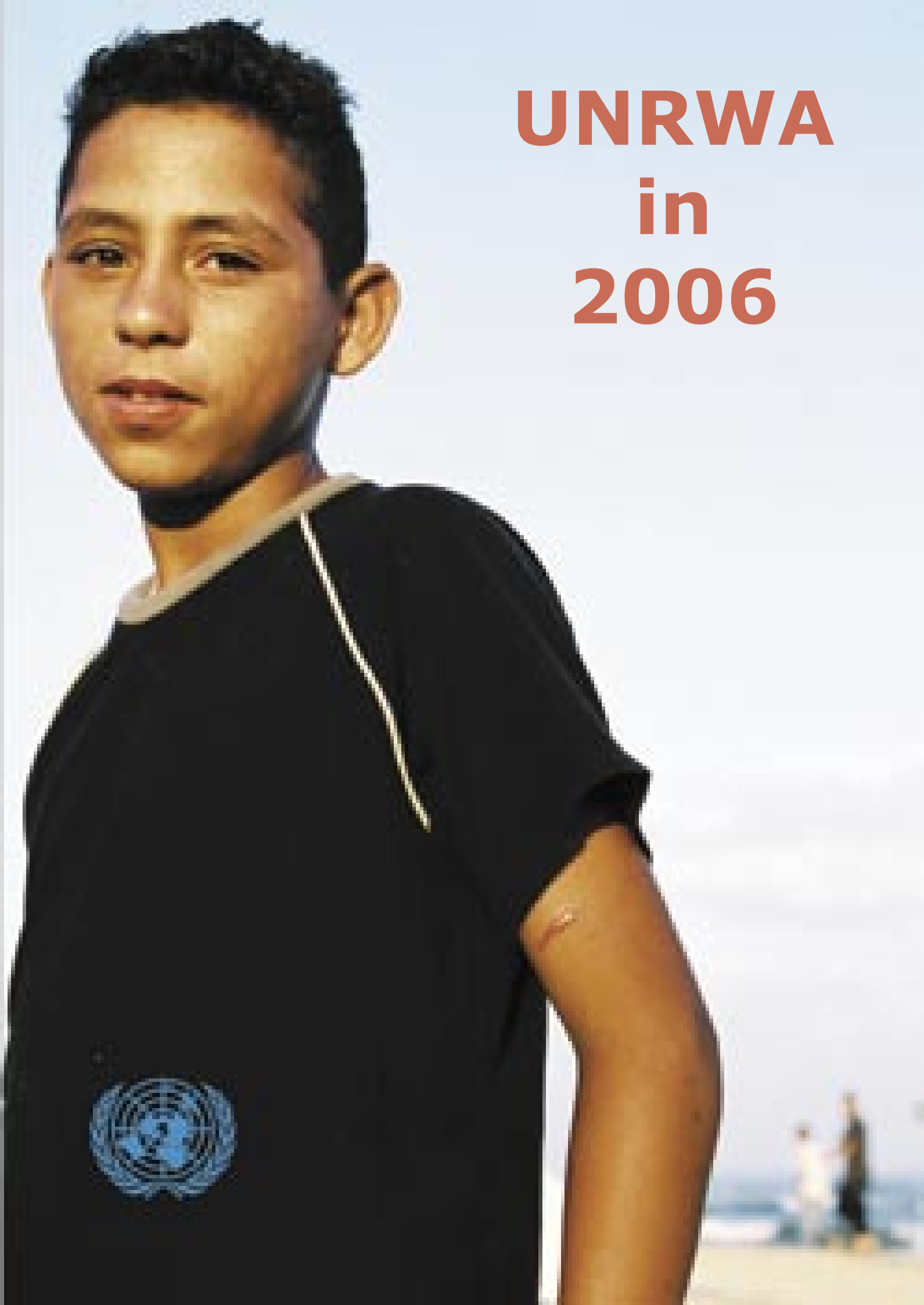
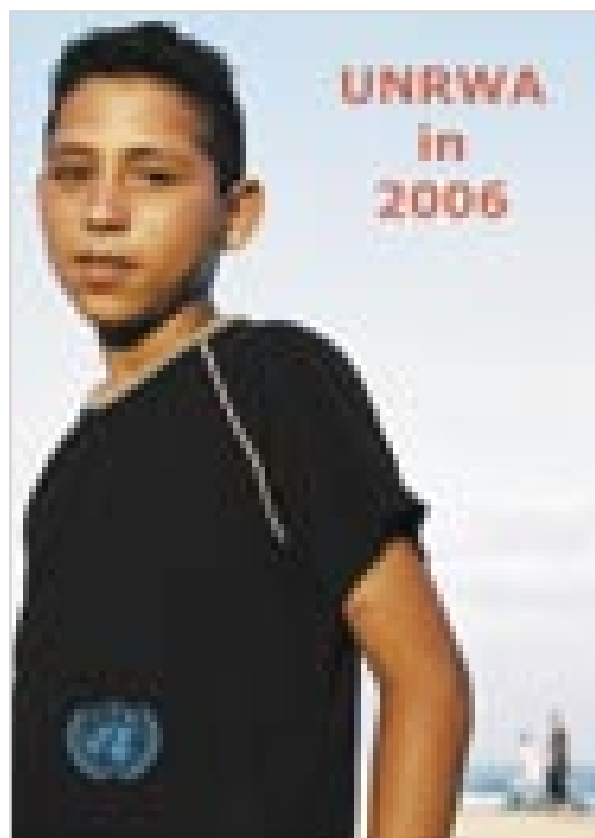


UNRWA in 2006



UNRWA in 2006



“

In 2006, ground and aerial attacks in the occupied Palestinian territory and Lebanon shattered the sleep of Palestinians - refugees and non-refugees alike. Closures prevented Palestine refugee youth from pursuing higher education and from acquiring or applying the skills they need to rise above their circumstances. Deep poverty, brought on by de facto sanctions and economic stagnation, meant misery for many and frustrated the efforts of proud fathers and mothers to provide for their families.

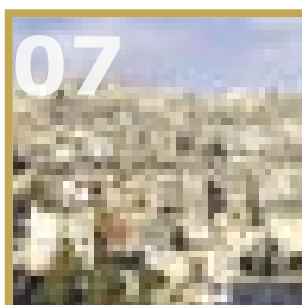
With the advantage of hindsight, we, as members of the international community, can carve out a different path. The overwhelming majority of Palestinians, not least the children and youth who constitute about half of the population, crave a normal life. They would welcome the chance to prosper and to take their rightful place as peaceful citizens in a state of their own. Our challenge is to engage them in conversation, to listen to their voices, and to create opportunities that contribute to the building of their future.

”

Karen Koning AbuZayd
UNRWA Commissioner-General



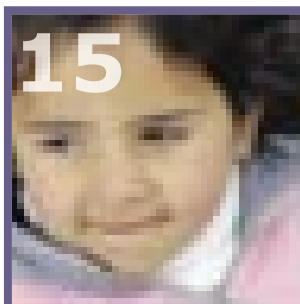
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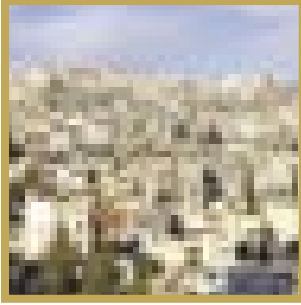
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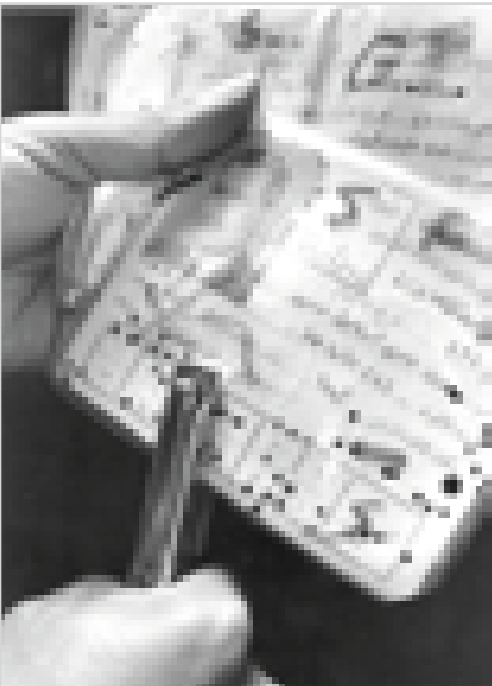
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Introduction



Introduction



UNRWA, the United Nations Relief and Works Agency for Palestine refugees in the Near East, was established by the UN General Assembly on 8 December 1949. It was created to respond to the dire humanitarian needs of about 800,000 Palestine refugees who fled to the Gaza Strip, the West Bank, Jordan, Lebanon and Syria from the fighting in Palestine during 1947 and 1948.

Over nearly six decades, the Agency has grown into one of the largest United Nations programmes, employing more than 27,000 staff members to provide services to 4.4 million refugees. Its purpose is to contribute to the human development of Palestine refugees in its five fields of operation until a just solution is found for the refugee issue.

UNRWA is a global advocate for the protection and care of Palestine refugees. In circumstances of humanitarian crisis and armed conflict, the Agency's emergency interventions – as well as its presence – serve as tangible symbols of the international community's concern, helping to create a stable environment.

Through its education programme, UNRWA provides primary education, secondary schools in Lebanon, and vocational and technical training. A network of 127 UNRWA clinics offers free basic health care and the Agency also pays for hospitalisation and provides environmental health services in refugee camps. UNRWA's relief and social services arm provides social safety net assistance to the poorest refugees as well as a development programme to help the poor help themselves. Refugee entrepreneurs are assisted by a microcredit programme that has grown into one of the largest and most successful in the region.

In addition to its regular operations, UNRWA has repeatedly provided emergency food aid, medical care, shelter and protection to refugees caught in the outbreaks of conflict that have buffeted the region over the past six decades.

UNRWA's work is funded almost entirely by voluntary contributions from donor countries and while donations to UNRWA have risen steadily over the years, they have failed to keep pace with the rate of natural growth of the refugee population. Schools are overcrowded, dilapidated and most run on double shifts. Doctors are overworked, seeing an average of 95 patients per day. The Agency's relief assistance to very poor families, in the form of cash support and food, no longer covers their most basic needs. This is particularly true for the West Bank and Gaza where the protracted political,

security and economic crisis of the last six years has compounded the growing need common to all five fields.

UNRWA by Numbers

Number of registered refugees	4,448,429
Percentage of refugees living outside camps	70%
Enrollment in UNRWA schools	484,781
Percentage of girls in UNRWA schools	50%
Student-teacher ratio in UNRWA elementary schools	30
Average daily medical consultations per UNRWA doctor	95
Refugee infant mortality per 1,000 births	22
Refugees needing special hardship assistance	250,010
Number of microcredit loans awarded since 1991	126,474
Value of microcredit loans awarded since 1991	\$131 million





Developments in 2006



Developments in 2006

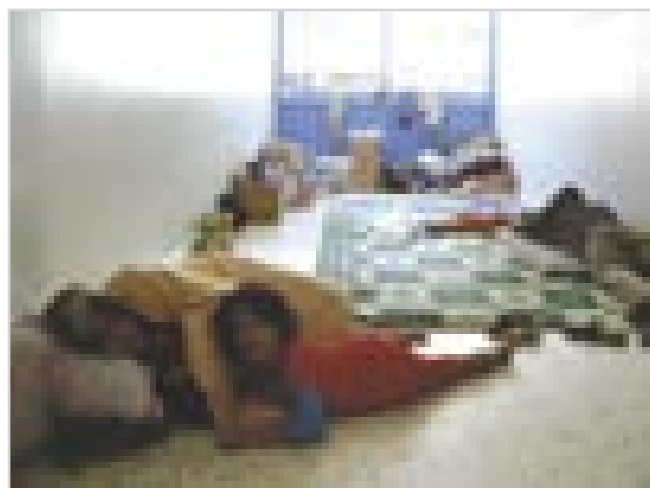
The main political and military developments in 2006 occurred in the occupied Palestinian territory (oPt) and in Lebanon, the consequences of which dominated UNRWA operations. In the oPt, Hamas won the Legislative Council elections in January and, shortly thereafter, President Abbas asked Hamas to form a government. Israel immediately ceased contact with the PA and halted all tax revenue transfers. In April, international donor funding to the Palestinian Authority (PA) was suspended.

The first five months of 2006 saw the firing of Qassam rockets from the Gaza Strip into Israel, a suicide bombing and Israeli military actions in the Gaza Strip. Following the killing of seven members of one family on a beach in northern Gaza in June, Hamas announced the suspension of its 16 month ceasefire. A subsequent Palestinian attack against an Israeli position in Israel resulted in two Israeli soldiers being killed and one being captured. In response, Israel launched 'Operation Summer Rains'. Early in the campaign, the IDF destroyed the transformers in Gaza's largest power plant, which formerly provided almost half of the Strip's electricity, in an airstrike; by late November over 450 Palestinians had been killed. UNRWA provided shelter and other assistance to 5,000 displaced people and delivered water and food to areas isolated by military incursions.

The oPt also saw interfactional fighting in the run-up to discussions on the formation of a national unity government in May. Clashes erupted again in December, almost all of them in the Gaza Strip.

The armed conflict, interfactional fighting, closures, the withholding of tax revenues and the international boycott of the PA took an enormous toll on economic and social conditions. By the middle of 2006 poverty levels had increased by 30 percent. In Gaza, nearly 80 percent of the population was living in extreme income poverty, an increase of 54 percent since 2005. Despite the creation of the European-sponsored Temporary International Mechanism,

under which donors paid 'allowances' in lieu of salaries to a proportion of 165,000 PA employees directly, conditions were still very difficult. To avoid destitution, refugee families who were self-sufficient at the start of the year were forced to turn to UNRWA for emergency assistance.



In Lebanon, Hezbollah's capture of two Israeli soldiers in July sparked a major conflict with Israel that lasted thirty-four days, killing 1,200 Lebanese and 157 Israelis. One million Lebanese and 300,000 Israelis were displaced. Although Palestinian refugee camps were not directly targeted the Palestinian community was affected in

various ways along with the general population. UNRWA responded immediately to the crisis, maintaining essential services whilst also commencing an emergency assistance programme to the Palestine refugee population and to about 5,500 displaced Lebanese. Following the end of the fighting, a large number of unexploded cluster bombs continued to cause deaths and injuries to civilians, seriously harming the agricultural economy in Southern Lebanon and subsequently affecting the Palestine refugees who rely on agriculture for their living.

UNRWA included its emergency needs in the UN Consolidated Appeal launched in late July 2006 and also participated in the Early Recovery Appeal for Lebanon in the aftermath of the conflict. In October, UNRWA put together a "Camp Improvement Initiative" with support from the Lebanese government, designed to address the particularly squalid conditions in refugee camps in Lebanon.

In Syria, refugees who had fled the fighting in Lebanon were housed in eight UNRWA schools. UNRWA, in collaboration with UNHCR, also provided limited assistance to over 600 Palestinian refugees who fled the conflict in Iraq to the 'no-man's land' on the Syria-Iraq border.



Organisational Developments

February 2006 saw the first session of UNRWA's newly expanded Advisory Commission which includes all countries whose contributions to the Agency have exceeded an annual average of \$5 million over the past three years. The General Assembly invited the PLO to participate in meetings as an observer alongside the European Community and the League of Arab States. Significant policy discussions in the Advisory Commission generated valuable advice and support for the Agency's work and for its "organizational development" (OD) process.

This process produced tangible results in August with the release of the Agency's OD plan, "Serving Palestine Refugees More Effectively: strengthening the management capacity of UNRWA." The plan presented the rationale for reforms, as well as the objectives and modalities for implementing the plans over the period 2006-2009.

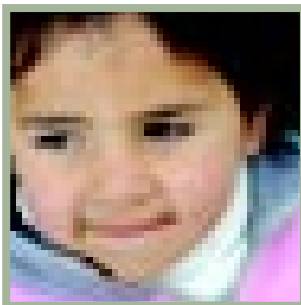
Based on this plan, significant programme management reforms were introduced in the areas of human resources, programme management, leadership and management and organisational processes to lay the foundation for achieving the goals of the OD process. The Department of Human Resources was divested of responsibility for administration services, thus allowing it to concentrate exclusively on transforming human resources across the Agency. A comprehensive management strategy was finalised through a process of extensive internal consultations.

At the programme management level, the Office of the Director of Operations Support (ODOS) was established at HQ Amman to address such issues as strategic programming, cohesive programme delivery policy and situational analysis, as well as the integration of common themes such as staff protection and a gender and needs based approach. In the area of leadership and management, the Agency hired a number of pivotal staff to strengthen its managerial capacity, including a Senior Fundraising Executive to liaise with the governments of the Gulf and other Arab states, an Emergency Programme Officer, as well as professional positions in the Executive Office. Also, initial steps were taken to fill the position of the Agency Spokesperson. As regards the organisational processes, preparations were completed for a comprehensive information and communications technology (ICT) review to be completed with the assistance of experts from the United Nations Secretariat.

Among a number of programme and field initiatives undertaken to address shortcomings in service delivery was the quality assurance initiative launched by the Education Department and a "Schools of Excellence" initiative launched in Gaza to clarify and tackle declining academic standards.



UNRWA Programmes in 2006



UNRWA Programmes in 2006



Education

Education is UNRWA's largest programme, and arguably the one most valued by Palestine refugees and Palestinian society in general. In the words of UNRWA's Commissioner-General, Karen Koning AbuZayd: "Anyone who has lived and worked amongst Palestinians will have been struck by... their passionate appreciation and desire for educational achievement and professional skills."

The largest element of the programme, which accounts for nearly 60 percent of UNRWA's budget and more than three-quarters of its staff, consists of 663 elementary and preparatory schools for nearly half a million children up to the age of 14. In Lebanon, where refugee children's access to secondary education is problematic, there are also five secondary schools.

One of the main challenges faced by UNRWA remains the overcrowding of UNRWA schools due to funding shortages. Three-quarters of UNRWA schools double-shift, which means that two separate schools share the same building, with the resultant overcrowding leading to a less profitable educational experience. Additionally, 17 percent of UNRWA schools are housed in unsuitable rental properties.

To maintain the traditionally high academic standard of UNRWA schools, 2006 saw the launch of the Quality Assurance Framework (QAF) as a consequence of an international conference organised jointly by the UK's Department for International Development (DfID) and the Jordanian Ministry of Education. The framework is now in operation Agency-wide. As part of the QAF and in response to an observed decline in academic standards in schools in the oPt, UNRWA embarked on a Schools of Excellence initiative in Gaza.

UNRWA's education programme includes technical and vocational training, teacher training, work placement, career guidance and a limited number of scholarships. In 2006, despite considerable difficulties, there were plans to introduce new training courses at the Gaza Training Centre and to construct a new training centre in Khan Younis. A number of courses at this new centre will be specifically designed to benefit women. A total of 200 new places were created through the drive to optimise vocational training without additional costs and 40 short-term courses were run to enable refugee youth to be trained for seasonal occupations.

As part of UNRWA's efforts to improve programme delivery under its OD initiative, the Education Programme is developing new monitoring and evaluation tools to measure performance at various levels in order to better quantify the outcome of the programme.

In 2005, UNRWA's human rights and non-violent conflict resolution programme, already established in the West Bank and Gaza, was extended to all schools in all five fields and eight training colleges. In 2006, UNRWA commissioned an external evaluation of this programme. Student parliaments, one of the key recommendations of the programme, have had a significant impact on school discipline, parental engagement and above all on developing societal, democratic and civic values for UNRWA's students.

Conflict in the oPt, and this year in Lebanon, has continued to have a serious impact on children in UNRWA schools. In 2006 in Lebanon, between five and 16 school days were lost due to the conflict there. In the West Bank a total of 922 work days were lost due to access difficulties affecting teachers and school administrators. In Gaza, 43 UNRWA students were killed due to Israeli military activity and interfactional fighting. 147 students were injured. The figures for the West Bank are three and 43, respectively.



To safeguard students' educational, emotional and social wellbeing, UNRWA arranged extra-curricular activities in drama, music, sport, theatre and creative arts through UNESCO funding. Most activities were built around UNRWA's programme on human rights, conflict resolution and tolerance.

Education by Numbers

Number of students in UNRWA schools	484,781
Percentage of whom are girls	50%
Largest field of student enrollment	Gaza: 195,156
Number of schools	668
Percentage of elementary schools double-shifting	77%
Number of education staff	20,973
Number of education staff trained in 2006	1790
Education programme 2006 expenditure	\$246 million



A Chance to be Yourself - Conflict Resolution in Performing Arts

Students at the Qalqilya Boys' School in the northern West Bank are learning important conflict resolution skills through a unique angle: drama.

Amal (Arabic for "hope") is a lively drama workshop and performing troupe started by Saed Khader, a young teacher at the school. Khader created Amal to give students a supportive environment in which to express their feelings, especially those related to fighting and conflict.

Almost all of the students in Amal come from socioeconomically deprived homes and communities. For them, performing dramatised versions of real-life events on a stage is a safe way to discharge emotions such as anger and fear. "Performing is an outlet for the boys, but they also learn important life skills such as how to peacefully manage strong emotions. You cannot imagine the difference this makes to their lives," says Khader.

A recent addition to the group, Ibrahim Abu-Said, had a history of missing classes and aggression with fellow students; he agreed to join Amal, but only reluctantly. Yet within a few short months Ibrahim became the key player in Amal. "He can act in anything. And I even turn to Ibrahim now for advice in writing the plays!" Khader adds.

Ibrahim's positive experience working with Amal, like that of many other boys in the school, began to impact upon his behaviour outside the drama class. Ibrahim's grades improved, and his previously aggressive behaviour stopped. The transformation was complete when Ibrahim invited a boy with whom he regularly used to fight to join Amal and perform alongside him.



Health



Since its establishment, UNRWA has been the main primary health care provider for the Palestine refugee population. The Agency's health programme provides primary care in 127 clinics, financial assistance for hospital care, emergency services in the oPt and environmental health services in the refugee camps. While challenges remain, in many areas refugees have achieved health standards that match those prevailing in middle-income and wealthy countries in the region. To achieve this goal, the health programme spent \$73 million in 2006.

UNRWA primary care clinics operate inside and outside refugee camps, handling 8.8 million medical consultations and over 680,000 dental visits in 2006. In the same period, the workload for doctors decreased from an average of 110 patients per day in 2005 to 95. This was mainly due to a decrease in workload in Gaza and Jordan due to the recruitment of additional medical officers.

Also in 2006, a new health management information system was introduced in all 127 clinics for family planning and maternal health care services. The new system allows for the rapid interpretation of health related data and the evaluation of medical treatment. Using this new system, UNRWA provided care to over 90,000 pregnant women and postnatal care to 76,000 mothers. The number of women using UNRWA supplied contraception rose by 6.5 percent to over 116,000 women.

A geographic information system has been introduced to enable a framework for managing challenges in public health such as mapping health events, identifying disease clusters and providing real-time disease surveillance.



UNRWA's only hospital is in the West Bank town of Qalqilya. In 2006, this 63 bed facility cared for 6,657 patients. Most secondary care, however, is provided through partial funding for refugees to attend local government or charitable hospitals. In 2006, over 68,000 refugees were helped with hospital costs by UNRWA.

UNRWA also provides environmental health services to over 1.3 million refugees a year living in camps. This includes sewage disposal, storm water drainage, clean drinking water, refuse collection and pest control. In 2006, 100 percent of all the camps were connected to the water network and 84 percent of all camps were connected the sewage network. However, in Lebanon and Gaza, where overcrowding is a persistent problem, environmental health conditions remain poor.

In the last quarter of 2006, a risk assessment tool was introduced in the non-communicable diseases clinic with the objective of improving the evaluation of patients with diabetes and hypertension and to better assess the likelihood of developing complications.

Health by Numbers

Number of UNRWA clinics	127
Average daily visits per doctor	95
Number of hospital patients	68,986
Infant mortality rate/1,000 births	22
Anaemia among children 6 mos. – 36 mos. in West Bank (%)	37.1%
Percent increase over 2005	2.9%
Anaemia among children 6 mos. – 36 mos. in Gaza Strip (%)	57.5%
Percent increase over 2005	2.8%
Camp shelters with sewage link	84%
Health programme spending 2006	\$73.1 million

Relief and Social Services

UNRWA's relief and social services programme supports the poorest refugee families who are unable to meet their own basic needs through the provision of food, cash assistance and shelter rehabilitation. Its aim is to provide a social safety net and to promote self-reliance of less advantaged community members, especially women, the elderly, youth and those with disabilities. Social development work is focused on these beneficiaries. To carry out this task, the programme spent \$43 million in 2006, the majority of it on assisting the 250,000 refugees who are designated as special hardship cases (SHCs).



SHCs comprise three main groups: the elderly, female headed households and the chronically sick or disabled. In 2006 almost all of the 66,000 families in the SHC programme received food aid. However, continued Agency-wide austerity measures again necessitated the reduction of the safety net food package to \$95.40 in the oPt, short of the targeted \$110 per refugee per annum – a target which, had it been achieved, would have brought UNRWA's assistance in line with that provided by host countries.

Another casualty of the austerity measures was the selective cash assistance programme designed to assist SHC families in instances of exceptional need. This programme was curtailed by almost 90 percent.

The shelter rehabilitation sector, however, saw its activities increase threefold when compared with 2005, with 778 SHC rehabilitations in 2006 out of a total of 9,000 shelters targeted.

During 2006, revised Consolidated Eligibility and Registration Instructions were finalised and issued. Included in the revision are instructions to extend services to the families of registered refugee women married to non-refugees. Owing to the drastic economic decline in the oPt, over 90,000 people were enrolled as non-refugees eligible to receive UNRWA services.

In the process of developing and implementing a "poverty-based" (vs. a "status-based") approach for the SHC food aid distribution, UNRWA conducted an Agency-wide survey of over 3,600 SHC families. As a result, eligibility criteria for the SHC families were revised and new payment schemes proposed.

Through its microcredit community support programme, the relief and social services programme disbursed subsidised loans to nearly 2000 individuals in 2006. Also, 16 community based organisations were trained to offer and manage credit programmes from which just over 1,200 female refugees received loans.

Relief and Social Services by Numbers

Refugees requiring special hardship assistance	250,010
Women benefiting from skills training	8,915
Percent increase in women benefiting from skills training	27
Children & youth participating in cultural, social and recreational activities	56,311
Relief and Social Services 2006 expenditure	\$46 million

Microfinance and Microenterprise

UNRWA launched its Microfinance and Microenterprise Programme (MMP) in the West Bank and Gaza Strip in June 1991. This initiative was taken in response to rapidly deteriorating economic conditions marked by high unemployment and widespread poverty following the outbreak of the first intifada in 1987 and the Gulf War. In 16 years, the department has financed over 126,000 loans valued at \$131 million through its branch offices in the oPt and, more recently, Jordan and Syria.



While UNRWA disbursed the majority of its loans through microenterprise credit, in recent years, one quarter of the loans have gone to female-run businesses with another quarter going to young entrepreneurs aged under the age of 28. Due to the economic situation in the oPt and the general squeeze on available cash, short-term capital loans made to small businesses constituted some 80 percent of all loans this year. Loans extended to women under the Solidarity Group Lending programme, for example, represented only about 13 percent of the total.

In 2006, the department's base loan capital increased by \$2 million thanks to an earmarked contribution which will enable the department to increase its credit outreach to the agriculture and food-processing sectors.

In Syria, UNRWA introduced the Solidarity Group Lending programme, designed exclusively to benefit women entrepreneurs.

The programme also continued to administer and develop the PalFund trust supported by the OPEC Fund for International Development. By the end of 2006 it had financed 7,282 microenterprise loans valued at \$7.27 million in the oPt.

As mentioned previously, the significant economic decline in the oPt in 2006 resulted in a decrease in money supply, which in turn created a credit squeeze. Overall, the department financed just 14,023 loans worth \$15 million, thus falling below this year’s performance targets which aimed at 28,880 loans with a value of \$30 million.

In order to reverse or mitigate this trend, the programme has embarked on a rapid expansion of the branch office network in Jordan and Syria. At the same time, it will introduce new products in the West Bank, Jordan and Syria to compensate for the loss of outreach in Gaza. As part of its commitment to meeting the United Nations challenge to build inclusive financial systems for the poor, UNRWA is now examining the prospects of incorporating safe-savings products into microfinance services for the poor.

Microfinance and Micro-enterprise by Numbers

Loans awarded in 2006	14,023
Percentage of total loans to female owned enterprises in the Gaza Strip, 2006	37%
Percentage of loans to female owned enterprises in Jordan Syria and oPt	17%
Percentage of loans to youth in Jordan, Syria, and oPt (15-24 years)	11% in number of loans disbursed
Value of loans financed in the oPt, Jordan and Syria for 2006 is	USD 15,317,460
Overall loan recovery rate in oPt, Jordan & Syria	94.7%



Left Lonely - Bourj El-Barajneh

*I come from Kapri outside Akka.
It was bursting with fruits and vegetables
Every valley and mountain
was full of grapes, olive trees, figs...
We fled and left it all behind us.
What can we do?*

Fatima Badawi laments a great loss, the heartbreaking loss of a homeland. Made a widow the same year she fled Palestine in 1948 with her two daughters, then aged 15 days and one-and-a-half-years, Lebanon has since been her refuge. She and others, ranging from 60 to 90 years old, are some of the last generation of Palestine refugees who can tell their story from the beginning.

Many of these elderly Palestine refugees of Bourj al-Barajneh refugee camp in Lebanon have long lost their spouses and children, or their remaining kin are too poor to support them. Depressed, they had grown accustomed to sitting idly in their damp, dark rooms until the Centre for Active Ageing was opened in the camp in April 2006.

The Centre for Active Ageing – the first of its kind in the 12 UNRWA camps throughout Lebanon – serves as a haven where bonds of friendship have been forged among the elderly refugees. Open daily from 8 am until 3 pm, 30 elderly Palestine refugees enjoy the centre, 15 of whom come to the centre and the rest of whom are too frail to visit but enjoy the luxury of having a hot meal delivered to their house. These refugees enjoy each other's company in two dining rooms, a kitchen, a TV room and a terrace.

The idea for the centre originated when the Local Administrative Committee in Bourj al-Barajneh Women's Programme Centre realised, while organizing iftars (feasts) for the elderly during Ramadan, that the elderly have everyday needs for getting a home-cooked meal, outside Ramadan. However, UNRWA's Women's Programme Officer Hala Daifallah explains that the larger aim of the centre is to "bring the elderly out of their solitude."

"Thank God, when I started coming here, I felt better," exclaims one of the refugees who visits the centre regularly. "We all have problems and worries. We leave them and come here to chat and have some fun," adds another.

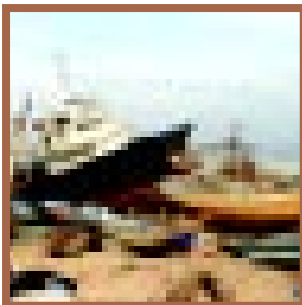
The centre also organises activities for the elderly refugees, including outings such as trips to the nearby river and outdoor picnics. Awareness sessions are held, in coordination with local NGOs, on subjects such as dealing with old age, how to take medicine properly and how to stay sociable.

The story of Fatima Badawi and of other elderly Palestine refugees at the Centre for Active Ageing are featured in the UNRWA film "Left Lonely."





Emergency Operations and Freedom of Movement



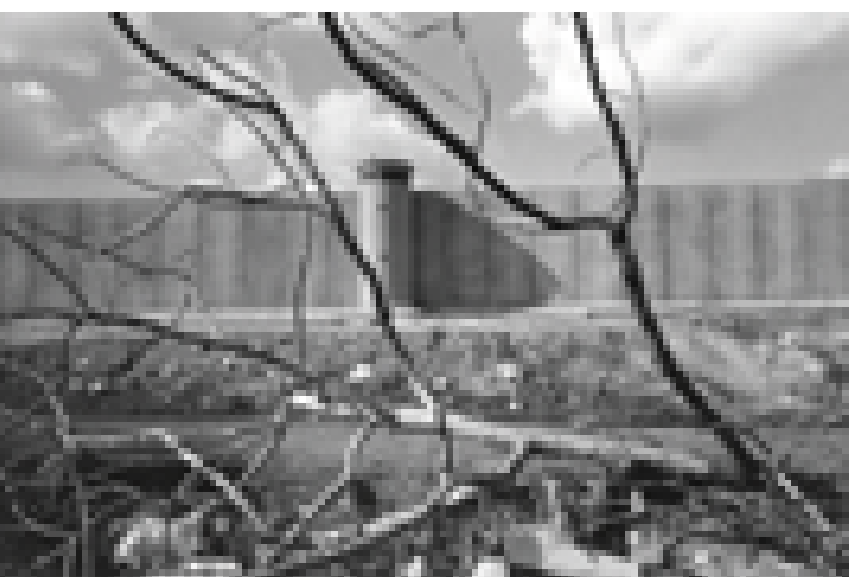
Emergency Operations and Freedom of Movement

Since 2000, UNRWA has administered an extensive programme of emergency assistance for refugees affected by armed conflict, closures and the deteriorating economic situation in the oPt. In July and August 2006, UNRWA faced enormous and unexpected challenges in Lebanon following the outbreak of war with Israel. In both areas, the Agency provided emergency assistance largely to refugees, while extending help to needy non-refugees in exceptional circumstances.

To cope with the increased demand on UNRWA's emergency programmes in the oPt, UNRWA revised its emergency appeal from \$95 million to \$171 million. The revised appeal was launched in May 2006 as part of the revised Consolidated Appeals Process (CAP). By the end of the year, the Agency had received \$145 million, or about 84 percent of emergency funding requested. UNRWA's emergency appeal for Lebanon, which amounted to \$7.2 million, was fully funded.

Occupied Palestinian Territory

In the oPt, the Agency provided emergency food aid to over one million Palestinians and created over three million work days for 50,000 unemployed refugees. The inability of the PA to pay public sector salaries compelled UNRWA to extend its emergency relief programmes to refugee families whose main breadwinner is employed by the PA, adding 100,000 persons to its food distribution system. UNRWA also provided cash assistance to impoverished refugee families, funded the reconstruction of homes destroyed by the Israeli Defense Forces (IDF) and supported mobile healthcare units in the West Bank.



In Gaza, UNRWA's emergency programme provided shelter, food and water to refugees affected by the major Israeli incursions into the Gaza Strip during 2006. At one point, over 5,000 refugees were sheltering in UNRWA schools because of the fighting in their villages and camps.

Severe restriction of freedom of movement continued throughout 2006. In the West Bank, according to the Office for the Coordination of Humanitarian Affairs (OCHA), there was a 44 percent increase between November 2005 and November 2006 in the number of physical barriers in place on the routes used by Palestinians, rising from 376 to 527. These barriers effectively trisect the West Bank with each

section subdivided into smaller enclaves. Movement between the three main areas of the West Bank and the various enclaves is controlled by an increasingly restrictive permit system. Refugees make up some 30 percent of those affected by the barrier.

For UNRWA, these access restrictions amounted to 838 access incidents in 2006 affecting 4,985 staff and costing the Agency a monthly average of 484 hours lost at clinics and schools.

It is forecast that the West Bank barrier, if completed as planned, will enclose 42 villages and towns in 'closed areas' west of the barrier, leading to 60,500 inhabitants requiring permits to live in their own homes. Palestinians who live within a one kilometre strip east of the barrier will need to cross it to get to their farms on the other side of the barrier. A joint UNRWA/OCHA/ICRC (International Committee of the Red Cross) survey conducted in villages along the barrier in the northern West Bank in 2006 showed that only 40 percent of farmers in those areas obtained permits to visit their land, leaving the remaining 60 percent virtually cut off from their livelihoods.



The Erez Crossing between the Gaza Strip and Israel was closed completely to all Palestinian labourers in March 2006 and did not reopen to them during the year. The Rafah Crossing between Gaza and Egypt was open for the first half of the year and then closed in June, reopening again for only 31 days during the rest of the year.

Lebanon

In Lebanon, UNRWA mounted a large-scale emergency response during the conflict of July/August 2006, its first in the country in over a decade. Along with the Lebanese population as a whole, the lives of Palestine refugees were severely disrupted by a conflict that claimed 1,200 lives and displaced one million. Thanks to its extensive field presence in southern Lebanon, UNRWA was able to keep essential services running throughout the war. It provided emergency support to refugees and displaced non-refugees through distribution of food aid and the provision of temporary shelter.

Emergency Programme by Numbers

Monthly average of Gaza labourers in Israel before intifada	29,865
Monthly average of Gaza labourers in Israel during 2006	2,900
Refugee population in oPt receiving food from UNRWA	70%
Deep poverty affecting Palestinian households in oPt by mid-2006	22%
Estimated percent increase over 1999 deep poverty rate	50%
Workdays created in 2006	3 million
Number of refugees employed in job creation programmes 2006	50,000

Operations Support Officer Programme

A vital element of UNRWA's programme of emergency assistance for refugees since 2000 is the Operations Support Officer Programme which operates both in Gaza and the West Bank.

The programme's aim is to reinforce UNRWA's education, health and relief and social services programmes and to ensure the integrity of the Agency's installations – some 470 in the oPt – through active presence in the field.

In the West Bank, the programme aids UNRWA in maintaining its 'humanitarian space' by addressing restrictions on freedom of movement and preventing disruptions in its provision of humanitarian services. In 2006, the department assisted staff on 4,611 occasions to facilitate access. It also functions as the Agency's principal focal point on protection issues in the field.

Operations Support Officers monitor and report on the humanitarian situation, providing valuable information for UNRWA and other UN Agencies to respond to the needs of the entire Palestinian population. In 2006, main highlights included a report on the condition of the Bedouin, the situation of refugees and other Palestinians in the Tel Rumeida neighbourhood of Hebron, the case of the village of Walajeh and the Community Access Monitoring Project which the department implemented jointly with OCHA and ICRC and focuses on the impact of the barrier.

In Gaza the presence of the OSO international staff serves to maintain a minimal international presence visible and accessible in the refugee camps at a time when almost all other agencies have withdrawn their international staff. With OSOs circulating throughout the camps on an ongoing basis, the Agency can monitor the rapidly changing humanitarian conditions and identify problems affecting the general welfare of the population. This enables UNRWA to respond adequately and efficiently to any need for food, medicines or essential services and to ensure the delivery of UNRWA services to eligible refugees.

The Gaza OSO programme aims to enhance UNRWA's ability to monitor activities conducted at its 267 installations in the Gaza Strip and by so doing to guard against improper use and prevent any violation of the Agency's privileges and immunities.

The OSOs play a central role in coordinating the new emergency response mechanism that has been established since early 2007 and have provided direct support to the Schools of Excellence and Summer Games programmes in Gaza.

People with nothing helping people with nothing

As the war in Lebanon continued, Palestine refugees in Tyre were at the epicenter of attacks on this ancient city declared a UNESCO world heritage site in 1979.

From the outset, refugee camps in southern Lebanon and Beirut began taking in thousands of displaced Lebanese families. Despite diminishing supplies of food, water and medicine the "old refugees" were sharing their rooms, schools, mosques and supplies with the "new refugees."

"People with nothing are helping people with nothing," UNRWA official Mohammed Farmawi said, "that is the irony of this war."

In Tyre, about 500 families arrived as "guests" in Al-Bas camp, which usually hosts over 5,000 refugees.

"We were already sharing half a potato amongst ourselves, and then when the new refugees came in, we had to cut it again, and now we barely have any potatoes left," Farmawi said.

Notwithstanding the humanitarian crisis, Mohammed Atiyeh, a Palestinian official who oversaw the move of the displaced into the camp said there was no hesitation to help: "Lebanon took us in when we were turned into refugees, and now it is our turn to take in the Lebanese for the same tragic reason."

UNRWA in figures

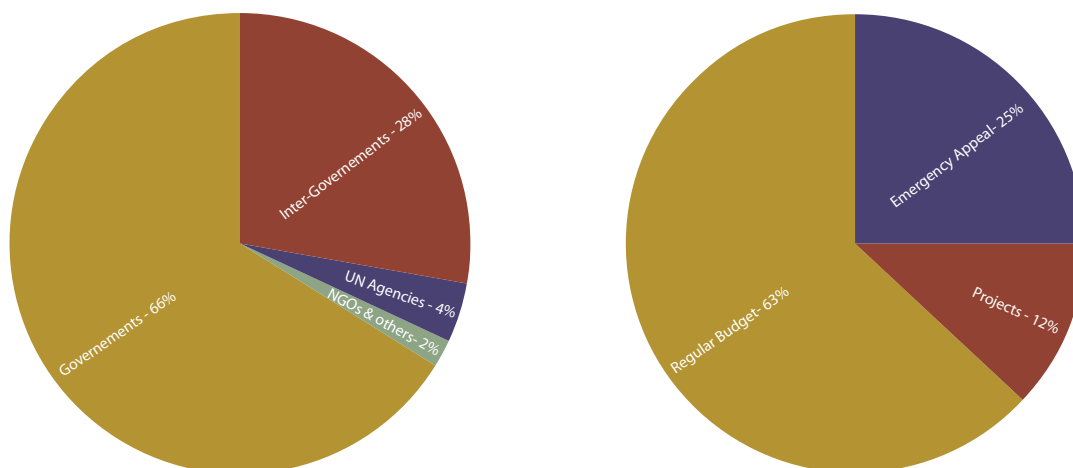
FIGURES AS OF 31 DECEMBER 2006		UNRWA IN FIGURES						
ALL REFERENCES ARE TO AGENCY INSTALLATIONS	JORDAN	LEBANON	SYRIAN	WEST	GAZA	HQ	HQ	TOTAL/
			ARAB REP.	BANK	STRIP	AMMAN	GAZA	AVE.
GENERAL								
REGISTERED REFUGEES (RR)	1,858,362	408,438	442,363	722,302	1,016,964			4,448,429
INCREASE IN RRs OVER PREVIOUS YEAR (%)	1.7	1.1	2.4	3.2	3.1			2.3
RR AS % OF TOTAL RRs	42	9	10	16	23			100
EXISTING CAMPS	10	12	9	19	8			58
RR IN CAMPS (RRCs)	328,076	215,890	119,055	186,479	478,272			1,327,772
RRCs AS % OF RRs	18	53	27	26	47			30
EDUCATION - 2006/2007 ACADEMIC YEAR								
SCHOOLS (ELEM, PREP + 6 SECONDARY IN LEBANON)	177	86	118	92	193			666
EDUCATIONAL STAFF	5,637	2,138	2,603	3,184	7,331	80		20,973
PUPIL ENROLMENT	127,328	38,370	65,477	58,450	195,156			484,781
FEMALE PUPILS (%)	49.7	52.2	48.6	57.1	48.3			50
COST PER ELEMENTARY PUPIL (US\$)	430.1	565.5	209.0	507.9	371.8			416.9
COST PER PREPARATORY PUPIL (US\$)	452.8	803.0	296.9	615.0	504.0			534.3
VOCATIONAL&TECHNICAL TRAINING CENTRES (VTTC)	2	1	1	3	1			8
VTTC TRAINING PLACES	1,439	761	922	1,357	1,190			5,669
EDUCATIONAL SCIENCES FACULTIES (4 years course) ⁽¹⁾	1			2				3
PRE-SERVICE PLACES	550	100		600				1,250
NUMBER OF IN-SERVICE TEACHERS IN TRAINING	212	53	178	126	326			895
HEALTH								
PRIMARY HEALTH CARE FACILITIES (PHCF)	24	25	23	37	18			127
HEALTH STAFF	987	560	485	1,454	1,260	16		4,762
PHCFs WITH DENTAL SERVICES (incl. 8 mobile units)	27	17	17	22	13			96
PHCFs OFFERING MCH ⁽²⁾ AND FAMILY PLANNING	24	25	23	37	18			127
PHCFs OFFERING DIABETES/HYPERTENSION CARE	22	25	23	37	15			122
PHCFs OFFERING LABORATORY SERVICES	24	16	21	26	15			102
ANNUAL PATIENT VISITS (1 July 2005 - 30 June 2006) ⁽³⁾	2,253,161	986,344	1,036,343	1,672,862	3,273,899			9,222,609
CS ⁽⁴⁾ CONNECTED TO WATER NETWORKS (%)	99	100	100	100	100			100
CS CONNECTED TO SEWERAGE NETWORKS (%)	90	87	95	63	85			84
RELIEF & SOCIAL SERVICES								
SPECIAL HARDSHIP CASES (SHCs)	48,165	47,365	31,458	34,977	88,045			250,010
SHCs AS % OF RR	3	12	7	5	9			6
WOMEN'S PROGRAMME CENTRES	14	9	16	16	10			65
COMMUNITY REHABILITATION CENTRES	10	1	6	15	7			39
RELIEF AND SOCIAL SERVICES STAFF	183	145	127	165	241	19		880
MICROCREDIT COMMUNITY SUPPORT PROGRAMME	3,156	4,815	2,766	2,279	183			13,199
MICROFINANCE & MICROENTERPRISE (Gaza & West Bank) (TOTALS SINCE PROGRAMME INCEPTION IN 1991/92 in Gaza, 1996 in West Bank, 2003 Syria and Jordan)								
NUMBER OF LOANS AWARDED	6,460		6,633	27,281	86,100			126,474
VALUE OF LOANS AWARDED (US\$) (cumulative)	7,524,717		4,249,893	33,435,274	85,882,170			131,092,054
PROJECTS ⁽⁵⁾								
NO. OF PROJECTS FUNDED (since 1993)	157	150	154	162	236	50	31	940
PLEDGES & CONTRIBUTIONS (MILLIONS OF US\$)	26.1	78.3	37.7	79.1	190.4	21.4	13.1	446
2007 GENERAL FUND BUDGET (CASH AND IN-KIND - THOUSANDS OF US\$)								
EDUCATION	72,704	39,268	17,675	48,765	95,928	2,873	-	277,213
HEALTH	18,711	15,014	8,355	21,365	31,504	970	-	95,919
RELIEF AND SOCIAL SERVICES	8,377	7,652	4,860	7,518	13,999	967	-	43,373
OPERATIONAL SERVICES	2,843	2,946	1,924	4,550	6,442	8,089	545	27,339
COMMON SERVICES	3,479	3,974	3,009	6,369	6,335	3,187	35,476	61,829
TOTAL GENERAL FUND BUDGET	106,114	68,854	35,823	88,567	154,208	16,086	36,021	505,673
STAFF POSTS								
AREA POSTS	7,077	3,189	3,514	4,769	9,747	265	159	28,720
INTERNATIONAL POSTS	6	6	6	12	9	24	50	113*

(1) 2- year pre-service teacher training at Siblun Training Centre, Lebanon (2) MCH = Mother-and-child health (3) Patient visits include medical and dental consultations

(4) CS = Camp shelters (5) Includes projects funded under the Peace Implementation Programme from October 1993 to December 1999

* In addition, 40 posts are funded directly by donors.

Distribution of sources of funding by donor category and budget fund

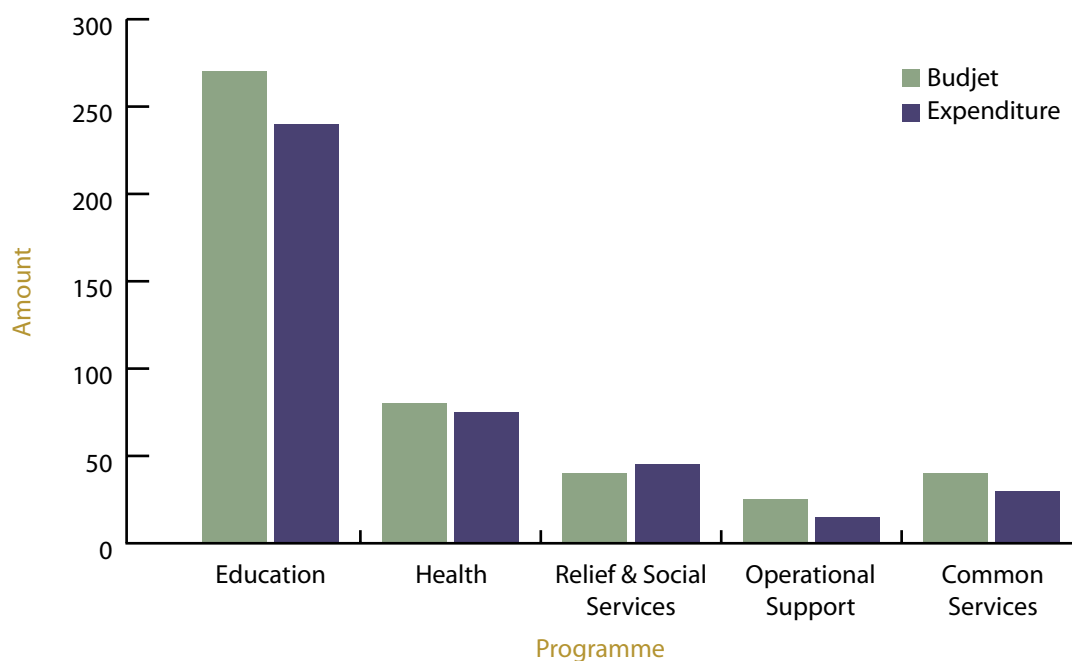


UNRWA Regular Budget 2006 (Figures in USD millions)

	Budget	Expenditure	Expenditure (% of total)	Unfunded Portion*	Unfunded Portion (%)
Education	271.5	246.0	59.0	25.5	9.4
Health	90.6	73.1	17.5	17.5	19.3
Relief & Social Services	42.6	46.0	11.0	-3.4	-8.0
Operational & Technical Support	27.5	22.0	5.3	5.5	20.0
Common Services	40.0	30.0	7.2	10.0	25.0
Other	16.4	-	-	16.4	-
TOTAL	488.6	417.1	100.0	71.5	14.6

*The unfunded portion of \$71.5 million resulted from the difference between a needs-based budget and the contributions donors were prepared to offer. The shortfall necessitated the adoption of stringent austerity measures across the Agency.

Comparison of the budget and actual expenditure



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