36 of the 69 visits, to help delegations better understand the living conditions of Palestinian refugees.

Emergency education: In the first semester of the 2014/2015 school year, 238,844 students attended UNRWA schools, an increase of 10,946 students from the last semester. All enrolled students received a stationery package at the start of the school year, relieving families struggling to cope with expenditure after the summer hostilities.

Summer learning was made available to 33,299 students, of whom 65 per cent were boys. This provided an opportunity for students who did not pass Arabic, math or both subjects. In total, approximately 85 per cent of the students (80.91 per cent boys and 92.52 per cent girls) passed the summer learning and began the next grade in the fall. UNRWA TV aired lessons in Arabic, English, mathematics and science, UXO/ Explosive Remnants of War (ERW) awareness-programmes for children and parents, and pedagogical TV-programmes for children.



Distribution of stationery to students in Gaza Co-ed Elementary School Bgaza @ 2014 UNRWA Photo by Shareef Sarhan

Unexploded ordnance-risk education: Extensive UXO and ERW education took place through funding sources under the Gaza Flash Appeal. 1,425 UNRWA frontline staff, social workers, engineers, teachers and principals - were educated on ERW through awareness-raising activities. Further information can be found in the Gaza Flash Appeal, Annex 3.

Gaza summer fun weeks: The Agency was unable to implement Gaza Summer Fun Weeks, due to a funding shortfall for the EA, and the summer hostilities. It is a priority for UNRWA to arrange Summer Fun Weeks in 2015 to strengthen the resilience and coping capacities of refugee children affected by conflict and pervasive violence.

Emergency water and sanitation: UNRWA reduced the risk of water-borne diseases and public health emergencies, inside and outside of refugee camps, by providing 1,445,850 litres of fuel to ensure a functioning water supply, as well as wastewater treatment and waste management services. Despite the huge numbers that congregated in UNRWA shelters and collective centres during and after the hostilities, not a single incident of water-borne disease was reported. This is credited to the monitoring of water quality, continuous training of WASH focal points and systematic awareness raising campaigns undertaken in the community on this subject.

Mosquito campaigns were undertaken with mostly alternative funding sources, with three campaigns funded as part of the EA.

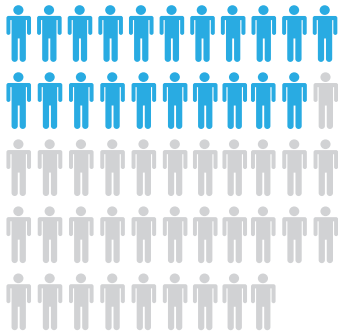
Emergency shelter and shelter repair: During the first six months of 2014, the Agency continued its efforts in assisting refugee families displaced or affected by military activities and the aftermath of the Alexa winter storm. 1,374 families were provided with Transitional Shelter Cash Assistance (TSCA), which represented 95.84 per cent of eligible displaced families, and 1,206 families received funding to repair damaged shelters. In addition, 6,579 families who had their shelters damaged or destroyed were provided with non-food items such as blankets, plastic or nylon sheets.

Due to the July to August hostilities, all activities for shelter and shelter repair in the last six months of 2014 were funded by, and are reported in, the Gaza Flash Appeal in Annex 3.

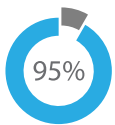
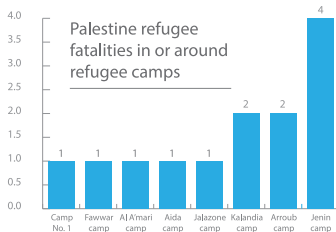
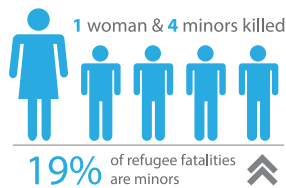
chapter two: the west bank

refugee fatalities & injuries
west bank 2014

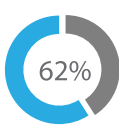
As a result of Israeli security forces operations in the West Bank, including East Jerusalem



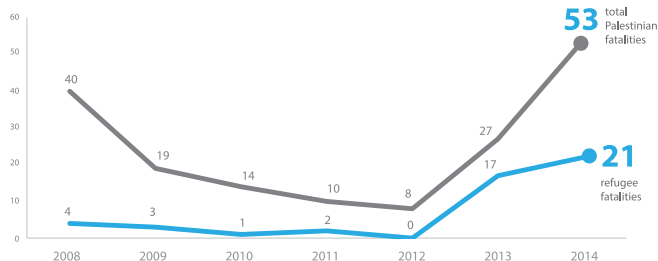
21 refugee fatalities from a total of 53 Palestinians killed in the West Bank



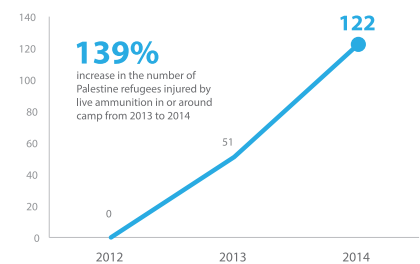
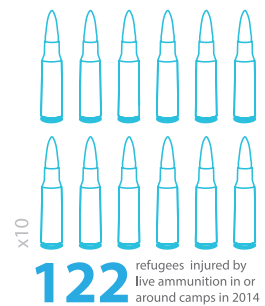
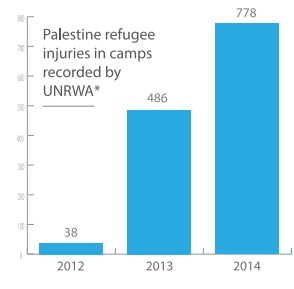
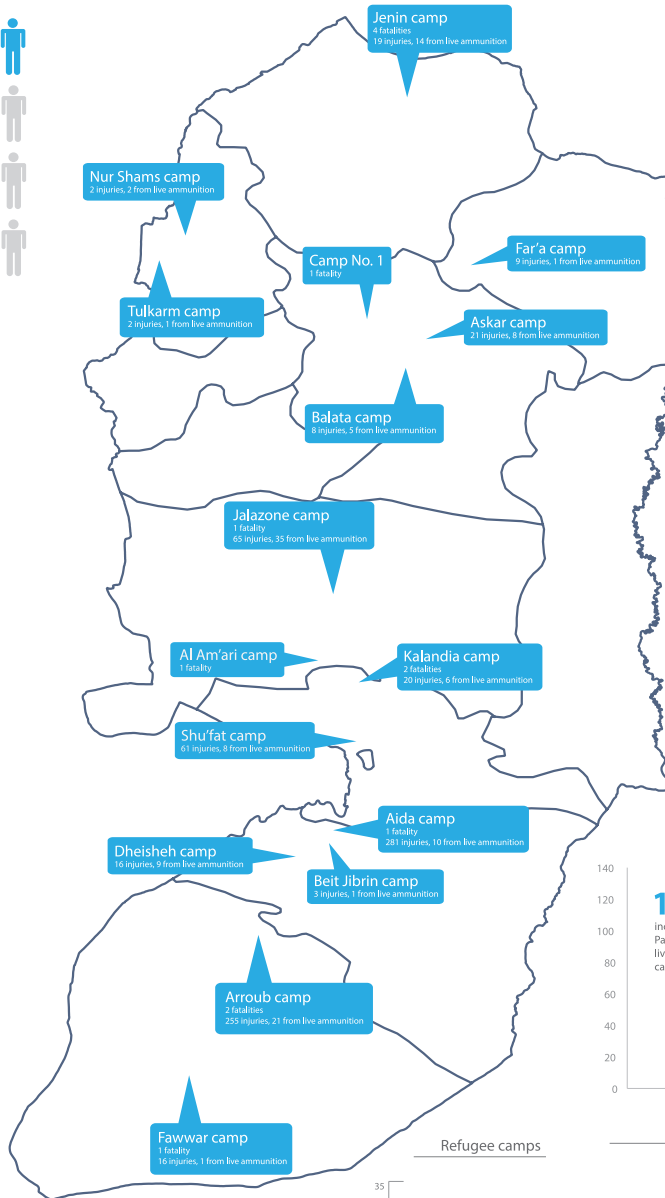
of Palestine refugee fatalities due to live ammunition



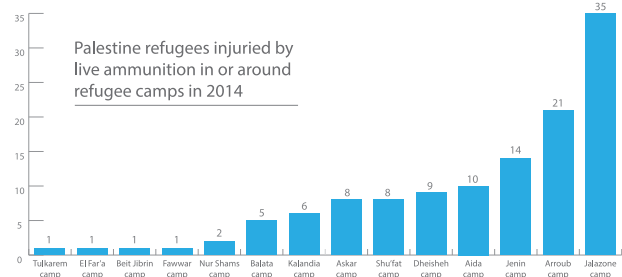
of Palestine refugee fatalities occurred in or around camps



Data on refugees killed and injured from UNRWA. Data on total numbers of Palestinians killed from OCHA.



Refugee camps



* 'Injuries' denote cases where medical treatment or intervention is required as a result of bodily harm sustained as the result of use of force.

The West Bank - Situation Overview

Displacement of Palestine refugees: Forced displacement in the West Bank, including in East Jerusalem, continued to be driven by occupation-related policies, especially linked with the existence and expansion of Israeli settlements that are illegal under international law²³. During 2014, 1,215 Palestinians, comprising 411 Palestine refugees (34 per cent) were displaced due to demolitions in the West Bank including East Jerusalem. 51 per cent of the displaced Palestine refugees were women and girls, while 50 per cent were children. Of a total 600 structures demolished, 150 (25 per cent) belonged to refugees, including more than 80 residential structures. 335 (82 per cent) of the Palestine refugee displacements occurred in Area C and 76 (18 per cent) in East Jerusalem²⁴. Israeli authorities also re-introduced the policy of punitive demolitions in 2014 in contravention of international law, targeting the family homes of alleged perpetrators of serious attacks against Israeli civilians and security forces²⁵.

In April 2014, the Israeli authorities made public a plan to relocate rural Bedouin communities living throughout the central West Bank in Area C to three urbanized townships planned and designed by the Israeli Civil Administration (ICA): Nweima, al Jabal and Fasayil. The Nweima plans were published on 25 August and 9 September and indicated that the proposed move could lead to the transfer of as many as 12,000 individuals. In total, over 50 rural Bedouin communities, of whom the majority are Palestine refugees, are targeted for the proposed ICA transfers. The Bedouin targeted for transfer include those residing in the E1 and Ma'ale Adumim areas on land that is slated for further Israeli settlement. The Bedouin expressly oppose their relocation to the ICA's urbanized townships. As Palestine refugees who were driven from their homes in the Negev by the 1948 Arab-Israeli conflict, they wish to be allowed to return to their ancestral lands in the Negev Desert of present day Israel. Pending return, they wish to remain in their current locations and call for the development of planning solutions and services where they currently reside. UNRWA engaged in significant public and private advocacy in response to the advancement of the proposed transfer plans, raising the issue directly with the Israeli authorities and issuing a press release as part of its public campaign in which the Commissioner General condemned the plan. If implemented, the plan would not only give rise to concerns that it amounts to a 'forcible transfer' in contravention of the Fourth Geneva Convention, but it would also make way for further Israeli settlement expansion, illegal under international law.

Injuries, fatalities and detentions by ISF: 2014 saw the largest number of confrontations between Palestinian civilians and Israeli security forces (ISF) in the past decade. Between January and December 2014, 58 Palestinians were killed and another 6,023 injured by ISF and Israeli settlers across the West Bank, including East Jerusalem, as well as in a few incidents in West Jerusalem²⁶. The number of refugee fatalities rose from 17 in 2013 to 21 in 2014²⁷. The sharp increase in severe protection incidents (alleged Human Rights violations that have been reported such as injuries, fatalities, incursions, confrontations, demolitions) raised concerns regarding the excessive use of force by the ISF as almost 19 per cent of the injuries were from live ammunition and 44 per cent from plastic-coated metal bullets. There was a peak in violence in the second part of the year, following the abduction and killing of three Israeli youths and the retaliatory killing of a Palestinian boy in East Jerusalem on 2 July 2014; in connection with protests against the July to August hostilities in the Gaza Strip; and during confrontations that erupted in October and November due to perceived changes to the status quo of the Al Aqsa Mosque compound. Nearly half of the total Palestinian injuries during 2014 occurred in Jerusalem governorate, especially within East Jerusalem²⁸.

23 See Israeli settlements in the Occupied Palestinian Territory, including East Jerusalem, and in the Occupied Syrian Golan: Report of the Secretary-General, 9 March 2015, (A/HRC/28/44) at para. 5: "International humanitarian law and international human rights law apply, inter alia, in relation to Israeli settlements in the Occupied Palestinian Territory (A/HRC/25/38, para. 4 and A/69/348, para. 4). Israel, as the occupying Power, is bound by the Fourth Geneva Convention and the Regulations respecting the Laws and Customs of War on Land (Hague Regulations). Article 49 of the Fourth Geneva Convention establishes that "the occupying Power shall not deport or transfer parts of its own civilian population into the territory it occupies". The construction and expansion of Israeli settlements, as well as other settlement-related activities such as the construction of the wall violate this provision, and are illegal under international law. This was confirmed by the Security Council in its resolution 465 (1980), the General Assembly in its resolution 68/82, the Human Rights Council in its resolution 25/28 and the International Court of Justice (A/ES-10/273 and Corr.1, para. 120).

24 UNRWA operations support office data.

25 "United Nations Resident Coordinator and Humanitarian Coordinator calls for an end to punitive demolitions in the occupied West Bank, including East Jerusalem" on 3 December 2014; "Palestinian homes must cease to be a target, UN human rights expert says" on 25 November 2014.

26 OCHA Humanitarian Bulletin, Jan 2015.

27 UNRWA operations support office data.

28 OCHA Humanitarian Bulletin, Dec 2014.

Palestine refugee camps continued to be significantly affected by the deteriorating protection situation. UNRWA recorded 13 Palestine refugee fatalities (including one child) and 778 injuries (including 68 children) in the vicinity of the 19 West Bank refugee camps throughout the year. 122 of the injuries (including 10 children) were due to live ammunition. Many of the injuries and fatalities occurred in connection with 764 search operations by ISF in the camps, which contributed to 442 confrontations between Palestinians and ISF. It is notable that two refugee camps²⁹ experienced over 100 search operations by ISF resulting in more than 250 Palestine refugee injuries each. 633 refugees (including 99 children) were recorded as detained from the camps and their vicinity during the year³⁰.

Food insecurity: The overall food insecurity rate in the West Bank remained unchanged at 19 per cent according to the 2013 food security survey³¹. Although food insecurity among refugees slightly improved from 23 to 20 per cent, refugees continued to be more likely to be food-insecure compared to non-refugees. As in previous years, refugee camps record the highest rates of food insecurity in the West Bank; 29 per cent compared to 19 per cent in urban areas and 17 per cent in rural areas. Food insecurity continued due to poor access to food, stemming from high rates of poverty and unemployment along with high food prices and economic shocks. The majority of Palestinians spend more than half their income on food. The unemployment rate among refugees in the West Bank was 21.2 per cent compared to 17.7 per cent among non-refugees, with camps being particularly affected with 23.3 per cent unemployment³². The impact of the economic crisis felt by refugee households is partly due to on-going Israeli access and movement restrictions. While food is available in markets, high prices result in households reducing the variety and nutritional value in their diet.

Restricted access to basic services: Palestinians continued to be impeded by Israeli imposed restrictions limiting their access to basic services such as primary health care and education. As a consequence, the humanitarian needs for such services continued unabated, particularly in Area C and the Seam Zone.

Humanitarian access in the West Bank, including East Jerusalem, continued to face some restrictions throughout the year. OCHA reported a monthly average of 25 staff days lost due to checkpoint incidents in 2014, which marks an increase from previous years (18.5 in 2013 and 21 in 2012). At the same time, the overall number of incidents of delayed or denied access at West Bank checkpoints, including checkpoints in and out of Jerusalem was lower than in previous years³³.

Delays in implementation by early 2014: An open strike by the Area Staff Union of the UNRWA West Bank Field Office caused delays in the implementation of emergency programmes in early 2014. The strike started on 3 December 2013 and lasted until 7 February 2014. During this period, only the most critical activities were implemented, such as the monitoring and documentation of severe protection incidents, and the delivery of emergency assistance to Palestine refugee households who had their houses demolished by the Israeli authorities. The most affected programmes were food security interventions, cash for work and food voucher assistance were not fully operational until the beginning of the second quarter.

29 Aida camp in Bethlehem (186 search operations and 281 injuries including 33 minors) and Arroub camp near Hebron (103 search operations and 255 injuries including 15 minors).

30 UNRWA operations support office data.

31 Press release: Food Insecurity in Palestine Remains High, 03 June 2014, unrwa.org/newsroom/press-releases/food-insecurity-Palestine-remains-high.

32 PCBS Labour Force Survey Annual Report 2013.

33 OCHA Humanitarian Bulletin, Feb 2015.

The West Bank - Reporting Results: January to December 2014

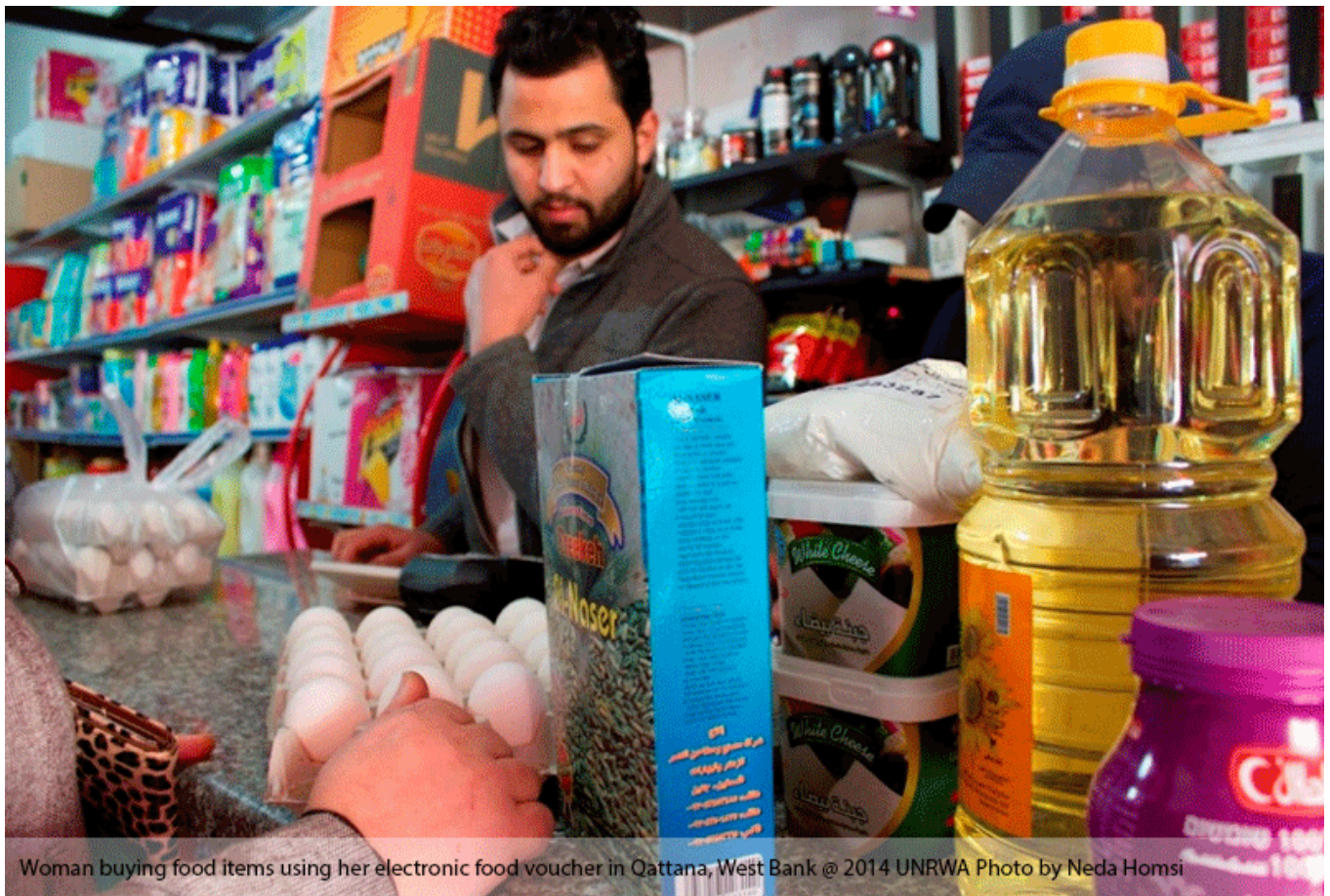
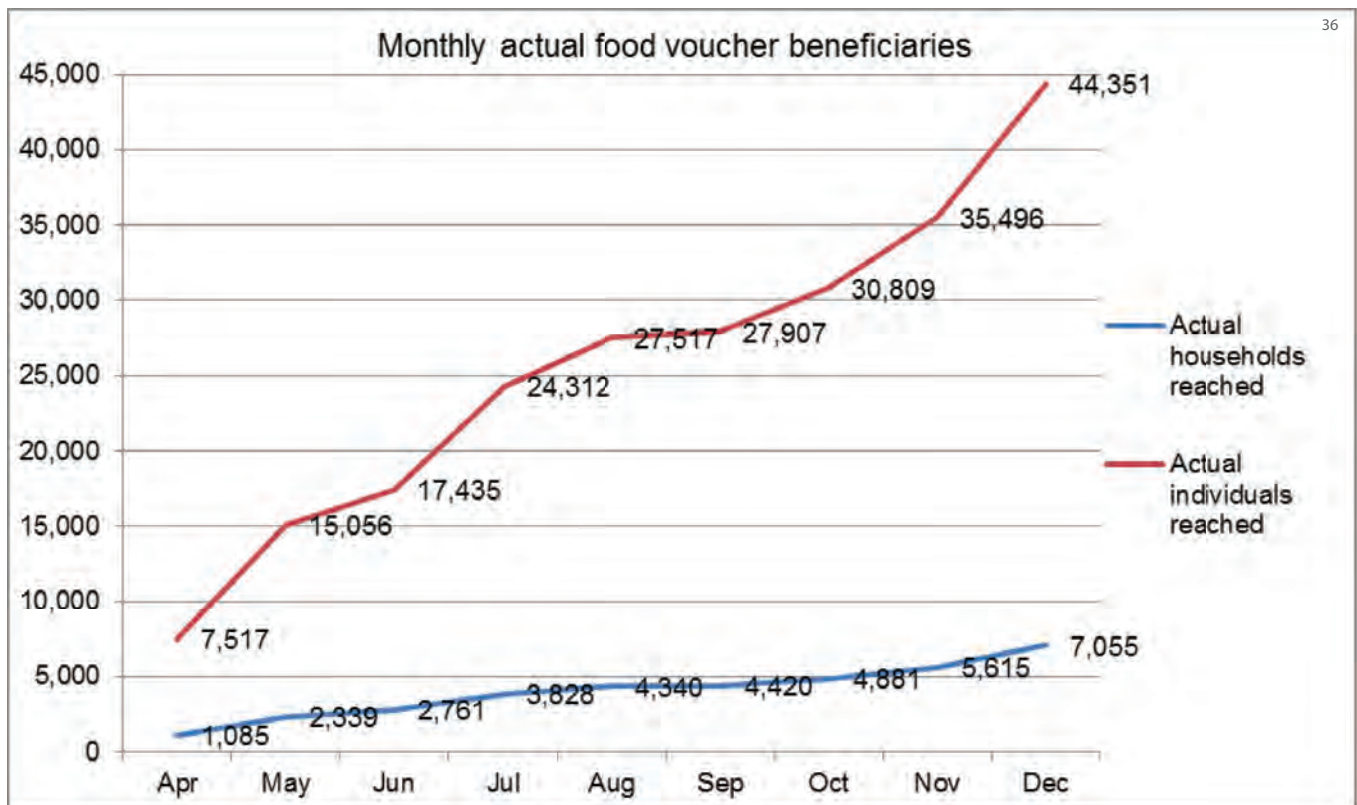
STRATEGIC PRIORITY 1: The deterioration of food security among already food-insecure refugees, as well as those facing acute shocks, is mitigated			
Aim	Prevent further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shocks.		
Key Outputs: January to December 2014 (specifics provided in below narrative)	<p>Emergency food vouchers:</p> <ul style="list-style-type: none"> The new food voucher programme was expanded gradually from April 2014 to reach 7,055 refugee households (44,351 individuals) outside camps by the end of the year. Food insecure refugees benefited from electronic vouchers to a total value of US\$ 2,660,831 to purchase basic food items provided in 94 WFP-registered shops throughout the West Bank. <p>Emergency cash-for-work:</p> <ul style="list-style-type: none"> 38,024 refugees living in West Bank camps benefited from the mitigation of their food insecurity through receiving US\$ 7,288,169 in cash subsidies from emergency cash-for-work. 5,937 cash-for-work labourers (comprising 3,613 men and 2,324 women) were involved in short-term, unskilled work in the West Bank. 19 cash-for-work projects were implemented in support of community development in West Bank camps. 		
Funding	Received	Requested	
	US\$ 13,786,410 (37%)	US\$ 37,396,205	
Indicators	Indicator	Actual	Target
	Number of food insecure refugees receiving food voucher assistance (total reached by end of year)	7,055 households (44,351 individuals)	10,000 households (64,000 individuals)
	Total electronic voucher value provided to food insecure beneficiaries ³⁴	US\$2,660,831	No target defined for 2014
	Number of food insecure refugees in refugee camps benefiting from cash-for-work	5,937 households (38,024 individuals)	16,470 households
	Total value provided to cash-for-work beneficiaries	US\$7,288,169	US\$20,752,200

Emergency food vouchers: Ensuring food insecure refugees meet their most basic food needs remains one of the key emergency interventions in the West Bank. In April 2014, the new electronic food voucher programme was launched in partnership with the World Food Programme (WFP) to meet the most basic food needs of food-insecure refugee households living outside camps. Based on the success of the initial three-month pilot stage, the voucher programme was expanded gradually to reach 7,055 food-insecure refugee households (44,351 individuals) by the end of 2014. Beneficiaries included 491 female headed households. Vouchers with an actual value of US\$ 2,660,831 were used by beneficiaries to purchase basic food items³⁵ provided in 94 WFP-registered shops. Individual voucher value is tailored according to the household size, with a monthly value of approximately US\$10 per person.

During the year, over 4,000 persons from eligible families participated in 202 workshops where they received e-voucher cards together with basic information about this form of assistance. In order to facilitate effective implementation, an UNRWA 'Food Voucher Hotline' was established, which received around 430 phone calls between May and December 2014. Many phone calls were received from beneficiaries asking general inquiries related to selection criteria, voucher amount, shop allocation and programme start date.

³⁴ No target defined for 2014.

³⁵ Food voucher items available in the shops are primarily locally produced basic food items, as follows: milk, labaneh, yoghurt, white cheese, eggs, bread, cereals, canned fish, tahini, pulses, salt, vegetable oil, and olive oil.



36 The Food voucher programme was launched in April (following a delay due to the Agency area staff strike of Dec 2013 to Feb 2014).

Emergency cash-for-work: Throughout 2014, the emergency Cash-for-Work Programme (CfW) continued to mitigate against food insecurity among refugees living in 19 Palestine refugee camps in the West Bank. 5,937 households (38,024 individuals) benefited from the provision of short-term, unskilled cash-for-work opportunities. Beneficiaries received a cash subsidy of US\$ 420 per month of work, with an average contract duration of three months. A total value of US\$ 7,288,169 was provided in CfW subsidies. The average value of cash assistance provided per household was US\$ 1,227, which is slightly less than the targeted US\$ 1,260 and was due to unjustified absences being deducted from work timesheets before payment. The cash payments were a direct injection into the household economy and enabled families identified as food insecure to meet their most basic food and non-food needs. 79 per cent of cash-for-work beneficiaries indicated using these earnings to cover basic food needs, while 91 per cent indicated that they used their earnings to pay debts, further highlighting the importance of the cash injection for food insecure households.



Women center, Fawwar refugee camp, CfW programme @ 2014 UNRWA Photo by Alaa Ghosheh

3,613 (61 per cent) men and 2,324 (39 per cent) women were engaged in cash-for-work during the year, exceeding the target of 35 per cent female participation. 12 per cent (700) of cash-for-work participants were youth between 18 and 24 years and an estimated 6 per cent (370) were persons with disabilities.

A total of 424,567 job days were created, equal to 1,335 full-time job equivalents. Individuals were contracted for short-term work in UNRWA installations or community-based-organisations (CBOs), for example as administrative assistants, guards, messengers or cleaners and as support to local kindergartens, libraries and clinics. Some people were also contracted to work as sanitation labourers to support the UNRWA Environmental Health Programme. Finally, some individuals carried out unskilled manual labour within the framework of projects. 19 cash-for-work projects were implemented in partnership with camp service committees (CSCs) and CBOs to improve camp environments based on community needs, while creating meaningful cash-for-work opportunities for food insecure refugees.

The projects mainly involved infrastructure rehabilitation, such as the opening of a road to facilitate children's access to school in Fawwar Camp, and basic rehabilitation works in the Youth Centre in Tulkarm Camp and the Women's Centre in Nur Shams Camp. CfW labourers further participated in efforts to collect, package and deliver food parcels and Non Food Items to Gaza during the summer hostilities. From August, 21 persons from Shu'fat camp in East Jerusalem were contracted specifically to support emergency response activities in an UNRWA warehouse in Jerusalem. Working side by side with volunteers, they prepared on average 1,750 food parcels per day.



Girls playing in the rehabilitated kindergarten of the Nur Shams Women's Centre © 2014 UNRWA Photo by Hisham Elsalfti

CfW Programme Supported the Kindergarten at Nur Shams Women's Centre with Rehabilitation Works

The kindergarten in the Women's Centre in Nur Shams Camp receives an average of 100 children aged 3 to 5 years on a daily basis. Children spend hours playing and engaging in educational games organized by female specialists in the centre. After years of operation, the kindergarten was in dire need of rehabilitation to maintain a safe and joyful environment for children.

In mid-2014, the Women's Centre submitted a project proposal to the UNRWA Emergency CfW programme, requesting support for rehabilitation works. After conducting a rapid assessment of priorities inside the camp, the programme decided to undertake the proposed project, given the important effect it would have on children and their families. The programme contracted eight CfW labourers, selected from food-insecure households in the camp and procured the necessary tools and materials. By the end of 2014, the CfW laborers finished tiling the floors and painting the walls in the indoor playing room in addition to shading the outdoor playground. Children were happy to see their kindergarten coming back to life with newly painted walls and a shaded space that would allow them to play outdoors while being protected from the sun and rain. The rehabilitated kindergarten was officially opened in December 2014.

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

Aim	The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld.		
Key Outputs: January to December 2014 (specifics provided in below narrative)	Mobile community mental health: <ul style="list-style-type: none">• 535 psychosocial group activities with 7,826 participants and 689 counselling sessions with 1,152 participants were delivered by UNRWA psychosocial counsellors to 49 Bedouin Palestine refugee communities in the Area C, East Jerusalem periphery and in the Seam Zone of the West Bank. Mobile health clinics: <ul style="list-style-type: none">• Six UNRWA mobile health clinics and their partners provided access to primary health-care services for up to 121,022 people during 1,568 visits to 56 communities in the Area C, East Jerusalem periphery and the Seam Zone.• 129,566 patient consultations were provided as equivalent to a monthly average of 10,797 consultations (62 per cent for women and girls). Operations support: <ul style="list-style-type: none">• 100 per cent of UNRWA installations received quarterly neutrality inspections with a total of 1,049 neutrality inspections in the West Bank field of operation.• 140 access incidents reported in the West Bank, including East Jerusalem, during the year were raised with relevant authorities. This action further facilitating humanitarian access.• 527 staff members in WBFO benefitted from training on humanitarian principles. Protection: <ul style="list-style-type: none">• 186 protection incidents were systematically monitored and documented by UNRWA, of which 66 per cent were reported to the responsible authorities.• More than 94 stakeholder mobilization activities were conducted to raise awareness and advocate for respect of IHL/IRHL vis- a -vis Palestine refugees.• 662 families (3,718 individuals), displaced due to residential demolition and/or affected by damages to their private property due to ISF operations, received cash assistance.		
	Funding	Received	Requested
	US\$4,841,344 (81%) ³⁷	US\$ 32,799,500	
Indicators	Indicator	Actual	Target
	Percentage of individuals identified as requiring specialized psychological or psychiatric follow-up are referred and supported to attend relevant services	100%	100%
	Percentage of targeted vulnerable communities provided with counselling or psychosocial activities	100%	100%
	Number of patient consultations provided in mobile health clinics	129,566	108,000
	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods, services	60%	50%
	Percentage of documented protection incidents/issues presented to the relevant authorities	66%	80%
	Percentage of stakeholder awareness-raising initiatives (briefings, field trip etc.) followed by concrete measures taken by the stakeholders	41%	20%
	Number of refugees (families and individuals) suffering displacement and/or damage to their private property who received emergency cash assistance according to the Crisis Intervention Model ³⁸	662 families 3,718 individuals	-

³⁷ Of the amount received, US\$1,242,070 was carried forward to bridge a funding gap for EA 2015 at the beginning of the year.

³⁸ There is no target as UNRWA provides emergency support as per the crisis intervention model based on needs. Needs vary over time.

Mobile community mental health: UNRWA continued to promote the resilience, mental health and psychosocial well-being of some of the most vulnerable refugees in the West Bank. An estimated 10,528 people living in 49 Bedouin communities, where the majority of the population are Palestine refugees, benefited from access to mobile community-mental-health services. These communities are located in Area C, including in the East Jerusalem periphery, and the Seam Zone³⁹ where they face severe protection risks, such as the constant threat of imminent displacement and temporary evictions during Israeli military drills in closed military zones. In some communities, almost every home, animal pen and community structure has a demolition order on it. Living with the knowledge that bulldozers could arrive at any time and destroy everything places enormous psychosocial stress on the inhabitants.



Community-mental-health activity for Bedouin children in Ibziq, West Bank @ 2014 UNRWA

Six teams of UNRWA psychosocial counsellors delivered a total of 535 psychosocial group activities. 7,826 participants benefited from these activities including 4,218 (54 per cent) women and girls, and 6,851 (88 per cent) children and youth below 25 years of age. For example, 101 young males and females in 13 communities in the Jerusalem area participated in activities during a campaign titled "I am against violence. What about you?" 755 children from nine Bedouin communities benefited from shows conducted by Clowns without Borders Spain during May and June 2014 in coordination with other UNRWA departments. 1,152 participants benefited from 689 individual, group or family counselling sessions. This included 825 (72 per cent) women and girls, and 775 (67 per cent) children and youth below 25 years of age. 16 individuals were referred for specialized psychological or psychiatric follow-up. 14 community committees continue to act as psychosocial support networks with support from CMHP in facilitating meetings and trainings, and in promoting community mobilization. 127 community members were trained in psychosocial first aid and primary care trauma, further enhancing community capacity to prevent and respond to times of crises; in particular in communities at risk of protection threats such as displacement and other crises.

Mobile health clinics: UNRWA mobile health clinics and its partners⁴⁰ provided up to 121,022 people with regular access to basic primary health care services.

³⁹ Areas located between the West Bank Barrier and the Green Line.

⁴⁰ UNRWA mobile health clinic services are partly delivered by the partners of CARE International and its implementing partner, Palestinian Medical Relief Society (PMRS), Islah Society, and Medico-International.

Preventive and curative services were provided during 1,568 visits to 56 communities in Area C, East Jerusalem periphery, and Seam Zone, where the population is predominantly Palestine refugees.



During the visits, the six UNRWA mobile clinics and their partners' clinics provided a total of 129,566 patient consultations, equivalent to a monthly average of 10,797 consultations, and exceeding the annual target of 108,000 consultations. 70 per cent of the consultations were provided to registered refugees, 62 per cent to women and girls, and 26 per cent to children below 5 years. The annual targets were exceeded despite being negatively impacted by an Agency staff strike in the beginning of the year. A number of other challenges were overcome during the year including the transition of staff into fixed-term contract modalities and new recruitments to stabilize staffing at each mobile clinic for more effective service delivery. There was also an effort to introduce quality management to improve service delivery to communities in need of more regular access to primary health care.

Operations Support Office: The Operations Support Office (OSO) continued to play an important role in maintaining the Agency's access, integrity and neutrality throughout the West Bank, including East Jerusalem. Through a proactive field presence, access issues were systematically monitored, documented and followed-up. 142 access incidents were reported during the year, resulting in the loss of 240 UNRWA staff days. Safe passage for UNRWA staff, goods and services was ensured in 60 per cent of the cases after OSO intervention. OSO teams were dispatched to 18 per cent (25 out of 142) of the access incidents, based on the need for on-the-ground intervention, staff safety concerns and OSO availability. 140 access incidents were raised with the authorities either by telephone or during regular meetings. On 12 occasions, Israeli authorities carried out unauthorised searches of Agency vehicles at West Bank checkpoints including those into East Jerusalem, the 'Seam Zone' between the Barrier and the Green Line, and the Jordan Valley, in violation of UN privileges and immunities. From June to November 2014, UNRWA social workers, psychosocial counsellors and other staff were not able to reach Palestine refugees in the 'Seam Zone' due to new restrictions on access for non-medical staff. From September 2014, the movement of humanitarian goods into East Jerusalem was severely restricted due to a new demand for UN trucks to use a limited number of commercial crossings where they were subject to increased delays.

The OSO further ensured that the Agency installations were solely used for humanitarian purposes by conducting regular inspection visits. A total of 1,049 neutrality inspections of UNRWA's 247 operating installations in the West Bank were undertaken during the year, exceeding the target to complete neutrality inspections on a quarterly basis. Additional inspections were carried out in the first quarter of 2014 to cover the 50 installations which could not be inspected during the Agency staff strike in December 2013. UNRWA also delivered 24 workshops whereby 527 staff members were trained on humanitarian principles, including the UN principle of neutrality. The main target of the workshops were staff working in UNRWA schools and training centers that have been particularly vulnerable to ISF law enforcement operations and other neutrality challenges, including UNRWA schools in the Aida, Jalazone, Arroub and Kalandia refugee camps. In addition, courses concentrating on social media policy and potential neutrality implications were developed and provided to senior staff members.

From early August until end of 2014, UNRWA provided support to the Gaza Field Office through visiting 79 individual medical evacuees and their care-givers from Gaza in eight different hospitals in the West Bank, including East Jerusalem. As part of this support, rapid needs assessments were carried out with regard to a number of cases resulting in the provision of 135 NFI kits⁴¹ and 85 phone cards for the patient's escorts. The visits and responses were coordinated internally between the West Bank operations support office team and the Gaza team.



An operation support officer briefs donors on the situation near the barrier in Walajeh, West Bank @ 2014 UNRWA Photo by Alaa Ghosheh

International protection: In total, 205 incidents were documented in Protection Incident Forms (PIF). Of these, 19 had a primary focus on UNRWA neutrality relating to UNRWA installations or UNRWA staff members. Of the 186 PIFs primarily relating to the protection of Palestine refugees, 123 (66 per cent) were reported to the responsible authorities. 77 of the 186 PIFs documented injuries, while 18 related to fatalities – in each case, one or more fatality, injury or other potential rights violation was captured within each PIF. Administrative demolitions of homes and non-residential structures accounted for 70 of the PIFs, while the remainder included incidents such as damage to property, beatings, humiliation, collective punishment and other violations.

⁴¹ NFIs provided included an UNRWA branded bag containing personal hygiene and bedding items.

In at least 79 incidents, the Israeli Defense Forces (IDF) was involved, although this figure does not include a number of incidents wherein other branches of the ISF were involved. The Jerusalem Municipality was involved in 18 documented incidents, with the Israel Police and the Border Police being involved in other incidents.

The rising number of protection incidents documented in 2014 is consistent with various trends that reflect a deteriorating environment for the Palestine refugees' enjoyment of their human rights. A number of incidents generated PIFs that could not be raised with an appropriate Israeli interlocutor, for example, when incidents depended on information from sources or victims who requested that it not be raised with the authorities. (In a number of incidents, victims or witnesses cited a lack of hope for change, fear of losing Israeli-granted permits, or fear of specific attention from security forces as reasons for not wanting identifiable information to be transmitted). Non-transmissibility accounted for 34 PIFs that could not be raised; 23 involved protection incidents in the Jerusalem Municipal Area, for which UNRWA has no relevant Israeli interlocutor, while six incidents were still to be raised.

With regard to stakeholder awareness-raising, UNRWA gave 94 briefings to visiting or resident diplomats, parliamentarians, media professionals, academics and others. These briefings were typically given in field locations, often providing an opportunity for meetings with affected Palestine refugees, providing space for refugees to raise concerns with their own voice to decision-makers and diplomats. Feedback suggests that 39 visits (41 per cent) were followed by concrete measures being taken by the stakeholders in question⁴². One success in 2014 was a mobilization mission to London in March 2014, enabling three refugees to present protection concerns to political, governmental and civil society representatives, accompanied by a West Bank OSO and a representative of the UNRWA HQ Department of Legal Affairs (DLA).

Consistent with the Agency's Framework for Effective Engagement with the IHR system, UNRWA initiated numerous positive engagements, including both written and verbal submissions to the Human Rights Committee and numerous engagements with Special Procedures⁴³.

In coordination with the Humanitarian Country Team (HCT), UNRWA was the main organizer of two important advocacy events. First, the commemoration of the 10th anniversary of the International Court of Justice (ICJ) ruling on the construction of the Wall, which saw the attendance of over 100 participants including six heads of mission and various diplomats and donors on the 9 July 2014⁴⁴. Secondly, UNRWA partnered with a Palestinian NGO to organize volunteer olive picking with affected farmers in the Biddu enclave during the HCT Olive Harvest event on 22 October 2014. UNRWA staff provided briefings at the event on the key issues of access to agricultural land and the effect it was having on refugee communities⁴⁵.

⁴² This data derives from the UNRWA standard briefings and does not include advocacy missions in which UNRWA staff members and/or refugees travelled internationally to raise protection concerns.

⁴³ Other engagements include: Written submission and oral briefing to the UNCT for the ICCPR Human Rights Committee's review of Israel's report, including a separate oral briefing by the Director, Department of Legal Affairs, UNRWA, with HRC members; Submission to the Special Rapporteur on Adequate Housing regarding the threat of forced displacement of Bedouin communities in Area C; Written submission and oral briefing to the United Nations Independent Commission of Inquiry on the 2014 Gaza Conflict, mandated to investigate all violations of IHL and IHRL in the Occupied Palestinian Territory, including East Jerusalem, particularly in the occupied Gaza Strip, in the context of military operations conducted since 13 June 2014; Briefing (oral and written submission) to the Special Rapporteur on the oPt re Gaza and West Bank, with an emphasis on events in 2014; Briefing to the General Assembly's Special Committee to Investigate Israeli Practices Affecting the Human Rights of Palestinian People and Other Arabs of the Occupied Territories; Statement by the UNRWA HQ Director of Legal Affairs to the Human Rights Council Special Session on the human rights situation in the Occupied Palestinian Territory (23 June 2014).

⁴⁴ "Commemorating the 10th anniversary of the ICJ ruling on the West Bank Barrier" on 9 July 2014: <http://www.unrwa.org/newsroom/official-statements/commemorating-10th-anniversary-icj-ruling-west-bank-barrier>

⁴⁵ "Land equals life for olive farmers in the Biddu enclave" on 23 October 2014: <http://www.unrwa.org/newsroom/features/land-equals-life-olive-farmers-biddu-enclave>.

UNRWA supported the Olive Harvest Joint Advocacy Event



Farmers and volunteers work together to harvest olive trees © 2014 UNRWA Photo by Neda Homsi

UNRWA contributed to the organization of an Olive Harvest Joint Advocacy Event by the HCT Advocacy Working Group on 22 October 2014. The objective was to draw attention to the challenges faced by Palestinian farmers and communities during olive harvest due to Israeli access restrictions and settler violence. It was also organized to show support for some of the most affected communities from the international community. The event consisted of multiple stops during a tour where participants were briefed by HCT members and community members. One of the stops was at the gate that constitutes the main entrance to the Biddu enclave, where the UNRWA Director of Operations in the West Bank, Felipe Sanchez, highlighted how Israeli movement and access restrictions were preventing farmers from cultivating their land to its full potential.

Crisis intervention: 662 Palestine refugee families (3,718 individuals) impacted by residential demolition and/or damages to their private property due to Israeli security forces operations received cash assistance during 2014. Emergency cash assistance was provided on the basis of a case by case needs assessment by an UNRWA protection social worker in accordance with the crisis intervention model. This model is comprised of a needs assessment, cash assistance, and referrals for specialized services such as legal aid and psychosocial support upon need. A total of 962 needs assessments were carried out during the year. In addition to cash assistance provided, 254 cases (218 families, 1,201 individuals) were referred to specialized services such as psychosocial support, structural replacement and UNRWA SSNP.

Out of the above referenced 662 families, 87 families (482 individuals) displaced as a result of the demolitions of residential structures in West Bank including East Jerusalem, received emergency cash assistance. This included 31 families that received rental subsidies and in some cases also cash assistance to cover personal belongings, comprising of 20 families residing in East Jerusalem and 11 in other areas of the West Bank. Another 56 families (331 individuals) received cash assistance to cover personal belongings lost or damaged due to demolitions or evictions; this covered personal needs such as food, water, clothing and heating. The remaining 575 Palestine refugee families (3,236 individuals) received cash assistance to cover repairs to their private properties (such as broken doors, windows and water tanks) incurred by the ISF during military or law enforcement operations. This crisis intervention support was provided in close coordination with the Shelter Cluster and was reported on through the inter-agency demolition response system.

Community protection projects: Communities in the West Bank identified as particularly vulnerable to protection threats have been supported through a partnership model with communities to mitigate against protection threats and enhance resilience. During 2014, UNRWA developed partnerships with six communities for the implementation of community driven protection projects. For example, UNRWA partnered with the village council of Iraq Burin to rehabilitate an alternative and safe access road, where previously the only entrance to the village was sporadically closed by IDF, resulting in difficulties accessing emergency medical services. In addition, the rehabilitated road is expected to encourage land cultivation and village expansion.

STRATEGIC PRIORITY 3: (West Bank and Gaza): Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders

Aim	Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders.			
Key Outputs: January to December 2014 (specifics provided in below narrative)	<ul style="list-style-type: none"> • The mobilization of dedicated human and material resources facilitated the effective implementation of EA-funded interventions. • A high level of preparedness allowed UNRWA to dramatically scale up its operations during the summer 2014 conflict in the Gaza Strip. • Comprehensive reform to improve the mechanism to determine eligibility for food assistance in Gaza. • Over 60 staff, primarily from the areas, participated in three emergency management trainings at WBFO, increasing organizational capacity in emergency preparedness and response. • Both WBFO and GFO continued to actively contribute to multilateral humanitarian coordination systems. • Both WBFO and GFO met the output and outcome objectives set forth in the EA 2014. 			
Funding	Received		Requested	
	US\$10,290,219 (95.10%)		US\$10,820,454	
Indicators	Indicator	Actual WB	Actual Gaza Strip	Target
	Percentage of outcome indicators that are on track of the target, adjusted as per funding received	94%	93%	80%
	Percentage of output indicators that are on track of the target, adjusted as per funding received	71%	85%	100%
	Percentage of harmonized reporting done accurately and in a timely fashion	100%	100%	100%

Over the reporting period UNRWA continued to mobilize the resources required to plan, deliver, coordinate and monitor the emergency interventions described in the present report. In Gaza, a total of 883 area staff and 17 international staff were positioned in the various programmes and support units involved in the delivery of EA-funded activities⁴⁶. Pre-existing human and material resources (office facilities and other logistic infrastructure) formed the base upon which the Agency managed to dramatically scale up its operations during the 2014 conflict.

Both in the West Bank and in Gaza, UNRWA maintained an active role in the humanitarian coordination system, including through participation in the Inter-Cluster Coordination Group, Food Security Sector, Protection Cluster, Health and Nutrition Cluster, Education Cluster, WASH Cluster and Gaza Shelter Cluster. In addition, UNRWA WBFO became a member of the newly established West Bank Shelter Cluster in 2014. The Agency also engaged in several sub-clusters and working groups such as the Food Security Analysis Unit, Mental Health and Psychosocial Support, NFIs, Child Protection, Assessment and Information Management, and the HCT Advocacy Taskforce. Being the major humanitarian actor in Palestine, UNRWA actively contributed to the elaboration of OCHA's 2015 Humanitarian Programme Cycle.

UNRWA continued to engage in direct bilateral coordination with peer UN specialized Agencies and NGOs. This involved, but was not limited to, regular cross-checking of beneficiary lists to avoid overlaps in assistance. In addition, UNRWA WBFO partnered with WFP to provide logistics and operational support for the distribution of quarterly food parcels to over 5,000 households in Bedouin and herder communities in Area C. These communities are amongst the most vulnerable in the West Bank.

⁴⁶ This excludes positions created as part of the Agency's response to the 2014 conflict in the Gaza Strip that were covered through the 2014 Gaza Flash Appeal.

UNRWA also continued its active involvement in monitoring the food security situation among Palestine refugees. In 2014, the Agency contributed to the 2013 Socio-Economic and Food Security survey (SEFSec) and engaged, in coordination with the Food Security Sector (FSS) and in particular with PCBS, FAO and WFP, in a comprehensive technical revision of the methodology (a revision that will be completed by mid-2015 and will be reflected in the next SEFSec report).

Emergency preparedness and contingency planning continued to be another area where the Agency exerted efforts, in coordination with the cluster system. In 2014 UNRWA participated in a number of workshops and simulations enhancing staff knowledge, capacity and coordination skills. Internally, the Agency ensured that a small emergency stockpile is maintained and stored throughout several areas in the West Bank. Stockpiles primarily consist of blankets and mattresses that can be distributed to refugees in case of small-scale emergencies such as seasonal winter storms in the West Bank. Large quantities of non-food items (NFIs) were also stored by UNRWA in strategic locations across the Gaza Strip. While these allowed the Agency to quickly respond to the summer conflict, stocks were completely depleted and had to be replenished on multiple occasions during the 50-day conflict. UNRWA Gaza also systematically maintained a buffer quantity of food to ensure continuity in its supply pipeline but also to allow the Agency to respond to sudden needs – such as the exceptional food distribution organized in August 2014.

In the West Bank, the Agency built organizational capacity in emergency response through a series of three emergency management trainings conducted in September and November 2014. Over 60 area staff attended, learning how to conduct a needs assessment, write a situation report and put together a response plan when faced with an emergency. Practical exercises were central to the training; staff practiced techniques in negotiation, how to conduct a coordination meeting, crowd management and learnt first-hand why neutrality is central to UNRWA operations.

In 2014 UNRWA Gaza engaged in a reform aimed at improving the quality, fairness and rapidity of the proxy-means testing mechanism used to determine eligibility for food assistance. This reform will be achieved by mid-2015 through the introduction of tablet-based data collection/entry, the strengthening of quality assurance procedures, the introduction of a robust appeal mechanism, and also by ensuring that families headed by vulnerable women or facing economic shocks can quickly reapply for a reassessment.

In terms of achieving annual targets for effective management and coordination, the WBFO staff strike negatively impacted many output indicators in the first quarter of the year. While most outputs were realized as planned during the remainder of the year, some lagged behind, particularly protection indicators, due to a heavy work load stemming from the deteriorating protection situation in the West Bank. In addition, the new food voucher programme was delayed. In Gaza, the implementation of output and outcome of funded interventions remained on track with the targets set forth in the EA 2014.



A child is seen through a tent near Khan Al-Ahmar Bedouin community © 2014 UNRWA Photo by Alaa Ghoshen

coordination and management

Throughout 2014, UNRWA remained committed to addressing the emergency needs of Palestine refugees in Gaza and the West Bank through numerous interventions in the sectors of food security, protection, health and nutrition, mental health and psychosocial support, education and WASH. These interventions required unique and dedicated resources for effective implementation at the field and headquarters levels. At the field level, UNRWA continued to proactively ensure that sufficient prevention, mitigation and preparedness measures were in place when responding to emergencies. This was accomplished through active management and efficient coordination between its field offices and other humanitarian actors. At the headquarters level, the Relief and Social Services Department (RSS) facilitated the deployment of essential resources by building capacity for the oversight and coordination of these activities. UNRWA also remained actively engaged in OCHA-led humanitarian coordination efforts to ensure the optimal effectiveness of interventions undertaken by the UN and its partners in the oPt.

In 2014, the Agency expanded the procurement and logistics support team assigned specifically to emergency response duties, namely, the timely and cost-effective acquisition of basic commodities to ensure adequate capacity for the sudden onset of emergency procurement needs.

UNRWA continued in the implementation of the proxy means test formula in the oPt, which enables the Agency to identify the poorest households. This allowed the Agency to continue moving towards a policy of prioritizing its interventions towards the abject poor within the regular programme and the emergency response. The database is continually updated through information derived through visits to refugee household. The mechanism thus provides the Agency with efficient tools for vulnerability profiling that are then shared with other agencies and humanitarian actors. UNRWA will continue to collaborate with the Palestinian Central Bureau of Statistics (PCBS), FAO and the WFP towards the elaboration of an updated Socio-Economic and Food Security Survey to provide an overview of the socio-economic and food security situation and trends affecting Palestine refugees in the oPt.

As part of its on-going effort to operate in strict accordance with the principal of neutrality, UNRWA is continuing in an Agency-wide process, initiated through the Education Reform Strategy, to review school textbooks. Under the Department of Education developed Curriculum Framework, all text books used by UNRWA are being evaluated to ensure that they promote religious and political tolerance and advance the full body of UN values. This effort has been complemented through significant progress in training 100 per cent of all UNRWA education staff on human rights, conflict resolution and tolerance, a training that reflects a holistic approach to strengthening human rights education across the Agency.

The Agency's strengthened capacity in planning and monitoring and the roll-out of the results-based monitoring (RBM) system for the third year has facilitated the timely implementation and coordination of humanitarian assistance. It also ensures consistency in budgetary and data quality.

Finally, the monitoring of results in 2014 was negatively impacted by the UNRWA WBFO staff strike during the first quarter and the escalation of violence in Gaza in the second and third quarters of the year. Although achievements were largely on track in the West Bank by the second quarter, data collection and reporting activities were temporarily suspended in Gaza field office.

Annex I: 2014 oPt Appeal Results Framework

GFO			
Outcome/Output	Indicator	GFO Actual as of Dec 2014	Target
SO 1: Food insecure households, and those facing acute shocks, have increased economic access to food			
Outcome 1: Food-insecure households meet their most basic food requirements through in-kind food assistance or voucher food assistance	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)	42	40
	Percentage of pregnant refugee women and children < 24 months with access to nutritionally adequate food	0	100
Output 1.1: The severity of refugee food insecurity is tempered	Number of food-insecure refugees receiving food assistance - Male	392,330	404,000
	Number of food-insecure refugees receiving food assistance - Female	375,303	386,000
	Number of food-insecure refugee households receiving in-kind food aid	142,613	147,828
	Metric tons of locally produced commodities procured for emergency food distributions	7,199	61,000
	Number of food-insecure refugees receiving food assistance (TOTAL)	767,633	790,000
	Percentage of food-insecure refugee households receiving in-kind food aid	100	100
Output 1.2: School children have improved food intake	Number of small meals distributed to students (TOTAL)	0	47,600,000
	Percentage of UNRWA students guaranteed at least one small meal per day	0	100
Output 1.3: Nutrition of refugee children < 24 months is optimized	Percentage of women benefiting from additional food aid receiving guidance on appropriate complementary feeding for infants and young children 6-24 months	0	100
	Percentage of pregnant and breastfeeding refugee women receiving appropriate additional food aid	0	100
	Percentage of children 6 months - 24 months receiving complementary food	0	100

Outcome/Output	Indicator	GFO Actual as of Dec 2014	Target
Outcome 2: Enabling abject poor households to close their 'post-food assistance' poverty gap and protecting vulnerable households from food consumption shocks through complementary unconditional cash transfers	Percentage of 'post-food assistance' poverty gap bridged	0	100
	Percentage of student's average back-to-school expenditures covered by cash assistance	0	100
	Percentage of households receiving cash assistance who do not resort to negative coping mechanisms following material loss	N/A	100
Output 2.1: Abject poor families close their 'post-food assistance' poverty gap	Percentage of eligible abject poor families receiving family income supplement	0	100
Output 2.2: Households with school-age children do not forgo basic food purchases, to cover essential 'back-to-school' expenditures	Percentage of students for whom back-to school cash assistance is provided	0	100
Output 2.3: Households experiencing material loss as a result of military operations have their coping capacities protected	Percentage of eligible households experiencing shock from military-related destruction assisted with replenishing basic requirements	0	100
Outcome 3: Food-insecure refugee households have increased economic access to cover basic food needs, through Cash-for-Work (Cfw)	Percentage of CfW beneficiaries using earnings to cover basic food needs	70.7	100
	Percentage of CfW beneficiaries using earnings to pay debts	40.3	0
Output 3.1: Men and women earn wages, short term, to cover their basic food needs and restore their coping capacities	Number of refugees benefiting from short-term CfW – (MALE) (A)	8,331	31,974
	Number of refugees benefiting from short-term CfW – (FEMALE) (A)	3,121	17,217
	Total value provided to CfW beneficiaries (A)	7,368,580	59,621,574
	Number of refugees benefiting from short-term CfW – (TOTAL) (A)	11,452	49,191
SO 2: Crisis-affected refugees enjoy their basic rights through protected access to services and advocacy			
Outcome 1: The resilience and mental health of vulnerable refugees, households and communities are promoted	Percentage of cases which improved functionality out of the total number of cases for individual counselling	49.7	60

Outcome/Output	Indicator	GFO Actual as of Dec 2014	Target
Output 1.1: Resilience, coping capacities, mental health and psycho-social wellbeing in targeted vulnerable communities are increased	Number of active cases seen through individual counselling (average open cases at the end of the month)	743	1,330
	Number of new cases seen through individual counselling	18,312	11,330
	Number of group counselling session	10,953	9,888
	Number of public awareness sessions in schools, health centres and other facilities	37,549	17,312
Outcome 2: The impact of the crisis on health services for refugees is mitigated	Number of patients referred to contracted secondary and tertiary health care access these services	4,036	3,200
	Percentage of patients claiming reimbursement of expenses from non-contracted secondary and tertiary health care services are fulfilled	100	100
Output 2.1: The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care	Percentage of health centres with no 'stock-out' of 12 tracer items	94	100
	Percentage of poor refugees among total beneficiaries having their secondary or tertiary health care subsidized	22.65	50
Output 2.2: Students with special needs are identified for tailored assistance allowing them to fully participate in educational activities	Percentage students referred to 'Special Children, Special Needs' (SCSN) receiving a comprehensive medical examination	98.44	100
	Percentage of children identified with special needs who receive relevant support	64.29	100
Outcome 3: Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation	Percentage of staff working at facilities surveyed indicating appropriate practical understanding of what neutrality and integrity mean	N/C as the OSO team was reviewing its tracking and reporting tools over the reporting period	100
	Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population		100
	Percentage of cases where a breach in services access rights had occurred and is solved		100
Output 3.1: Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections. Note: The reported figure excludes neutrality visits of IDP Shelters which took place during Q3 as these were not reported in the OSO tracker due to the emergency situation.	75	100
	Number of staff members being trained to respect United Nations principles of neutrality	123	3,000
Output 3.2: Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza	Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	N/C as the OSO team was reviewing its tracking and reporting tools over the reporting period	65
Output 3.3: Refugees' rights to access UNRWA services protected	Percentage of claims of breach in access rights brought to the attention of the OSO team by refugees that are attended by the team		100

Outcome/Output	Indicator	GFO Actual as of Dec 2014	Target
Outcome 4: The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment	Percentage of students equipped to actively participate in their learning, as reported by the teachers	70	70
	Percentage of summer-learning students pass their end-of-summer learning exam	84.84	80
Output 4.1: Students have the essential materials to participate in learning to the fullest extent	Percentage of students at UNRWA schools provided with learning materials	100	100
Output 4.2: Students whose learning abilities are undermined by their environment fulfil their educational potential	Percentage of students failing key subjects who enrol in summer learning	100	100
Outcome 5: UXO-ERW risk education is provided in all UNRWA schools in Gaza, reducing the number of related incidents, deaths and injuries among children	Percentage of targeted children demonstrating improved knowledge regarding UXOs	N/A	40
Output 5.1: School children in Gaza have increased protective knowledge regarding UXOs and ERWs	Percentage of students receiving UXO and ERW risk education	0	40
	Percentage of schools with personnel trained in UXO and ERW awareness	0	40
Outcome 7: A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions	Number of outbreaks of waterborne diseases due to non-functioning water and sanitation systems	0	0
	Number of cases of vector-related health problems	0	0
Output 7.1: Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented	Percentage of coverage of minimum fuel requirements needed by the local utilities to run their WASH facilities (note: not EA only)	25.5	100
	Percentage of coverage of additional fuel requirements needed to run UNRWA WASH systems due to electricity shortage	100	100
	Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported	0	100
Output 7.2: Exposure of refugee population to disease-transmitters and breeding grounds reduced	Number of identified mosquito breeding sites cleared	4	2
	Tons of waste removed from unofficial dumping sites	0	5,000

Outcome/Output	Indicator	GFO Actual as of Dec 2014	Target
Outcome 8: Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelter upheld	Percentage of temporary housing cost covered by Transitional Shelter Cash Assistance (TSCA), on average	80.27	70
	Percentage of damaged shelters repaired to pre-existing conditions	56.54	80
	Percentage of displaced or affected refugee families receiving non-food items indicating that their immediate needs were met	NC	100
Output 8.1: Displaced refugee families have increased means to access a temporary housing solution	Percentage of eligible displaced refugee families receiving TSCA	95.84	100
Output 8.2: Refugee families affected by military operations or natural disaster have their shelters returned to pre-existing conditions	Percentage of costs for repairs in damaged shelters covered	87.17	100
Output 8.3: Displaced or affected refugee families have non-food items to ensure their basic personal comfort and dignity	Percentage of eligible displaced or affected refugee families approaching UNRWA for assistance and provided with emergency non-food items	100	100
Outcome 9: The physical and mental health of children, both girls and boys, is enhanced	Percentage of children indicating a positive effect in their well-being from participating in the Summer Fun Weeks	N/A	100
Output 9.1: Summer Fun Weeks	Number of children participating in the Summer Fun Weeks (girls)	0	130,000
	Number of children participating in the Summer Fun Weeks (boys)	0	130,000
SO 3: The agency manages and coordinates the emergency response and activities effectively			
The Agency has adequate response capacity for the protracted crisis and sudden-onset emergencies	Percentage of outcome indicators that are on track* of the target, adjusted as per funding received	93	80
The response, as funded, is effectively implemented and managed	Percentage of output indicators that are on track* of the target, adjusted as per funding received	85	100
	Percentage of harmonized reporting done accurately and in a timely fashion	100	100

WBFO			
Outcome/Output	Indicator	WBFO Actual as of Dec 2014	Target
SO 1: Food insecure households, and those facing acute shocks, have increased economic access to food			
Food-insecure households meet their most basic food requirements through in-kind food assistance or voucher food assistance	Percentage of total household food expenditure met through food voucher (average)	NC	40
	Percentage of caloric needs of the food-insecure in rural areas met through food distributions (on average per quarter)	NC	43
The severity of refugee food insecurity is tempered	Number of food-insecure refugees receiving food assistance - Male	22619*	80,601
	Number of food-insecure refugees receiving food assistance - Female	21,732	79,099
	Number of food-insecure refugee households receiving in-kind food aid	NC	15,000
	Number of food-insecure refugee households receiving voucher food assistance	7,055	10,000
Food insecure and vulnerable refugee households have increased economic access to cover basic food needs through Cash-for-Work	Percentage of food-insecure refugee households in refugee camps benefiting from cash-for-work	NC	100
	Percentage of cash-for-work beneficiaries using earning to pay debts	91.47	
Men and women living in refugee camps earn wages, short term, to cover their basic food needs and restore their coping capacities	Total value provided to cash-for-work beneficiaries	7,288,169	7,560,000
SO 2: Crisis-affected refugees enjoy their basic rights through protected access to services and advocacy			
The resilience and mental health of vulnerable refugees, households and communities are promoted	Percentage of individuals identified as requiring specialized psychological or psychiatric follow-up are referred and supported to attend relevant services	100	100
	Percentage of targeted vulnerable communities provided with counseling or psychosocial activities	100	100
	Percentage of community committee members indicating better ability to respond to psychosocial emergencies and improved linkages with other service providers	NC	
Resilience, coping capacities, mental health and psycho-social wellbeing in targeted vulnerable communities are increased	Number of group psychosocial activities/sessions	535	416
	Number of individual, group or family counseling sessions	689	660
	Number of individuals with access to mental health services through mobile mental health units (total catchment population)	10,500	10,500
The impact of the crisis on health services for refugees is mitigated	Percentage of access-restricted and isolated communities targeted by UNRWA with regular access to basic primary health care	100	100
Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services	Number of community members served by mobile health clinics	110,281	121,022
	Number of patient consultations provided in mobile health clinics (Male)	49,798	42,120
	Number of patient consultations provided in mobile health clinics (Female)	79,768	65,880
* This includes only the implementation of the food voucher modality in 2014. In-kind food aid was not re-introduced.			

Outcome/Output	Indicator	WBFO Actual as of Dec 2014	Target
Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with violations documented, contributing to protection of refugees and UNRWA staff from the immediate effects of the conflict/occupation	Percentage of recorded issues are addressed by the relevant department before the following neutrality inspection	NC	80
	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods, services	60	50
Agency neutrality and integrity is safeguarded	Percentage of UNRWA installations receiving four or more neutrality inspections	100	100
	Number of staff members being trained to respect UN principles of neutrality	527	600
Agency access is facilitated and infringements of humanitarian space countered	Percentage of reported access incidents raised with relevant authorities	98.56	100
Palestine Refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted and the humanitarian consequences of abuses are mitigated	Percentage of UNRWA interventions followed by concrete measures taken by authorities	37.4	20
	Percentage of stakeholder awareness-raising initiatives (briefing, field trip etc.) followed by concrete measures taken by the stakeholders	41	20
Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of documented incidents/issues presented to the relevant authorities	66	80
Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank	Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	102	65
The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed	Percentage of refugee families suffering displacement and/or damage to their private property receive emergency cash assistance according to Crisis Intervention Model	70.48	100
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Number of communities with whom UNRWA develops a partnership model to build community resilience	6	14
SO 3: The agency manages and coordinates the emergency response and activities effectively			
The Agency has adequate response capacity for the protracted crisis and sudden-onset emergencies	Percentage of outcome indicators that are on track of the target, adjusted as per funding received	94.44	80
The response, as funded, is effectively implemented and managed	Percentage of output indicators that are on track of the target, adjusted as per funding received	71.05	100
	Percentage of harmonized reporting done accurately and in a timely fashion	NC	100

Annex II: 2014 oPt Emergency Appeal Risk Register

Event	Mitigation/coping mechanisms	Monitoring	Status Update
Hazards			
Escalated conflict in the West Bank and Gaza leading to increased humanitarian vulnerability and impact of regional factors like the Arab spring	<ul style="list-style-type: none"> - WBFO and GFO have strengthened their emergency and rapid response capacity by reviewing and improving systems. - In 2013, 20 field and area staff in the West Bank participated in an emergency response training focusing on needs assessments, preparation of response plans, and management of personal security in the field. There are plans to extend emergency response trainings in 2014. - The Agency can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism in major events. - WBFO and GFO have minimum preparedness steps in place such as updated emergency supply lists, critical/essential staff lists and ability to make use of Agency emergency staff roster. - Coordination within UNCT and UNDSS to ensure maximum coverage and efficiency. Both field offices are actively participating in inter-agency simulations and workshops for emergency preparedness/response 	<ul style="list-style-type: none"> - Close monitoring of the political environment: trends analysis; early identification of factors that can trigger an escalation; protection incidents, contacts with key informants etc. - Regular use of the Security Information Management System including on-going collection and coordination of security data through UN Security Management Team and UN Security Cell. - Daily media reviews. 	<ul style="list-style-type: none"> - WBFO, with the support of HQ, carried out three emergency response trainings primarily for area staff during 2014 resulting in increased organizational capacity. - WBFO continued to coordinate closely with the humanitarian community including reporting to and use of the common post-demolition response system. - In July 2014, the longstanding and dire humanitarian situation of Palestine refugees in Gaza turned into a humanitarian tragedy, causing displacement on an unprecedented scale, with up to half a million Palestinians forced to flee their homes at the height of the conflict, including up to 300,000 in UNRWA schools. As set forth in the UNRWA Emergency Response Manual, GFO activated its Emergency Mode on 8 July, and set up central and area operation rooms to enable rapid response whilst maintaining on-going regular and humanitarian operations as security conditions permitted. UNRWA dramatically scaled up its response capacity on the basis of pre-existing EA-funded human and material resources, and consumed the EA-funded food and NFI buffer stocks. GFO effectively coordinated its relief efforts with the humanitarian community in Gaza and Palestine, through the specialized Clusters, and participation in the Interagency Coordination Mechanism. - GFO: Nine staff members in the Safety and Security Division were trained in 2014
Socio-Political:			
Beneficiary expectations: Dissatisfaction of beneficiaries due to decreased humanitarian assistance <i>Beneficiary expectations continued</i>	<ul style="list-style-type: none"> - Update and implement communication plans that include regular meetings with beneficiaries, the Area staff union, the Camp Services Committees and the PA. - Implementation of accountability and appeal mechanisms to gain feedback, address beneficiary concerns, and improve transparency through engagement with community level. - WBFO conducts protection audits to ensure that UNRWA services are being delivered in a way that ensures that the dignity and protection of beneficiaries is upheld and security for staff guaranteed. - The GFO Monitoring & Evaluation Unit conducts independent survey and beneficiaries' satisfaction surveys that increase management awareness on areas of discontent among the target group and to improve effectiveness and targeting of the interventions. - The Operation Support Officers team in GFO maintain regular contact with beneficiaries explaining their service access rights, as well as the reasons for any cutting decision implemented. - Both teams feedback their findings and information collected from the beneficiaries to the senior management staff so that beneficiaries' expectations can be positively managed - Ensure field security management and monitoring through coordination with the Security Officer and links with UNDSS. 	<ul style="list-style-type: none"> - Results of internal surveys and evaluations and other sources from non-UNRWA sources. - Staff expectations recorded as part of programme design stage of appeal mechanism. - Media analysis. - SIMS reporting on incidents, complaints. 	<ul style="list-style-type: none"> - WBFO introduced new hotlines to respond to queries from food assistance and cash-for-work participants, and as a means to more effectively gather and address feedback. WBFO carried out protection audits, ensuring assessment of how UNRWA emergency programmes are being delivered in adherence with the protection principles, resulting in follow up actions to the issues highlighted. - In Gaza, the main motive of dissatisfaction among the refugee community during the last part of the year resulted from the slow pace of reconstruction efforts. This was addressed by UNRWA through accelerating large-scale damage surveys, intensified fundraising efforts, and interaction with the parties to the Gaza Reconstruction Mechanism (all non-related to the EA 2014). - Poverty survey results prior to the 2014 conflict estimated almost 868,000 refugees received food aid from UNRWA, corresponding to half of Gaza's total population and 65 per cent of the registered refugee population. GFO also initiated a comprehensive reform of its poverty targeting mechanism used for determining food assistance eligibility. The reformed mechanism, intended for roll out in 2015, will be more accurate, fair and rapid. - GFO and WBFO are in daily contact with beneficiaries throughout the Agency field of operations, both through Operations Support Officer teams circulating on field visits and through the implementation of programme activities. A number of initiatives were also conducted to collect the views of beneficiaries in, for example, the Cash-for-Work and Mobile community mental health initiatives. - GFO increased its outreach activities and efforts through the Communicating with Communities approach (OCHA). It also enhanced its communication strategy by explaining the community GFO activities, and the rationale in support of the distribution of available funds to key stakeholders in Gaza, this was accomplished through local media or outreach meetings by the Director in all five areas with political, religious and community representatives.
Operational			
Employee dissatisfaction as a result of emergency programme cutbacks <i>Employee dissatisfaction continued</i>	<ul style="list-style-type: none"> - Field Management has regular meetings with Area staff union to discuss specific issues of concern to staff. - In case of industrial action, both offices are capable of relocating to a remote location with the necessary support structures within 48 hours. - Maintain regular updates with stakeholders to ensure understanding of reforms and structural reorganization requirements. - Promote constructive staff dialogue and availability of a career path through consultation between supervisors and supervisees, and HR representatives. 	<ul style="list-style-type: none"> - Monitoring/documenting of key issues to union and of union messaging and updates to donors when consequences materialise. - Periodic review of business continuity plans. - Regular interaction and communication with the UNRWA Staff Relations Advisor. - Regular updates through communication with field management. - Periodic monitoring and review of staff survey results. 	<ul style="list-style-type: none"> - The Gaza Field Office has a generally strong working relationship with the Area Staff Union which is based on continuous communication and dialogue between field management and the UNRWA Staff Relations Adviser. In case of industrial action, and should the GFO compound become inaccessible – UNRWA has identified an alternative location for its continued operations.

Event	Mitigation/coping mechanisms	Monitoring	Status Update
Financial			
Fiduciary risks in operational implementation	<ul style="list-style-type: none"> - Maintain up-to-date resource management practices, particularly the planned implementation of a comprehensive Enterprise Resource Planning (ERP) system in 2014. - Conduct regular and periodic training in procurement guidelines and financial policies and procedures for staff involved in expenditure and procurement processes. - UNRWA systems are monitored and audited identify and correct operational and financial risks. - As part of its EA Transition, WBFO undertook an extensive review of effectiveness and efficiency of its emergency operations during 2012 and 2013. As a result, activities deemed no longer relevant for the protracted humanitarian situation have been phased out or incorporated in core programming. - Ensure all emergency programmes are 'stand-alone'; that is, suspension of an emergency programme element has a minimum impact on regular UNRWA operations. - Continued bilateral and ad-hoc engagement with donors to explain need for continued financial support including alternative funding mechanisms and donors 	<ul style="list-style-type: none"> - Strengthened EA Finance Unit in GFO to oversee financial processes of EA donations and equip senior management with timely projections. - Monthly meetings in GFO with Projects Office, EA Finance, Director and Deputy Directors to view trends, consider challenges, and identify solutions. - Final steps of the WBFO EA transition are monitored for conclusion in 2014. - Periodic communication to donor community on status of funding. 	<ul style="list-style-type: none"> - GFO had four staff members participate in supply chain management training in UNRWA HQ. - For GFO, in the context of continued deterioration of socio-economic conditions, the gap between increasing humanitarian needs and constraining available funds for the protracted crisis grew dramatically over the past years. The downward funding trend for humanitarian operations was partially reversed during and following the summer hostilities with generous funding received in response to the UNRWA appeals which allowed the Agency to continue its emergency food assistance. Received funding was however insufficient to allow the Agency to deliver emergency cash assistance, undertake an UXO risk education campaign in schools and carry-out Summer Fun Weeks. The predictability of the EA funding stream in GFO was considerably improved through the strengthening of the EA finance team and the tightened coordination between the senior management, the EA finance team and the Projects Office. The latter ensured that critical funding allocation decisions could be anticipated. WBFO completed the EA transition during 2014, including the implementation of reformed food security interventions, the phasing out of WASH interventions, and transitioning into emergency staffing modalities. - GFO encountered significant changes to the humanitarian needs of the refugee population due to the summer hostilities (such as transitional shelter cash assistance and minor repairs assistance), which were addressed through the Flash Appeal.
Socio-political			
Real or perceived breach of UNRWA neutrality as humanitarian actor	<ul style="list-style-type: none"> - Staff outreach through communications, annual/bi-annual presentations and workshops on neutrality/access/protection. The Operation Support Officers (OSOs) in WBFO and GFO play a key role in safeguarding neutrality. - Ensure proper induction for newly hired staff, which includes training on privileges and immunities, neutrality and outside activities. - Investigate allegations concerning a breach of neutrality and taken disciplinary action where the facts warrant. - Interventions with key interlocutors including other UN Agencies - In the case of breach of neutrality in an UNRWA installation by third parties (e.g. incursions), WBFO has a reporting procedure in place through the OSOs and protest the incident in writing to relevant interlocutors. - There are controls in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure that all equipment is present and accounted for. In addition, the car log system protects against theft of Agency vehicles (and resultant misuse). 	<ul style="list-style-type: none"> - Tracking and analysis of neutrality violations in UNRWA's installations. - Media analysis and follow up. - Regular contact with donors. 	<ul style="list-style-type: none"> - In West Bank, 527 staff members were trained on the humanitarian principles, including the UN principle of neutrality. - GFO provided training on humanitarian principles and neutrality after the summer hostilities for 123 frontline staff. - The Government of Palestine does not exercise effective authority and governmental oversight in Gaza, leading to increased vulnerability in the Gaza Strip with UNRWA playing a key role in stabilizing the situation. The largest challenge facing UNRWA is uncertainty about the political future and thus the security environment, and about the pace and scale of humanitarian operations. - The ongoing political vacuum and lack of clarity on the future brings into question the international community's willingness to fund yet another rebuilding of Gaza and makes medium and longer term programme planning difficult.
Israeli Authorities and current rules/practices related to the Occupation is affecting the programme's ability to be effectively implemented in Area C including closed military areas of the West Bank	<ul style="list-style-type: none"> - WBFO liaises with the Israeli Authorities on access/protection issues through the OSOs. This provides opportunity to assess and maintain constructive dialogues and relationships. - Specific programme teams are implementing activities in Area C including closed military areas on a regular basis, and ensuring monitoring and feedback loops. - UNRWA is in the process of developing a framework for how to implement activities in Area C, and also actively participating in UNCT discussions on the topic. 	<ul style="list-style-type: none"> - Daily access monitoring through the UNRWA radio room. - Monitoring and follow up through the International Protection Working Group and inter-agency forums, e.g. UNCT. 	<ul style="list-style-type: none"> - WBFO continued to monitor the access situation on a daily basis through the UNRWA Radio Room, including reporting and follow-up of access incidents. - UNRWA has adopted the HCT Area C Framework Policy and has begun to implement Area C projects with accordingly modified MOUs. - UNRWA partnered with local NGOs experienced in implementing Area C projects, which allowed the Agency to access additional means of working in Area C.

Annex III

Gaza Flash Appeal Final Report



UNRWA students Haneen and Yazen go back to school at Gaza Elementary Co-Ed, following the beginning of the school year in September 2014
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contributors to the gaza flash appeal

UNRWA thanks the following donors for their support to the 2014 Gaza Flash Appeal:

American Friends of UNRWA	Mercy USA For Aid and Development
Arab Wings	Mexico
Association of Banks in Palestine	Mohammed Bin Rashid Al Maktoum Humanitarian Foundation & Charity Est.
Australia	Muslim Aid
Austria	Muslim Charity Helping The Needy
Azerbaijan	Muslim Relief Coalition
Bank of Palestine	Namibia
Botswana	National Beverage Company Coca Cola/Cappy
Bulgaria	Netherlands
Cairo Amman Bank	New Zealand
Central Emergency Response Fund (CERF)	Norway
Chile	Pakistan
Colombia	Palestinian Red Crescent Society
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International Arab Charity	Spain, Irun Local Council
Ireland	Spain, Mutriku Local Council
Islamic Development Bank (IDB)	Spain, Navarra Regional Government
Islamic Relief Canada	Spain, Palma Local Council
Islamic Relief USA	Spain, Valencia Local Council
Italy	Sweden
Japan	Thailand
Jordan Hashemite Charity Organization	The World Federation of KSMC
Khalifa Bin Zayed Al Nahyan Foundation	Tkiyet Um Ali
Kuwaiti Red Crescent Society	Turkey
Latvia	United Arab Emirates Red Crescent
Lithuania	United Kingdom
Luxembourg	United States of America
Malala Yousafzai	UNRWA Spanish Committee
Malaysia	Wataniya Mobile
Malta	World Health Organization (WHO)
Medical Aid for Palestinians, UK	Other Private Donors
Mercy Malaysia	

preface

On 17 July 2014, UNRWA launched a Flash Appeal for US\$60 million to respond to the immediate needs of those affected by the emergency in the Gaza Strip. The dramatic escalation of the Israeli ground offensive resulted in an unprecedented increase in displacement, and significant further damage to homes and other civilian infrastructure. As of 22 July, over 100,000 people had sought shelter in UNRWA schools, more than double the peak number from the 2008-2009 conflict. For this reason, UNRWA issued a revised Flash Appeal for US\$115 million which was increased to US\$295 million on 26 August. By that time, almost a third of the population of Gaza was displaced with 300,000 residing in UNRWA facilities. The funding request revisions reflected the urgent needs for additional funding for food and Non Food Items.

The 26 August ceasefire led large numbers of the displaced to move from temporary shelters. Immediately, the Agency launched a damage assessment of Palestine refugees' homes. As referenced in the Donor Communiqué (period covering Dec 13-31, 2014), UNRWA issued an addendum to the Flash Appeal, reflecting the changing needs of the population in Gaza since the cessation of hostilities, which necessitated corresponding changes in the UNRWA response. The Agency prioritised shelter, while the requirements for food decreased in parallel with declining numbers in shelters. The need for enhanced security preparedness was reflected with the aim of enabling UNRWA to enhance the safety and security of staff and the capacity to support neutrality and safety at UNRWA installations and refugee receiving services.

Gaza Flash Appeal: Table A3.a: Funding Summary, July to December 2014 (US\$)

Food in emergency shelters	required	46,289,000
	received	33,197,021
	difference	13,091,979
Enhance emergency preparedness and contingency capacity	required	24,192,000
	received	13,530,765
	difference	10,661,235
Exceptional food distribution	required	14,415,000
	received	574,908
	difference	13,840,092
Non-food items (NFIs)	required	37,290,000
	received	21,866,810
	difference	15,423,190
Shelter minor repair	required	105,000,000
	received	39,150,638
	difference	65,849,362
Conditional cash assistance	required	30,194,000
	received	12,684,785
	difference	17,509,215
Health	required	7,905,000
	received	5,229,396
	difference	2,675,604
Psycho-social support	required	5,100,000
	received	6,958,060
	difference	- 1,858,060
Emergency education	required	495,000
	received	2,367,675
	difference	- 1,872,675
Cash-for-work	required	6,680,000
	received	16,358,740
	difference	- 9,678,740
Environmental health	required	16,280,000
	received	1,557,147
	difference	14,722,853
UNRWA installation repair	required	1,560,000
	received	8,333,424
	difference	- 6,773,424
programme support costs		16,603,988
Total	required	295,400,000
	received	178,413,357
	difference	116,986,643

PLEASE NOTE: Figures shown are funds allocated to each sector once received by UNRWA, and reflect both earmarked and un-earmarked contributions. Contributions to the appeal received by UNRWA in late December 2014, or January 2015 are not reflected in this table and will be reported in the 2015 Emergency Appeal Report.

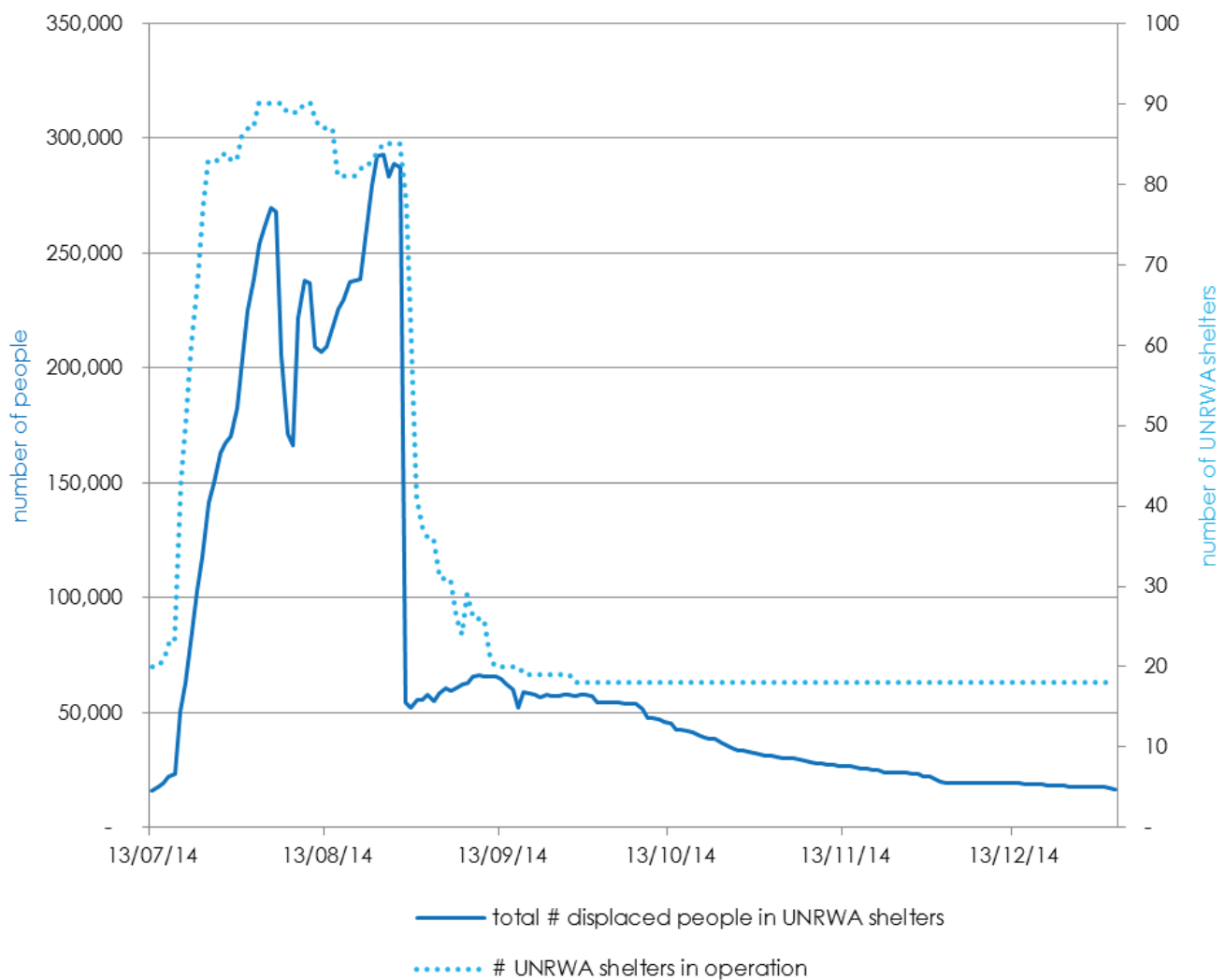
* UNRWA continued to respond to priorities in Gaza as the situation evolved. Needs changed from the point of launching the Flash Appeal and December 2014. In this regard, there was a higher than anticipated need for funds for repairs to UNRWA facilities, emergency education, and cash-for-work opportunities (which supported many of the Agency's ongoing responses). The number of people in UNRWA emergency shelters dropped quickly following the cessation of hostilities, but a significant residual caseload stayed for the remainder of the year. Given this, UNRWA continued to provide a range of basic services which necessitated the ongoing presence of personnel, but required less than budgeted for food and NFIs. Therefore, the difference shown in these sectors does not reflect unmet needs but rather revised budgeting due to higher predicted needs. The Agency also received a significant amount of earmarked funding – including for psychosocial support, which enabled UNRWA to provide additional assistance to Palestine refugees affected by the hostilities.

Gaza Flash Appeal – Results Reporting

1. UNRWA shelters

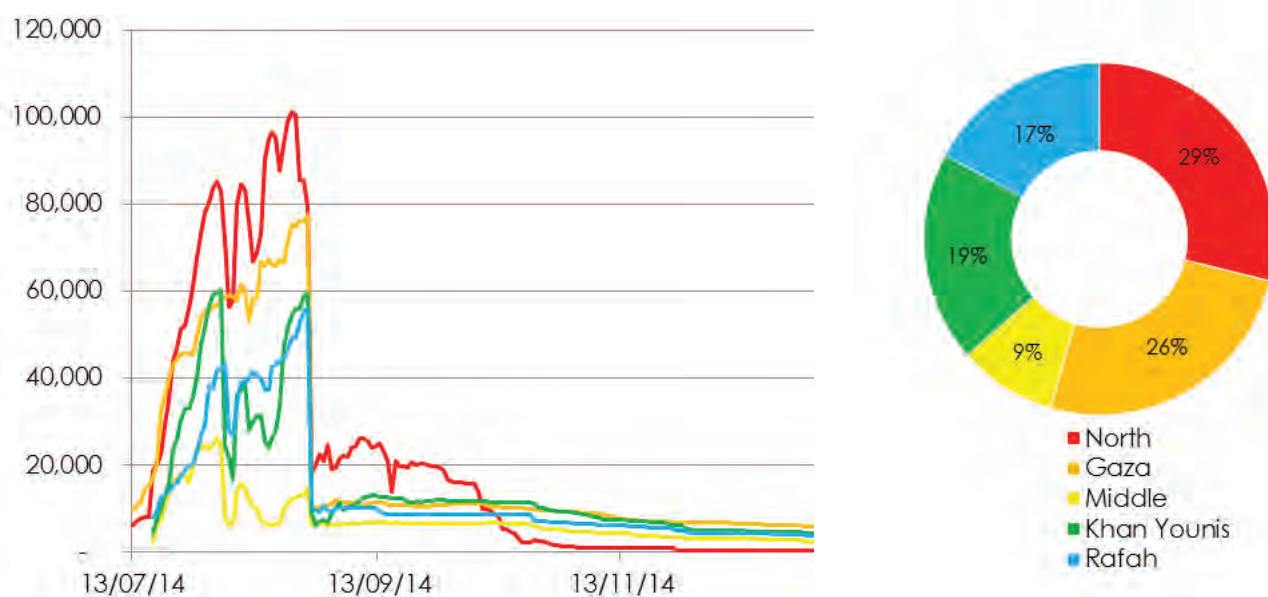
Indicator	Target ⁴⁷	Achievement
Number of UNRWA schools operating as shelters	25	90
Number of IDPs hosted in UNRWA schools operating as shelters	50,000	292,959

At the height of the 2014 hostilities, almost 300,000 people were sheltering in 90 UNRWA facilities operating as Designated Emergency Shelters (DES) across Gaza. DES provided shelter, food, water, basic healthcare, psychosocial support and sanitation services to refugees and non-refugees. UNRWA shelters hosted an average of approximately 188,000 people every day, of whom 51 per cent were male and 49 per cent were female and just over 50 per cent were children. This fluctuated significantly depending on the intensity and location of hostilities.



Total number of people in UNRWA shelters (13 July – 31 December 2014)

⁴⁷ All target figures are taken from the 17 July Flash Appeal document. No targets changed.



Total and average numbers of displaced people in UNRWA shelters by area (13 July to 31 December 2014)

On seven separate occasions, UNRWA schools – the exact positions of which the Agency had been communicating to the Israeli authorities – were either hit directly or were in the immediate vicinity of shells or other munitions. Of these, six were active DES and one was an evacuated shelter. In the three most egregious of these incidents, persons were killed and injured. One UNRWA staff member and two other personnel were killed in two incidents. UN premises are inviolable under the 1946 *Convention on the Privileges and Immunities of the United Nations*, and the Agency protested these violations of international law in the strongest possible terms.

Almost immediately following the 26 August ceasefire, over 80 per cent of displaced people left UNRWA shelters, returning to their homes or making alternative accommodation arrangements as soon as it was safe to do so. UNRWA was able to rehabilitate the majority of schools for the beginning of the academic term. In September, under the management of a new Collective Centre Management Unit (CCMU), UNRWA transitioned the remaining 18 facilities hosting displaced people from designated emergency shelters to collective centres, and began preparing these facilities for longer stays, including through the distribution of 'winterisation' NFIs, and the installation of showers and hot water facilities. CCMU assumed responsibility for coordinating and monitoring all food and NFI distribution, water and sanitation services, health and psychosocial support, and other activities in Collective Centres.

Registered Palestine refugees represent just over 71 per cent of the population of Gaza. Refugees made up a slightly higher proportion of IDPs in DES – some 84.5 per cent⁴⁸, compared to 15.4 per cent non-refugees. Data shows that the proportion of registered refugees in UNRWA shelters dropped following the hostilities to just over 70 per cent in December, whilst non-refugees left shelters more slowly. Many refugees were able to leave shelters and make alternative accommodation arrangements following prompt payment by UNRWA of transitional shelter cash assistance (TSCA), which was comprised of small cash grants to support rental costs or other temporary accommodation arrangements.

⁴⁸ Including refugee women married to non-refugees (registered in UNRWA's database as MNR families).

2. Food in emergency shelters

Indicator	Target	Achievement
Number of people receiving daily food rations during the first five weeks of the hostilities	220,000	164,400
Number of people receiving daily food rations for the subsequent six weeks in UNRWA shelters	325,000	58,300
Number of people receiving daily food rations for the subsequent six weeks in non-UNRWA shelters	35,000	34,400

All persons registered in UNRWA shelters, both refugees and non-refugees, received daily assistance, including bread, pulses, vegetables, cheese, and canned meat. Between July and December, UNRWA provided food to an average of over 77,000 people per day. Each ration contained enough for three people, meaning that each family received, on average, two rations each day – amounting to 4,861,487 rations in total between 14 July and 31 December. All distribution was undertaken and monitored on a daily basis by UNRWA personnel in each collective centre.

UNRWA food distributions benefited greatly from effective partnerships, including with the Palestinian private sector as well as the World Food Programme (WFP) whereby WFP provided part of the food rations⁴⁹. In addition, UNRWA facilities received informal donations from local communities, including over 247,000 hot meals brought to shelters by individual families and neighbours. This generous support allowed UNRWA and partners to meet the critical needs of those affected by the summer hostilities, and enabled the agency to adjust expenditure accordingly.

Overall, between 14 July and 31 December, UNRWA procured over 2,450 tonnes of tomatoes and cucumbers, approximately 1,700 tonnes of canned luncheon meat and tuna, and over 24,300 tonnes of apples and oranges. Where possible, the Agency purchased food for emergency rations from local suppliers.

Despite the security situation during the summer hostilities, the UNRWA Monitoring and Evaluation Unit (MEU) was able to undertake a rapid assessment of all 81 UNRWA shelters in operation at the time of assessment in mid-August. MEU staff met with shelter managers, DES doctors, male and female-headed households, and persons with disabilities. All interviewed families confirmed that they had received a daily food ration on days when they had been present in the DES, with over 80 per cent of respondents reporting that food was delivered in sufficient quantities and over 88 per cent of interviewed IDPs feeling that the food was delivered in a fair manner. Following this assessment, UNRWA continued to work to further ensure that sufficient, high quality food was fairly distributed to every person in UNRWA shelters.

During the food distribution itself, carried out by specially trained focal points (Food Distribution Focal Points, FDFPs), two rooms were allocated: one room for men and one for women. Where this was not possible, women received their daily food rations first, followed by men. Large families were also sometimes accommodated separately. Arrangements were also made to ensure the fair delivery of food to vulnerable people, including pregnant women, the elderly, and persons with injuries or disabilities. To this end, meals were delivered directly to rooms or family members were able to collect rations on their behalf.

Protection Focal Points (PFPs) have also been established in all Collective Centers to ensure, among other things, equality in accessing services, including food, with an emphasis on the needs of those in the most vulnerable categories (including children and women). Written instructions were provided to PFPs, including protection guidance and minimum service delivery standards in UNRWA shelters.

⁴⁹ WFP contributed bread, tuna, meat, pulses and milk to the emergency food rations for UNRWA shelters.

PFPs were properly trained on general aspects of shelter management; more focused one-day training was conducted to ensure proper understanding of child protection and GBV risks, in coordination with UNICEF and the Gender Initiative. PFPs provided bi-weekly situation reports identifying protection and access to service concerns. This is monitored by Area Protection Coordinators and CCMU PFPs, including through weekly field visits. OSO/Protection teams also conducted occasional field visits to the CCs in coordination with CCMU to ensure proper guidance for PFPs.

In December, UNRWA added a second ration type to food distribution, alternating between providing vegetables and local sweets, with noodles and fruit, in addition to the WFP basic ration. As of 15 December, and as part of the Agency's winterisation plan for Collective Centres, UNRWA also introduced hot meals that were distributed on a three-day cycle. Meals were provided by local suppliers, and introduced seasonally and in culturally appropriate variations, while taking into consideration their nutritional value.

3. Emergency preparedness and contingency capacity

Indicator	Target	Achievement
Number of UNRWA staff receiving Explosive Remnants of War (ERW) training	1,152	1,425

Due to the significant change in context following the 26 August ceasefire, UNRWA adapted its emergency response to the changing situation in Gaza for the remainder of the Flash Appeal period. As part of the response to the summer hostilities, UNRWA is in the process of enhancing emergency preparedness and security capacity. A Mobile Training Team (MTT) was established to develop the skills and professionalism of Head Guards (HGs) and Assistant Head Guards (AHGs); provide intensive inductions to JCP guards and training for fixed-term guards to enhance capacity on issues such as neutrality, crisis management, vehicle, bag and personal searches, and the management of demonstrations. UNRWA will also address the urgent need to upgrade infrastructure and procedures at the Gaza Field Office to mitigate against risks to staff safety.

UNMAS estimates that some 7,000 explosive remnants of war (ERW) remained in Gaza following the summer hostilities. To mitigate against this threat, UNRWA undertook a comprehensive programme of training and awareness-raising among staff and in refugee communities.

Following the hostilities, UNRWA conducted training sessions for frontline staff most at risk, including UNRWA social workers and Infrastructure and Camp Improvement Programme (ICIP) engineers involved in shelter assessments, as well as UNRWA guards. As of 31 December, 1,425 UNRWA personnel received ERW training, which focused on identifying and avoiding ERW risks, and marking and reporting potential ERWs. Building ERW awareness and competencies through these trainings not only helped to ensure staff safety, but also empowered staff to act as conduits to disseminate awareness in their communities, both when interacting with refugees in the course of their duties, and to friends and family.

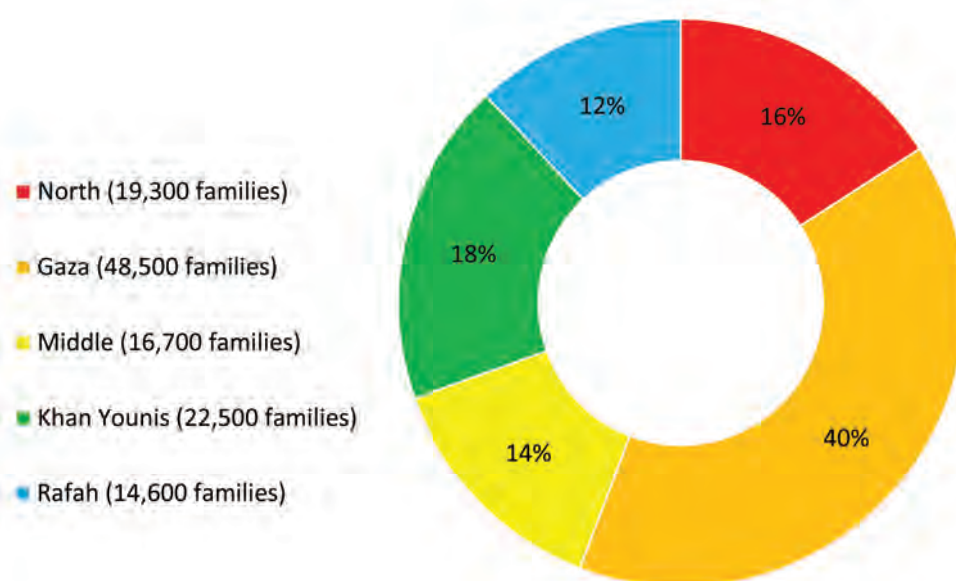
To reinforce awareness in affected communities, UNRWA also produced a range of posters, flyers and booklets to raise awareness of ERW risks in communities, including cartoon posters specifically targeted at children. The materials gave examples of different ERWs to assist in the identification and avoidance, as well as details of whom to contact to remove a suspected ERW. These were displayed at UNRWA area offices, health centres, food distribution centres and in other installations.

Emergency preparedness and contingency capacity building is ongoing, and will run for a total of 18 months, until 30 June 2016.

4. Exceptional Food Distribution

Indicator	Target	Achievement
Number of individuals covered by a basic food ration consisting of rice and flour	730,000	730,000

During the 2014 hostilities, and as mentioned in strategic priority 1, UNRWA distributed one round of emergency food assistance to 830,000 Palestine refugees as part of the Agency's ongoing emergency response to the humanitarian situation in Gaza. In addition to this distribution and the daily provision of food to displaced people in shelters, between 11 August and 2 September, UNRWA worked in partnership with WFP and the Government of National Consensus (GNC), to distribute a one-off ration consisting of 10kgs of rice and 30kgs of wheat flour to everyone in Gaza not already receiving food assistance of some kind. This reached a total of approximately 730,000 individuals (121,680 families) 69 per cent were Palestine refugees, and 31 per cent non-refugees. As this was an exceptional emergency distribution, no detailed disaggregated demographic data is available on food parcel recipients. Distribution was on designated days based on family size and continued until all eligible families received a ration. Gazans were notified of the distribution through media channels and posters.



Location of exceptional food distribution recipients

5. Non Food Items (NFIs)

Indicator	Target	Achievement
Number of displaced families in shelters receiving NFIs	60,000	48,800
Number of returnee families receiving NFIs	83,000	208 ⁵⁰

During the 2014 hostilities and in the period that followed, UNRWA provided essential NFIs to people in UNRWA shelters, as well as to families returning to their homes following the hostilities.

⁵⁰ The figure of 208 appears low; however, 5898 families received the cash reintegration package instead of the earlier planned NFI distribution.

Prior to the conflict, UNRWA emergency contingency planning, based on experience during previous escalations, included sufficient NFIs for an estimated 50,000 people, however, much of this stock had been depleted during the UNRWA response to winter storm Alexa in 2013, with funding constraints preventing the Agency from restocking warehouses. The scale of the displacement during the crisis was unprecedented and UNRWA was initially unable to provide sufficient mattresses and blankets from pre-positioned stocks. In response, and with the support of partner organisations, UNRWA began an extensive emergency supply operation to transit vital in-kind donations, providing and borrowing NFI supplies to meet the needs of those in UNRWA shelters.

An UNRWA rapid assessment in August found that, despite the challenges in delivering items, the majority of IDPs reported that they had received mattresses and blankets, with only 35 per cent of households stating that family members were sharing these items. The assessment team also found that almost 75 per cent of interviewed IDPs felt that personal hygiene materials were available in sufficient quantities, although 26 per cent of those interviewed felt that this was not the case. This proportion was slightly lower amongst women interviewed, with 69 per cent responding that they had received sufficient hygiene items for themselves and their children. The availability of diapers was identified as a particular issue. Further basic NFIs, including mattresses, were distributed between September and December in addition to monthly distributions, to ensure that every person in UNRWA shelters had all of the items required to make the school facilities as appropriate and dignified as possible for prolonged stays. By 31 December, each person in UNRWA shelters had received basic one-off NFIs, including a mattress, mat and blanket, as well as monthly distributions of personal hygiene kits which included items such as toothpaste, and shampoo. In total, the Agency distributed over 71,000 hygiene kits, 37,717 mattresses and 188,808 blankets between July and December 2014.



UNRWA personnel processing emergency food and NFI stock at the Gaza Field Office during the hostilities. 25 July 2014 @ 2014 UNRWA

UNRWA provided reintegration assistance, in the form of a US\$500 grant to replace household items such as white goods, to 5,898 families. This assistance replaced the NFI package as it was considered a more dignified and flexible means of providing for the individual and diverse needs of families. In addition, the Agency was also able to provide NFIs, including mattresses, mats, blankets, and baby and family hygiene kits, to a limited number of families affected by the hostilities outside of UNRWA shelters. Following the hostilities, refugees were able to request assistance at UNRWA Relief and Social Services Offices, and Area Offices. After an assessment by an UNRWA social worker, NFIs were distributed to 38 families - 208 individuals.

6. Shelter Minor Repairs

Indicator	Target	Achievement
Number of shelters from registered refugee families eligible for minor damage repairs have been repaired	24,000	37,159

Immediately following the 26 August ceasefire, UNRWA began the process of assessing damage caused to the homes of Palestine refugees in Gaza, in partnership with the Government of National Consensus (GNC), the Ministry of Public Works and the UN Development Programme (UNDP). Damaged homes were visited by UNRWA social workers to assess assistance eligibility, followed by a technical assessment by UNRWA engineers. As of 31 December 2014, UNRWA engineers' assessments found that over 86,000 Palestine refugee homes had been affected⁵¹, including 7,380 homes which were totally destroyed, 5,368 that required major repairs, and 73,381 homes that suffered minor damage. The assessment process is ongoing in 2015.

As of 31 December 2014, over 37,000 registered refugee families, including over 450 families in UNRWA shelters who were subsequently able to return to their homes, had received small grants to repair minor damage to their homes, amounting to some US\$45,300,000 in total.

Assistance was paid directly into families' bank accounts, allowing refugees to retain ownership and control over their repair work and maximising flexibility in allowing families to choose the solutions most suitable to their needs. In addition to being the most cost effective and empowering solution for families receiving assistance, the self-help approach is the fastest way to address urgent shelter needs, as recipients can begin repairs immediately as opposed to the Agency going through lengthy tendering and contracting processes. In addition, refugees are able to mobilise and make efficient use of the economic and technical resources available at the local level, such as cost free labour and equipment from family members and neighbours. This approach also ensures that indirect benefits are maximized and spread widely across the local supply chain, particularly on small and medium sized vendors and construction businesses. Because refugees receiving shelter repair grants primarily rely on locally known and trusted businesses to undertake repair work, this form of assistance allows a large number of small and medium construction businesses to benefit from reconstruction assistance.

7. Conditional Cash Assistance

Indicator	Target	Achievement
Number of displaced registered refugee households receiving cash assistance for unexpected rental, health, burial and other related costs	15,000	6,770

The conflict had a significant impact on socio-economic conditions in the Gaza Strip, further undermining household economies and weakening an already damaged private sector. UNRWA provided small cash grants to families whose homes had been rendered uninhabitable, to support rental costs, or to access other temporary accommodation arrangements (TSCA).

⁵¹ UNRWA, 2015, Shelter Assessment: Infrastructure and Camp Improvement Programme (internal document). The final assessment of damaged or destroyed refugee homes is to be concluded in April 2015.

As of 31 December 2014, some 6,770 families assessed as being eligible to receive TSCA received their first instalment, covering four months of payments. Of these families, over 1,240 (approximately 7,500 individuals) were able to leave UNRWA shelters and find more appropriate temporary living arrangements until their homes had been repaired or rebuilt.

8. Health

Indicator	Target	Achievement
Percentage of UNRWA primary health centres providing services to IDPs and affected population regardless of their refugee status	100%	100%
Percentage of UNRWA primary health centres with sufficient stock of essential drugs	100%	100%
Percentage of UNRWA primary health centres with sufficient stock of medical supplies	100%	100%
Percentage of UNRWA primary health centres with sufficient stock of generator fuel	100%	100%
Number of health teams in UNRWA Collective Centres	26	26

Despite considerable risk, 863 UNRWA health staff reported to work during the conflict, and the Agency was able to continue to operate 13 of the 21 UNRWA health centres in Gaza throughout the duration of the hostilities. During this time, facilities were open to all in need, both refugees and non-refugees.

During the hostilities, the regular bi-monthly UNRWA supply system for re-stocking health centres was suspended, with the Agency's central pharmacy in Gaza providing items to health centres as required, on an emergency basis. The emergency supply chain drew on both existing inventory items in the central UNRWA pharmacy, as well as in-kind donations from partners, brought to Gaza as part of the UNRWA emergency supply operation. This flexibility ensured that all 13 functioning health centres had sufficient supplies (at least 90 per cent of required essential medical supplies), including some 50 per cent of essential drugs (such as hypertension and diabetes drugs, asthma medication, and psychiatric drugs). In addition, UNRWA provided over 146,000 litres of fuel to health centres to ensure that they were able to function through-out the crisis. UNRWA is now replenishing stocks exhausted during the emergency period and ensuring that the Agency's central pharmacy has sufficient medical supplies and equipment in the event of future crises. Following the cessation of hostilities, minor repairs were made to nine health centres damaged during the conflict and the Agency resumed normal health programme operations, offering primary medical services for Palestine refugees, including vaccinations, maternal healthcare, and treatment of non-communicable diseases.

Health points staffed by 32 UNRWA nurses and 26 UNRWA doctors⁵² were established at UNRWA shelters to offer basic medical services to displaced people. Following the hostilities, and as part of the shift to preparing shelters for longer stays, collective centres were equipped with medical supplies. As was the case with UNRWA health centres during the hostilities, no collective centre was out of stock of emergency medical supplies for more than three days. In total, health teams in UNRWA shelters treated 80,200 patients – over half of whom were children and the elderly, and made over 6,800 referrals to UNRWA health centres. Almost 50 per cent of all referral cases were children.

⁵² Temporary UNRWA nurses and doctors were recruited under the Agency's Job Creation Programme (JCP, see chapter 11) under "skilled JCP" contracts, and were supervised by permanent UNRWA staff.

UNRWA launched an emergency social support initiative in September 2014, recruiting an additional 17 temporary focal points and social workers to work with community development social workers and collective centre managers to identify Palestine refugees from vulnerable groups, including injured people and those with disabilities in potential need of assistance.

As a result, UNRWA identified 1,854 vulnerable persons, including 418 persons with disabilities, 201 elderly people and 316 children. Vulnerable people were referred to relevant services providers, including CBOs, NGOs and government services, and 588 persons were provided with specialized assistance including assistive devices, speech therapy and medication.

9. Psycho-social support

Indicator	Target	Achievement
Percentage of UNRWA collective centres providing psycho-social support to hosted IDPs	100%	100%
Percentage of UNRWA schools providing psycho-social support to school children following the beginning of the school year	100%	79%
Number of CBOs in partnership with UNRWA providing psycho-social support for a three-month period following cessation of hostilities	49	49

During and after the hostilities, trained UNRWA counsellors and partners provided psychosocial support to vulnerable people in UNRWA shelters, schools, and health centres.

During the hostilities, 44 UNRWA counsellors and 49 partner CBOs provided psychosocial support in UNRWA shelters. As far as possible, and when security conditions allowed for staff travel, two counsellors visited each shelter. Counsellors mainly focused on providing advice and support to families on how to deal with stress and trauma, including specific issues such as bedwetting and other stress-related symptoms, as well as group recreational activities for children, such as drawing and structured play. Where possible, counsellors also arranged recreational activities for women, allowing them to take time from care-giving responsibilities in a safe space. During and after the hostilities, 170,544 patients, including 96,608 women (57 per cent) and 73,936 men (43 per cent) benefited from sessions run by UNRWA counsellors, and an additional 204,051 children (104,151 girls and 99,900 boys) took part in recreational activities. UNRWA coordinated and supervised 4,989 sessions run by partner CBOs in UNRWA shelters that reached 24,373 adults (16,960 women and 7,413 men) and 132,527 children (66,913 girls and 65,614 boys).

Following the cessation of hostilities, UNRWA recruited an additional 40 temporary counselling personnel to ensure that all of the 18 UNRWA facilities operating as Collective Centres between September and December 2014 had at least one trained UNRWA psycho-social counsellor to support the mental health needs of IDPs. Counsellors visited families in shelters to provide advice and support and offered recreational activities designed to help vulnerable groups, including children, cope with trauma and stress.

In support of the existing 207 regular counsellors at 200 UNRWA schools, UNRWA recruited an additional 50 counsellors to ensure that almost all UNRWA schools were able to offer psycho-social support to students, and to support their transition back into formal academic learning. In total, over 221,700 children (113,242 girls and 108,507 boys) received counselling between September and December 2014 in UNRWA schools. The Agency also continued to provide psycho-social support through UNRWA health centres.

10. Emergency Education

Indicator	Target	Achievement
Number of school-aged children benefited by emergency education activities in UNRWA collective centres	75,000	61,662

The conflict had a devastating impact on children's education in Gaza. One hundred and thirty-eight UNRWA students and six UNRWA education staff lost their lives during the hostilities and at least 814 UNRWA students were injured. In total, 84 UNRWA school buildings were damaged and, as of 31 December 2014, 18 continued to be used as shelters for displaced people. This has placed additional strain on the school system, 93 per cent of which had already operated double shifts prior to the summer 2014 hostilities. To mitigate against the potential damage to children's learning opportunities UNRWA TV broadcasted 192 educational TV lessons on four subjects (Arabic, English, Mathematics and Science) during the conflict. Broadcasting also concentrated on raising ERW risk awareness, which targeted children's awareness through animation, music clips and drama.

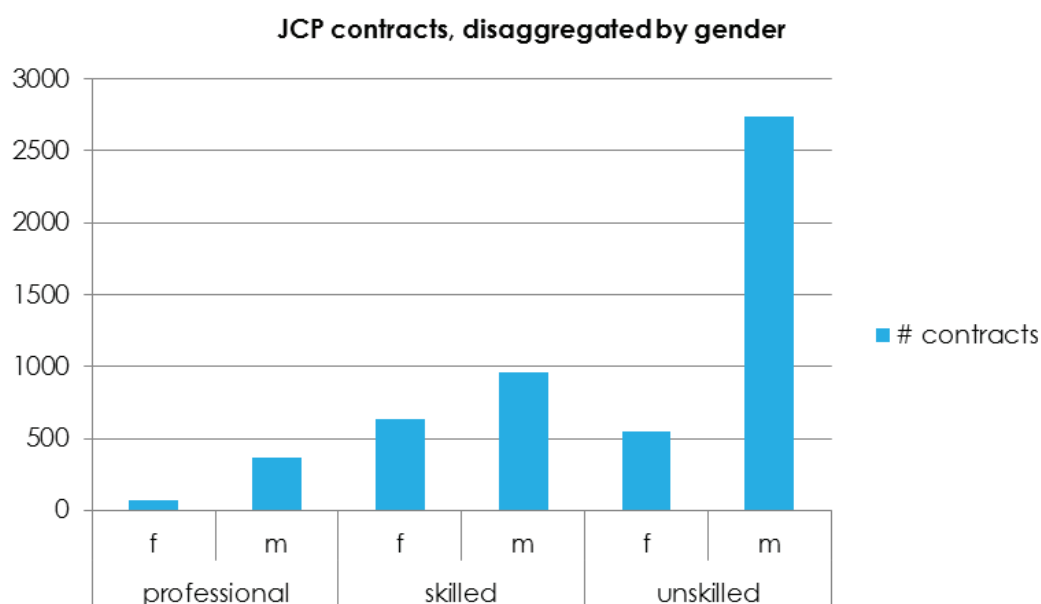
Despite many challenges, the Agency was able to begin the school year on 14 September for some 240,000 students, just three weeks after the term was due to begin and only 19 days after the ceasefire. The rate of double shift schools has increased from 72.6 per cent in 2013 to 86.9 per cent currently, because 18 buildings continue to operate as collective centres. In addition, six schools are now running on a triple shift schedule, with three schools operating in one school building. Lack of space and funding mean that the school day in these schools has been reduced to 4 hours, leaving children with a truncated education and little opportunity to engage in recreational or creative pursuits. In 2015, UNRWA will run a Summer Fun Week to give children a much-needed opportunity for play and creative learning and to help them cope, both with the effects of recurrent conflict and the ongoing Israeli-imposed blockade.

In response to the profound impact the conflict has had on children and the learning environment in Gaza, UNRWA rolled out an innovative three-phase approach to support children's transition back into formal education. To this end, 7,800 UNRWA teachers were trained to provide assistance through: (i) an initial focus on psychosocial support and recreational activities; (ii) a transitional phase focused on active and alternative learning, and key skills and concepts; and (iii) the resumption of teaching under the standard curriculum. Much of this emergency education programming approach was developed during UNRWA's response to the three-and-a-half-year conflict in Syria.

11. Cash-for-Work

Indicator	Target	Achievement
Number of cash for work contracts signed	2,120	5,319

UNRWA utilized the Agency's Job Creation Programme (JCP) to implement an emergency cash-for-work mechanism that provides income generating opportunities to those in need while supporting the emergency response. Contracts included skilled positions such as WASH and hygiene coordinators in shelters, physiotherapists and assistant teachers, as well as unskilled positions, such as shelter guards and cleaners. Between July and December, the Agency offered a total of 5,319 JCP contracts (24 per cent to women and 76 per cent to men), creating over 267,300 work days. The majority (70 per cent) of JCP personnel supported emergency response services during and after the hostilities with the remaining 30 per cent engaged in early recovery activities. Just over 2,000 JCP contracts focused on work in UNRWA shelters, while 199 JCP personnel were engaged to provide support to partner CBOs. Almost 40 per cent of contracts were for skilled work and just over 60 per cent unskilled. 835 recipients of contracts were displaced people in UNRWA shelters and almost 30 per cent of recipients had been assessed by UNRWA as being from food insecure households.



12. Environmental Health (WASH)

Indicator	Target	Achievement
Potable water provided to people at UNRWA shelters (litres per person per day)	6	6
Non-potable water provided to people at UNRWA shelters (litres per person per day)	20	20
Transitional dump sites cleared	100%	100%
WASH infrastructure in camps damaged in hostilities repaired	9	9

UNRWA is responsible for providing WASH services to the eight Palestine refugee camps in Gaza. During the hostilities, the Agency continued to provide solid waste management services in camps when security conditions allowed. In addition, the Agency ensured that displaced people in UNRWA shelters had basic WASH services that prevented serious outbreaks of communicable diseases associated with the lack of sanitation facilities.

Between July and December 2014, almost 112 million litres of potable and non-potable water were provided to UNRWA shelters. The Agency worked closely with other humanitarian actors in Gaza, including the Turkish Red Crescent Society, Oxfam and ANERA, who, in combination, provided approximately 70 per cent of potable water delivered. To maintain environmental health standards in UNRWA shelters, the Agency also provided monthly cleaning supplies to families and to shelter management teams. Between July and December, over 2.5 million cleaning supply items, such as detergent, hand sanitizer and toilet paper were distributed to shelters, including during the hostilities. Despite the crowded conditions, in August an assessment team found the overall cleanliness situation to be acceptable in UNRWA shelters.

In addition to the over 300,000 litres of fuel that UNRWA provided to shelters between July and December 2014, the Agency provided over 623,700 litres of fuel to 25 municipalities and two solid waste management centres in support of solid waste removal activities across Gaza. Following the hostilities, UNRWA cleared six temporary dump sites used to dispose of waste during periods when it was not possible to access municipal landfill sites. Between July and December, the Agency removed and safely disposed of over 11,000 tonnes of solid waste. UNRWA also undertook emergency repairs to WASH infrastructure damaged during the hostilities, including the repair of water lines in Jabalia camp and the generator in Khan Younis water plant, as well as the installation of WASH infrastructure in seven UNRWA shelters.

13. Installation Repair

Indicator	Target	Achievement
Percentage of UNRWA installations damaged during the conflict that have received minor repair works	100%	60%

In total, approximately 118 UNRWA installations were damaged during the hostilities, including 83 schools and 10 health centres. Forty-eight of these facilities suffered major damage and included the destruction of a block of classrooms at Khuza'a Elementary Co-ed A&B school in eastern Khan Younis. Damage to UNRWA health centres did not cause significant disruption to the UNRWA provision of medical services to Palestine refugees, although the partial demolition of one school placed further strain on the education system which was already running on double shifts prior to the hostilities. UNRWA was able to repair 71 facilities during the reporting period.



Zeitoun Prep Girls' B School, Gaza, which sustained damage during the hostilities. 17 July 2014 @ 2014 UNRWA



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for palestine refugees in the near east

وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى