occupied Palestinian territory

2015 emergency appeal

annual report

2015 oPt emergency appeal annual report

for the reporting period, 01 January – 31 December 2015

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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 over 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's 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.

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Cover Photo: Repair work on housing damaged by the 2014 summer hostilities *© 2015 UNRWA Photo by Khalil Adwan*

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acronyms and abbreviations

Agency	United Nations Relief and Works Agency for Palestine Refugees in the Near East
CBO	Community Based Organization
CC	Collective Centres
CFW	Cash-for-Work
CP	Child Protection
EA	Emergency Appeal
ERW	Explosive Remnants of War
ERWRE	Explosive Remnants of War Risk Education
GBV	Gender Based Violence
GRM	Gaza Reconstruction Mechanism
HC	Health Centre
IDP	Internally Displaced Person
IHL	International Humanitarian Law
JCP	Job Creation Programme
MHPSS	Mental Health and Psychosocial Support Services
NCG	National Consensus Government
NFI	Non-Food Items
NRC	Norwegian Refugee Council
OCHA	Office for the Coordination of Humanitarian Affairs
oPt	occupied Palestinian territory
OSO	Operations Support Office
PA	Palestinian Authority
PAS	Poverty Assessment System
PHC	Primary Health Care
PSS	Psychosocial Support
SCSN	Special Children, Special Needs
SFW	Summer Fun Weeks
TSCA	Transitional Shelter Cash Assistance
UN	United Nations
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East

executive summary

This report covers the UNRWA oPt emergency appeal during the period 01 January through 31 December 2015. It is intended to provide a comprehensive accounting of the results achieved over the course of the year, as measured against the full range of indicators included in the 2015 oPt Emergency Appeal.

Overview

The political and security situation in Gaza remained volatile during the reporting period. As of December 2015, an estimated 16,000 families (almost 90,000 people) remained displaced following the 2014 hostilities and are living with host families, in rented apartments, in prefabricated units or in the rubble of their previous homes. The root causes of the conflict remain unaddressed as the land, air and sea blockade of Gaza entered its ninth year. While there has been a partial easing of export restrictions, the impact on the economy and the population of the Gaza Strip has not been tangible. Soaring unemployment, high food prices and falling purchasing power trapped the majority of the population in Gaza into a state of food insecurity and deepening poverty.

In the West Bank, Palestine refugees continued to endure difficult socio-economic conditions, marked by a considerable increase in violence, especially in the final quarter of 2015, demolitions and frustration with the lack of political progress towards a negotiated two-state solution. Restricted access to land, services, and markets imposed severe challenges for refugees, particularly those living or owning land in Area C and the Seam Zone. Economic stagnation continued to stifle Palestinian livelihoods, eroding purchasing power and increasing reliance on humanitarian assistance. Settler violence continued with relative impunity resulting in damages to private Palestinian property, injuries and death.

Response

By the end of December 2015, UNRWA had received pledges for $218m, or 53 per cent of financial requirements for the 2015 oPt emergency appeal.

In Gaza, UNRWA provided emergency food assistance to 801,265 people during 2015. Among those assisted, some 379,129 were abject poor. The UNRWA Job Creation Programme generated 758,977 employment days during the reporting period, equalling 2,635 full-time equivalent positions and injecting US$ 8,487,981 into the Gaza economy. Funding constraints meant that the school feeding programme was unable to operate for the second consecutive year and supplementary food assistance could not be provided to pregnant women and children less than two years of age.

In 2015, the Summer Learning Programme in Gaza was attended by 25,579 students to qualify them for passage into the next grade and thus prevent drop outs. The reporting period also witnessed school health teams performing 85,013 medical assessments and screenings for students in grades 1, 4 and 7. By way of mitigating the effects of the 2014 hostilities, 173,223 students participated in resiliency-enhancing activities. In this regard, coping and life-skills were enhanced through individual and group psychosocial counselling, legal support and a series of widespread public awareness events. In support of environmental health, UNRWA ensured a functioning water supply, wastewater treatment and solid waste management services and reduced the risk of water-borne diseases and public health emergencies through the provision of fuel.

Four unannounced inspections at each of the Agency's 266 installations in Gaza were conducted in 2015. Agency neutrality was further reinforced through the training of 1,193 UNRWA staff in humanitarian principles, including humanity, neutrality, impartiality and operational independence, and protection.

As of December 2015, UNRWA had provided assistance to allow a total of 67,660 families to complete the repair of their homes while 9,160 refugee families whose homes were rendered uninhabitable by the conflict were provided with transitional shelter cash assistance. As of 1 January 2015, over 16,000 people remained displaced in 18 UNRWA facilities acting as collective centres. Following successful efforts to assist refugee families make more appropriate interim accommodation arrangements, UNRWA was able to close all remaining collective centres in June 2015. This allowed the facilities to be rehabilitated and resume functioning as schools for the 2015/16 academic year.

In the West Bank, UNRWA emergency food security interventions benefitted 48,596 food insecure Palestine refugees through the provision of monthly e-vouchers for the purchase of basic food items. The cash for work programme extended further assistance that benefitted 8,119 households (46,481 individuals) through temporary job opportunities. During the reporting period, six UNRWA mobile health clinics delivered 121,083 preventative and curative primary health care consultations to communities facing significant obstacles in accessing essential health services in Area C, including the East Jerusalem periphery and the Seam Zone. Through its Community Mental Health Programme, UNRWA served the needs of 55 Bedouin communities that faced multiple protection threats, including the risk of forced displacement due to demolition, settler violence and the loss of traditional lifestyles as a result of Israeli planning and zoning policies that facilitate settlement construction and expansion. In this regard, 10,500 individuals benefitted through 713 group psychosocial activities and 964 counselling sessions for individuals, families, or groups. In addition, 333 community members received training on practices related to crisis prevention and response and psychosocial emergencies. As

a direct response to residential demolitions, violence and / or damage to private property, 895 Palestine refugee families received direct emergency assistance.

Throughout 2015, UNRWA intervened with the authorities responsible for alleged violations of obligations under international law relating to the rights and protection of Palestine refugees in the West Bank. In direct response to forced displacement due to home demolitions and damage to private property during law enforcement and military operations or by Israeli settlers, UNRWA provided emergency support to 820 affected refugee families. UNRWA also supported vulnerable communities through small-scale community-driven projects that addressed protection threats. Briefings to the diplomatic community served to mobilize international stakeholders on protection issues affecting Palestine refugees. Neutrality inspections were performed four or more times in all of the Agency's 247 operating installations in the West bank. In addition, a total of 674 staff were trained on UN neutrality principles and their application to UN personnel's conduct in their official and personal capacity, including with respect to the use of social media.

situation overview

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

Under the occupied Palestinian territory (oPt) Emergency Appeal (EA), shelter reconstruction gradually increased as of June 2015 following an agreement between Israel and the State of Palestine on the importation of certain restricted building materials. Cumbersome and onerous legal documentation requirements for eligible families proved a key challenge. Since the start of the emergency shelter response, UNRWA has distributed over US$ 144 million to Palestine refugee families whose homes were impacted during the hostilities in July and August 2014. As of January 2016, the Agency completed payments to 66,300 families for minor and major repair works, to a further 1,499 families for rebuilding severely damaged shelters, and to 33 families for the reconstruction of totally demolished houses[1]. UNRWA is coordinating reconstruction efforts with other United Nations (UN) agencies, international NGOs and the NCG to ensure an effective response.

During the first half of 2015, internally displaced persons (IDPs) still residing in UNRWA collective centres (CC) gradually all moved to alternative accommodation. While the last CC closed on 17 June 2015, at the end of 2015 an estimated 16,000 families (almost 90,000 individuals) remaind displaced[2], with rising concerns in terms of overcrowding, particularly in urban centres and camps; limited access to basic services; lack of privacy and exposure to adverse weather.

As a result of the blockade, unemployment among Gaza graduates reached 69.5 per cent in 2015[3], while at the same time overall unemployment in Gaza reached 41 per cent, which remains one of the highest worldwide. Refugees (43 per cent), youth (63 per cent), women (63 per cent) and young refugee women (84 per cent) continued to be particularly vulnerable. A lack of economic access to food continues to cause high levels of food insecurity and the Agency's food assistance caseload grew over the course of the year.

While 2015 witnessed a slight easing of trade restrictions, its impact on the economy was not tangible and exports remained a fraction of the quantities leaving Gaza before the blockade came into force. In total, 1,353 truckloads exited Gaza in 2015 (including 730 transferred to the West Bank), for an average of 113 truckloads per month, just 10 per cent of the monthly average before the blockade.[4] On the import side, Israel expanded the list of 'dual-use' items to include wooden planks, among many other items essential for the local economy[5]. The economy remains depleted and recent estimates do not expect the Gaza economy to recover to its 2013 annual level until 2018[6]. Soaring unemployment, high food prices and falling purchasing power trapped large numbers of the population in Gaza into a state of food insecurity. In 2014, an estimated 47 per cent of households in Gaza were food insecure[7], a two percentage point increase compared to the previous year.

Many of the 792,081 Palestine refugees[8] registered in the West Bank continued to endure difficult economic and social conditions in 2015, as marked by a considerable increase in violence, demolitions, and growing frustration linked to a stagnant economy and the lack of political progress towards a negotiated two-state solution.

Restricted access to lands, services, and markets imposed severe challenges for West Bank residents, particularly those living or owning land in Area C and the 'Seam Zone' (areas behind the Green Line and the Barrier). Economic stagnation and the lack of employment opportunities continued to stifle Palestinian livelihoods, eroding purchasing power and continuing reliance on humanitarian assistance to cover basic needs. Rates of unemployment among Palestine refugees remained higher than for the population as a whole in 2015, at 19.3 per cent and 18.5 per cent respectively; joblessness

1. UNRWA Gaza Field Office, Shelter Update, UNRWA Situation Report 128, 28 January 2016.
2. OCHA Palestine, The Humanitarian Monitor, January 2016.
3. PCBS, Press Release, 1 July 2015.
4. OCHA online Gaza crossing database.
5. OCHA oPt, September 2015, gaza.ochaopt.org/2015/09/import-restrictions-impede-delivery-of-services-and-humanitarian-assistance.
6. IMF, Press Release No. 16/57, 11 February 2016.
7. PCBS, FAO, WFP & UNRWA, Socio-Economic and Food Security Survey 2013-2014, December 2015.
8. UNRWA Registration Statistical Bulletin, 2015 – RSSD.

for those living in camps was higher still (25.7 per cent)[9]. Moreover, 29 per cent of refugees residing in camps were food insecure, higher than other population groups[10].

According to the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), 170 Palestinians[11] and 26 Israelis were killed during 2015 in attacks and clashes in the oPt and Israel. Eighty-three per cent (141) of the Palestinian and 85 per cent (22) of the Israeli fatalities were recorded during the last quarter of the year. Approximately 63 per cent of the Palestinian fatalities since 1 October were perpetrators or alleged perpetrators of attacks against Israelis. In total, across Gaza and the West Bank, 15,377 Palestinian and 350 Israeli injuries were reported during the year, with over 90 per cent of Palestinian injuries being recorded in the West Bank, including East Jerusalem[12]. Settler violence also continued with relative impunity, resulting in damages to private Palestinian property, injuries and death[13]. Israeli restrictions on Palestinian access to holy sites in Jerusalem, especially Al-Aqsa Mosque, further inflamed tensions. In addition, Israel continued to advance plans for the transfer of 46 Bedouin communities, a majority of whom are Palestine refugees, from the central West Bank to three centralized townships. Ground work at one of the sites slated to accommodate the population targeted for transfer was completed in August 2015. The targeted population is subjected to stop working orders, demolitions, confiscations of post-demolition assistance and increased legal action from settlers living in the vicinity, raising increasing protection and humanitarian concerns. In 2015, 550 demolitions of Palestinian-owned structures without building permits were carried out by the Israeli Authorities, affecting 3,340 people, including 692 Palestine refugees, a considerable increase on the 411 refugees affected in 2014. August witnessed a record number of demolitions, with 143 structures demolished, provoking the displacement of 203 Palestinians, the largest number of Palestinians displaced in a single month in recent years. In addition, punitive demolitions, a practice that targets the family homes where perpetrators of violent attacks against Israeli civilians and security forces resided, continued in 2015. Illegal under international humanitarian law (IHL), punitive demolitions displaced at least 151 Palestinians, including 26 refugees during the reporting period[14]. The last three months of 2015 also saw an increase in movement obstacles, especially in East Jerusalem and in the Hebron area. While most of the 41 new obstacles deployed in Jerusalem in October were removed by the end of the year, access to East Jerusalem remained subject to the Israeli permit system that negatively affects over 80 per cent of the West Bank population. New checkpoints and roadblocks established in the Hebron area, including at the entrances to Hebron city, and Arroub and Fawwar refugee camps added to the 95 existing obstacles, including 19 checkpoints in Hebron H2. Movement restrictions affected residents' access to services and livelihoods, including health and education, as well as the Agency's humanitarian access[15].

9. PCBS Quarter 4 2015 Labor Force Survey Press Report, February 2016. Figures reflect ILO standard.

10. OCHA oPt Humanitarian Needs Overview.

11. Fatalities included 49 refugees (42 of whom were killed during the last quarter of the year).

12. OCHA Press Release, "170 Palestinians and 26 Israelis killed in 2015", 30 December 2015.

13. OCHA, Protection of Civilians report, 16-22 February 2016.

14. UNRWA / OCHA demolition statistics, 2015.

15. UNRWA WBFO Operations statistics, 2015.

financial overview: oPt emergency appeal

oPt EA funding summary by field, 1January – 31 December 2015 (US$)

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

the gaza strip: reporting results

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

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

Emergency Food

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

Due to considerable funding constraints, the Agency was unable to implement the school feeding programme for a second consecutive year. As a result, poverty-stricken refugee families, with limited ability to shoulder additional financial burdens, faced further strain in providing their children with a daily meal that they could ill afford.

Emergency Cash

Funding constraints also resulted in the inability to: (i) provide additional food assistance for pregnant women and children under two and (ii) implement the cash assistance intervention, meant to help abject-poor refugees bridge the

'post-assistance' gap in essential food needs and to support 'back-to-school' costs.

Emergency Cash-for-Work

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

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

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

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

Emergency Health

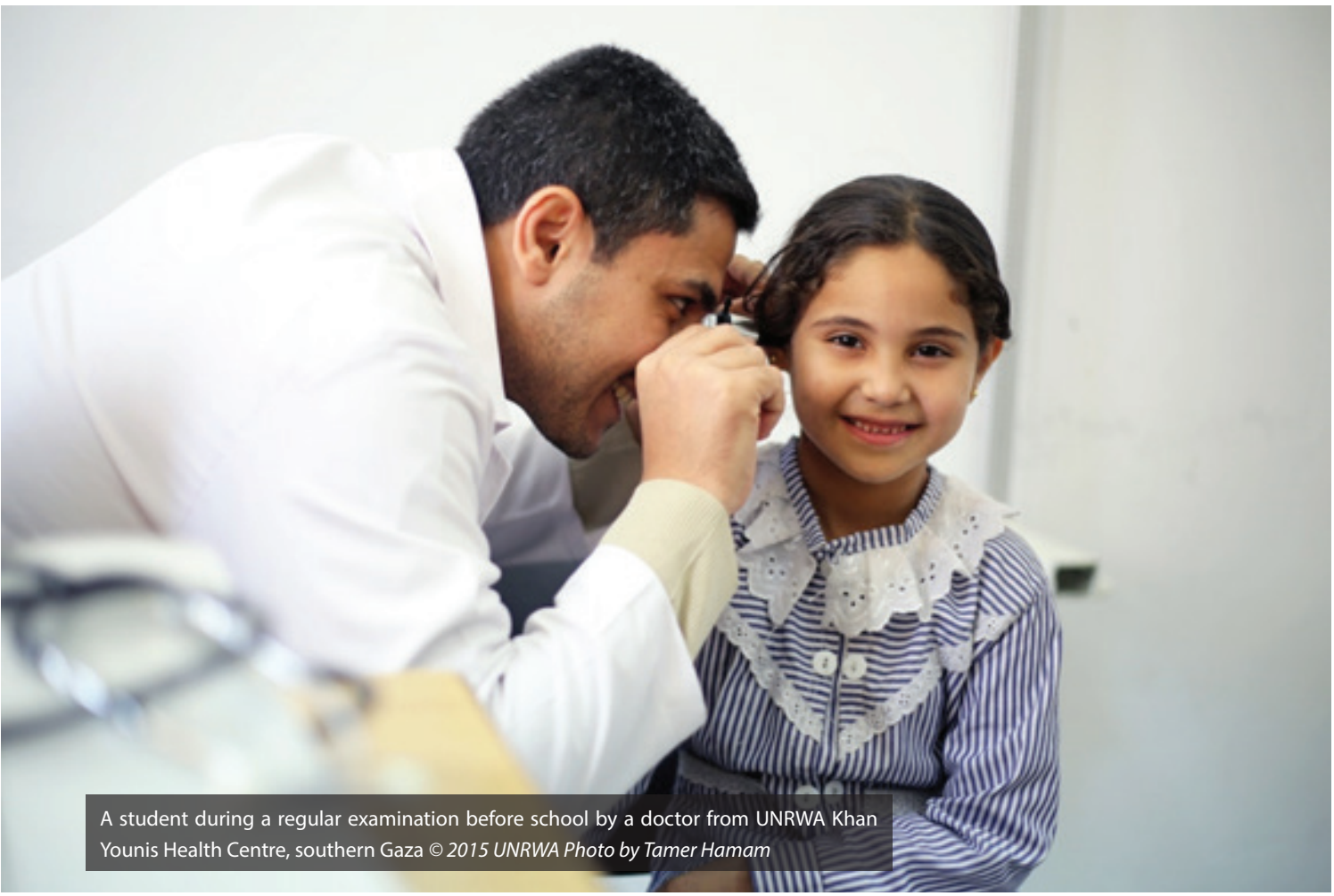
UNRWA continued providing essential and quality health care for Palestine refugees through 21 Health Centres (HC). In 2015, school health teams performed 85,013 medical assessments and screenings (48 per cent girls) for students in grades 1, 4 and 7.

8,760 (97 per cent) new entrants and students were identified with generalized learning difficulties under the Special Children Special Needs (SCSN) initiative and underwent a comprehensive medical examination; 75.6 per cent of these students (6,623) received more in-depth assessments and those found in need of medical assistance (visual, hearing aid, etc.) were provided for by the Agency[16].

Water, Sanitation and Hygiene

In support of environmental health, UNRWA ensured a functioning water supply, wastewater treatment and solid waste management services in the Gaza Strip and reduced the risk of water-borne diseases and public health emergencies through the provision of fuel. In this regard, UNRWA provided Coastal Municipality Water Utilities and Gaza municipalities with 1,210,125 litres of fuel to operate water and wastewater assets and an additional 1,076,855 litres of fuel for municipal solid waste management services from April to December. UNRWA also provided small quantities (10,000 litres) of fuel to operate Abu Rashid pool storm water pumps to alleviate flooding for Palestine refugees living in nearby Jabalia camp. Further, fuel requirements to operate UNRWA water wells affected by power outages were fully met and the Agency repaired two WASH installations. Overall, the provision of fuel proved essential in mitigating disease outbreaks; the lack of fuel and resulting frequent and lengthy power outages would have hindered the proper functioning of generators and other equipment necessary for the provision of a functional water supply, waste water treatment and solid waste management. In the first half of 2015 (soon after the hostilities in July and August 2014), 21,000 tons of solid waste was removed from temporary dumping sites. This increased to 42,200 tons by the end of the year, exceeding the 2015 EA target that was based on pre-conflict estimates.

16. The overall targets for the SCSN programme are drawn from: (i) all new entrants for the year; (ii) children with identified morbidities from the previous year; (iii) over aged- children; (iv) low achievers (based on 2014 results); and (v) children that failed all six subjects in the previous academic year. During the 2014-15 academic year the overall pool totalled 9,030 children. These children underwent a comprehensive assessment, performed by teams of doctors and relief and social service staff that aimed to investigate the reasons behind their learning difficulties. The assessment looked at physical, psychological, socio-economic factors. Those children identified with a learning disability were referred for appropriate treatment (medical, including MH support or special education support). In 2015, out of the pool of 9,030 children, 8,760, or 97 % were identified as having learning difficulties and were assisted through the SCSN programme.



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

Outcome	Indicator	Actual %	Target (2015) %
Education			
Students have the essential materials to participate in learning to the fullest extent	Percentage of students equipped to actively participate in their learning, as reported by teachers	70	70
	Percentage of students in UNRWA schools provided with essential materials	100	100
Students whose learning abilities are undermined by their environment fulfil their educational potential.	Percentage of summer-learning students that pass their end -of -summer- learning exam	80.97	80
	Percentage of students failing key subjects who enrol in summer learning	100	100
Students with special needs are identified for tailored assistance allowing them to fully participate in educational activities.	Percentage of students referred to as SCSN receiving a comprehensive medical examination	97	100
	Percentage of children identified with special needs who receive relevant support	75.6[17]	100

Education

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

Summer learning was made available to 25,579 children (a decrease of approximately 8,000 students from 2014), of whom 35 per cent were girls. This initiative provided an opportunity for students who did not pass Arabic, mathematics or both subjects to enhance their learning, qualify for passage into the next grade and thus reduce drop outs. In total, 20,711 students

17. All identified cases were provided with relevant support; this figure indicates only closed cases.

(88.69 per cent girls and 76.94 per cent boys) passed the final summer learning examination. Learning was also enhanced through UNRWA TV that aired lessons in Arabic, English, mathematics, science and other awareness programmes.

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

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

Outcome	Indicator	Actual	Target (2015)
Emergency Shelter and Repair			
Displaced refugee families have increased means to access a temporary housing solution.	Average percentage of temporary housing costs covered by transitional shelter cash assistance (TSCA)	76.21%	70%
	Percentage of eligible displaced refugee families receiving TSCA	98.91%	100%
	Number of individuals hosted at CCs	16,610	30,000
Refugee families affected by military operations or natural disaster have their shelters returned to pre-existing conditions.	Percentage of damaged shelters repaired to pre-existing conditions	59.68%	80%
	Percentage of repair costs for damaged shelters covered	37.06%	100%
	Percentage of refugee families in need of home winterization provided with required materials	100%	100%
Displaced or affected refugee families have non-food items to ensure their basic personal comfort and dignity.	Percentage of displaced or affected refugee families receiving NFIs indicating that their immediate needs were met	91.5%	100%
	Percentage of eligible displaced or affected refugee families approaching UNRWA for assistance provided with emergency NFIs	100%	100%
Households experiencing material loss as a result of military operations have their coping capacities protected.	Percentage of households receiving cash assistance who do not resort to negative coping mechanisms following material loss	0%[18]	100%
	Percentage of eligible households experiencing shock from military-related destruction assisted with replenishing basic requirements	75.4%	100%

Emergency Shelter and Repair

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

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

As of 1 January 2015, over 16,000 people remained displaced in 18 UNRWA facilities acting as CCs, over 50 per cent of whom were children and 49 per cent of whom were female and girls. UNRWA provided ready-to-eat food and hygiene NFIs, as well as medical and PSS services to displaced people. Following successful efforts to assist refugee families make more appropriate interim accommodation arrangements, UNRWA was able to close all remaining CCs in June 2015[19]. This allowed the facilities to be rehabilitated and resume functioning as schools for the 2015/16 academic year. In addition, a total of 6,486 families (39,824 people) whose shelters were damaged or destroyed were provided with NFIs such as kitchen kits and plastic sheets to make emergency repairs to damaged homes.

An assessment of refugee homes carried out by UNRWA social workers and engineers was completed in early 2015, confirming that 139,400 Palestine refugee homes were damaged or destroyed during the hostilities in July and August 2014, over 12,000 of which were rendered uninhabitable[20]. With the blockade of Gaza still in place, construction materials for repair were only available on the local market through the Gaza Reconstruction Mechanism (GRM), a temporary agreement between the Government of Palestine and the Government of Israel brokered by the UN in September 2014.

18. Due to a funding gap, this activity was not implemented.

19. This work was coordinated with the United Nations Development Programme and the United Nations Office for Project Services to ensure that non-refugees received shelter support and that there was equity with regard to the provision of assistance.

20. UNRWA technical shelter assessment. Of the 12,718 uninhabitable housing units, 7,400 (over 7,000 refugee families) were totally destroyed during the hostilities in July and August 2014. Work on these units fell outside of the scope of the oPt EA. Of the 5,318 severely damaged homes, repair work on 1,309 homes has been completed while work on the remaining 4,009 homes is either ongoing or slated for completion in 2016.

The GRM facilitated a relatively steady volume of construction materials in 2015, with funding constraints the main obstacle to the repair of Palestine refugee homes.

As of December 2015, UNRWA had provided assistance to allow a total of 67,660 families to complete the repair of their homes (almost half of the total caseload), with repairs on a further 11,064 homes ongoing. Families received 100 per cent of the cost required to make their home repairs. In addition, construction work is ongoing for three new community development centres, and designs and tender documents were developed for an additional four centres. Due to funding constraints, as of 31 December 2015, some 53,000 families had not received assistance to undertake repairs, amounting to over 60 per cent of the total repair cost for all damaged shelters.

All registered Palestine refugees whose homes have been assessed as affected by the hostilities in July and August 2014 are eligible to receive TSCA until they are able to repair or reconstruct their shelters. TSCA payments were set in coordination with the Shelter Cluster in Gaza, based on costs in the local market, with payments tailored to family size and paid on a quarterly basis. Focus groups with refugee families receiving TSCA found that over 90 per cent confirmed using TSCA payments wholly for rent, with all participants stating that they would struggle to cope without the TSCA payment. Ninety-seven per cent of respondents were living beneath the poverty line, and 69 per cent were unemployed or had no source of sustainable income. Eighty-eight per cent of participants reported living in rented accommodation, with the remainder living with host families or in their damaged homes[21].

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

21. UNRWA Gaza Field Office Monitoring and Evaluation Internal Document, 2016, "Impact of TSCA as a Rental Subsidy - Focus Group Discussion"

Outcome	Indicator	Actual	Target (2015)
Explosive Remnants of War			
School children in Gaza have increased protective knowledge regarding ERWs.	Percentage of targeted children and UNRWA staff demonstrating improved knowledge regarding ERW risk education	80%	80%
	Percentage of students and UNRWA staff who receive ERW risk education	97.46%	100%
	Number of directly and indirectly trained UNRWA staff	9,648	13,000
Community Mental Health			
Resilience, coping capacities, mental health and psychosocial well-being is increased in targeted vulnerable communities.	Percentage of cases showing improved functionality out of the total number of cases for individual counselling	71.93%	60%
	Number of active cases seen through individual counselling (average open cases at the end of the month)	1,188	1,330
	Number of new cases seen through individual counselling	13,581	11,330
	Number of group counselling session	9,463	9,888
	Number of public awareness sessions in schools, HCs and other facilities	29,402	17,312
Summer Fun Weeks			
The physical and mental health of children, both girls and boys, is enhanced.	Percentage of children indicating a positive effect in their well-being from participating in the Summer Fun Weeks (SFW)	NC[22]	85%
	Number of children participating in the SFW (gender disaggregated).	123,338	130,000

Explosive Remnants of War

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

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

Community Mental Health

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

Protection

In the fourth quarter, UNRWA developed an interim protection case coordination and referral system, to be launched in 2016, that will provide immediate guidance to front-line staff responding to protection cases.

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

In total, 1,343 cases (1,241 female and 102 male) of GBV, including 100 cases related to CP, were detected during the reporting period. GBV survivors received counselling and legal advice through centres located in each of the 21 UNRWA HCs in Gaza. Besides primary health care (PHC), specialized staff in

22. Data not collected. This survey was not conducted, however, the SFW assessment results indicated that, (54.2%) of the interviewed children reported that they highly enjoyed the indoor activities and (83.9%) reported that they highly enjoyed the outdoors activities.

all first-stop centres offered PSS services and counselling to GBV survivors either by explaining existing legal procedures or referrals to legal aid partners.

Summer Fun Weeks

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

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

Outcome	Indicator	Actual	Target (2015)
Operations Support			
Agency neutrality and integrity is safeguarded.	Percentage of staff working at surveyed facilities indicating appropriate practical understanding of humanitarian principles, including neutrality and integrity	NC[23]	100%
	Percentage of UNRWA installations receiving four or more neutrality inspections	99.36%[24]	100%
	Number of staff members being trained to respect UN principles of neutrality	1,193	1,500
Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza.	Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population	100%	-
	Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	37	-
Refugees' rights to access UNRWA services protected.	Percentage of cases where a breach in service access rights is resolved	100%	100%
	Number of claims of breaches in access rights brought to the attention of the OSO team by refugees that are attended by the team	6	-

Operations Support

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

A total of 1,193 UNRWA staff members (installation managers, school principals and others) received training in humanitarian principles, including humanity, neutrality, impartiality and operational independence, and protection. The training target was not reached as a result of Agency-wide austerity measures. In addition, the OSO conducted targeted protection trainings for 308 UNRWA staff (264 social workers and 44 staff from the Projects Office and Communications Department) that focused on incorporating protection considerations into their daily work.

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

23. Data not collected. This survey was not conducted.

24. As the 11 new installations opened throughout the course of 2015, all quarterly inspections could not be conducted. This affected progress towards the achievement of the target.

the west bank: reporting results

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

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

Emergency Food

Monthly e-vouchers, of an average value of US$ 10 per person, were transferred to households outside camps, improving their access to a range of fresh foods, including dairy products, eggs, cooking oil and pulses, among others. In 2015, a total of 8,330 households (48,596 individuals, of whom 23,990 were women) were supported. Overall, achievements fell short of targets as funding limitations hindered the expansion of the programme to families living inside camps and compelled UNRWA to target the most vulnerable households only. Also due to a shortage of funds, UNRWA was only able to provide emergency food assistance to 8,330 households; this leaves around 16,000 refugee households (outside camps) identified to be food insecure without any form of emergency food security assistance, which as a result, has a severe impact on their coping mechanisms.

Emergency Cash-for-Work

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

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

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

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

Mobile Health Clinics

UNRWA mobile health clinics provide access to preventative and curative health care services to communities facing significant obstacles in accessing essential health services in Area C, including the East Jerusalem periphery and the Seam Zone. In 2015, the mobile clinic team exceeded expected targets by conducting 136 per cent of planned community visits (1,967 visits) and provided 121,083 patient consultations. Female patient consultations (74,475 consultations) constituted 61.5 per cent of total consultations while 31.2 per cent (37,852) were for children below 5 years in age.

Outcome	Indicator	Actual	Target (2015)
Community Mental Health			
Increased resilience, coping capacities, mental health and psychosocial well-being in targeted vulnerable communities.	Number of group psychosocial activities/sessions	713	416
	Number of individual, group or family counselling sessions	964	600
	Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population)	10,500	10,528
	Number of community members trained in prevention and response to crises and psychosocial emergencies	333	400
Protection			
Enhanced systematic follow-up with authorities responsible for IHL violations.	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities	41.07%	20%
	Percentage of documented incidents/issues presented to the relevant authorities	40.32%	80%
Delegations are better equipped/informed to advocate on the protracted crisis affecting the refugee population in West Bank.	Percentage of stakeholder awareness-raising initiatives (briefing, field trip etc.) that are followed by concrete measures taken by the stakeholders	27.96%	20%
	Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/briefings with donors, politicians, researchers, journalists)	93	-
The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed.	Percentage of refugee families suffering from violence and/or damage to their private property who receive emergency cash assistance according to the Crisis Intervention Model[25]	100%	100%
	Percentage of refugee families suffering from violence and/or damages to their private property who received emergency assistance according to the Crisis Intervention Model[26]	79.77%	50%
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Number of at-risk communities supported through community-driven protection projects	17	19

Community Mental Health

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

Protection

The UNRWA protection programme uses monitoring data and field knowledge to inform private and public advocacy initiatives. UNRWA intervenes with the authorities responsible for alleged violations of obligations under international law relating to the rights and protection of Palestine refugees to advocate for accountability and corrective measures. In direct response to forced displacement due to home demolitions and damage to private property during law enforcement and military operations or by Israeli settlers, UNRWA provides emergency support to affected refugee families through the Crisis Intervention Model[27]. UNRWA also supports vulnerable communities through small-scale community-driven protection projects that address protection threats. In 2015, the protection programme conducted a total of 93 stakeholder awareness-raising activities. Briefings to the diplomatic community are part of the UNRWA protection strategy to mobilize international stakeholders on protection issues affecting Palestine refugees. It is estimated that 28 per cent of awareness-raising activities were followed by concrete measures taken by stakeholders who use the information provided by UNRWA in their dialogue with the Israeli authorities. In addition, 40 per cent (50) of documented protection issues/incidents were presented to

25. This indicator concerns families suffering displacement due to demolitions.

26. This indicator is reserved for families suffering from violence and/or damage to their property

27. The Crisis Intervention Model is comprised of a needs assessment, cash assistance, and referrals to specialized services such as legal aid and psychosocial support upon need.

relevant authorities. In many instances, victims or witnesses of protection incidents request to keep their information confidential for safety/security reasons. This makes their cases non-transmissible and explains underperformance with regard to this target. Of the 50 documented protection issues/incidents, it is estimated that 41 per cent (23) of the Agency's protection interventions prompted a positive response from authorities. The Crisis Intervention Unit was able to extend direct cash assistance to 100 per cent (75) of families suffering displacement due to demolitions and 80 per cent (820) of families suffering from violence and/or damages to their private property due to operations by the Israeli Security Forces in the West Bank, including East Jerusalem. Finally 17 community-driven projects were implemented in 2015 with the aim of addressing protection threats and enhancing community resilience.

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

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

Operations Support Office

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

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

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

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

coordination and management

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

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

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

The Agency strives to implement its humanitarian response effectively and in coordination with relevant stakeholders. Austerity measures, however; played a role in constraining the scope of certain emergency programmes.

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

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

In coordination with the cluster system, UNRWA participated in a number of emergency preparedness and contingency planning workshops and simulations in order to enhance staff knowledge, capacity and coordination skills. Internally, the Agency maintained stockpiles of NFIs in both fields. A small emergency stockpile of NFIs was held in several areas in the West Bank, to enable a rapid response to small-scale emergencies such as seasonal winter storms. Large quantities of NFIs were stored by UNRWA in strategic locations across the Gaza Strip. UNRWA in Gaza also maintained a buffer quantity of food to ensure continuity in its supply pipeline and to allow the Agency to respond to sudden onset needs. In addition, the Agency implemented a robust institutional security management system in Gaza that determines acceptable risk and provides adequate and sustainable resources to manage that risk, as well as security policies and procedures that create an enabling environment for effective emergency service delivery.

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

Throughout 2015, UNRWA utilized a standardized, organization-wide risk management methodology that

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

annex i: results framework

Gaza Sector -Specific Interventions **Strategic Objective 1:** Prevent a further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shock			
Specific Objective	**Outcomes**	**Indicator**	**Target**
Emergency Food Assistance			
Food insecure refugee households meet their most basic food requirements through food assistance	The severity of refugee food insecurity is tempered.	Percentage of caloric needs of the abject poor met through food distributions (on average per quarter).	76%
		Percentage of caloric needs of the absolute poor met through food distributions (on average per quarter).	40%
		Number of food-insecure refugees receiving food assistance (gender disaggregated).	800,000
		Percentage of food-insecure refugee households receiving in-kind food aid.	100%
	School children have improved food intake	Percentage of UNRWA students guaranteed at least one small meal per day.	100%
		Number of small meals distributed to students.	49,525,000
	Nutrition of refugee children < 24 months is optimized.	Percentage of women benefitting from additional food aid receiving guidance on appropriate complementary feeding for infants and young children 6-24 months.	100%
		Percentage of pregnant and breastfeeding refugee women receiving appropriate additional food aid.	100%
		Percentage of children 6-24 months receiving complementary food.	100%
Emergency Cash Assistance			
Enabling abject poor households to close their 'post-food assistance' poverty gap through complementary unconditional cash transfers.	Abject poor families close their 'post-food assistance' poverty gap.	Percentage of 'post-food assistance' poverty gap bridged.	100%
		Percentage of eligible abject poor families receiving family income supplement.	100%
Emergency Cash-for-Work			
Food insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.	Food insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	Percentage of CFW beneficiaries using earnings to cover basic food needs.	79%
		Percentage of CFW beneficiaries using earnings to pay debts	38%
		Percentage of CFW beneficiaries using earnings to pay debts	52,983
		Total value provided to CFW beneficiaries (Q)	US$ 61,813,837
Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld.			
Community Mental Health			
The resilience and mental health of vulnerable refugees, households and communities is promoted.	Resilience coping capacities, mental health and psychosocial well-being is increased in targeted vulnerable communities.	Percentage of cases showing improved functionality out of the total number of cases for individual counselling	60%
		Number of active cases seen through individual counselling (average open cases at the end of the month).	1,330
		Number of new cases seen through individual counselling	11,330
		Number of group counselling session	9,888
		Number of public awareness sessions in schools, health centres and other facilities.	17,312

Emergency Health			
The impact of the crisis on health services for refugees is mitigated.	The crisis-affected refugee population is able to access primary health care, and the poorest are given minimal financial support to access secondary or tertiary health care.	Percentage of patients referred to contracted secondary and tertiary health care, access these services.	100%
		Percentage of patient reimbursement claims for expenses from non-contracted secondary and tertiary health care services are fulfilled.	100%
		Percentage of health centres with no 'stock-out\ of 12 tracer items.	100%
		Percentage of students referred to 'Special Children, Special Needs (SCSN) receiving a comprehensive medical examination.	100%
		Percentage of children identified with special needs who receive relevant support.	100%
Operations Support			
Agency access and neutrality is safeguarded, and respect for human rights and IHL is promoted, with significant violations documented, contributing to protection of refugees from the immediate effects of the conflict/occupation.	Agency neutrality and integrity is safeguarded	Percentage of staff working at surveyed facilities indicating appropriate practical understanding of humanitarian principles, including neutrality and integrity.	100%
		Percentage of UNRWA installations receiving four or more neutrality inspections.	100%
		Number of staff members being trained to respect United Nations principles of neutrality.	1,500
	Delegations are better equipped to advocate on the protracted crisis affecting the refugee population in Gaza	Percentage of delegations leaving Gaza with additional information on the issues affecting the refugee population.	N/A
		Number of stakeholder-awareness initiatives conducted on areas of focus (field visits/briefings with donors. Politicians, researchers, journalists).	N/A
	Refugees' rights to access UNRWA services protected.	Percentage of cases where a breach in service access rights is resolved.	100%
		Number of claims of breaches in access rights brought to the attention of the OSO team by refugees that are attended by the team.	N/A
Emergency Education			
The effects of violence and poverty are countered by addressing students' needs within a supportive learning environment.	Students have the essential materials to participate in learning to the fullest extent.	Percentage of students equipped to actively participate in their learning, as reported by the teachers.	70%
		Percentage of students at UNRWA schools provided with essential materials.	100%
	Students, whose learning abilities are undermined by their environment, fulfil their educational potential.	Percentage of summer-learning students passes their end-of-summer learning exam.	80%
		Percentage of students failing key subjects who enrol in summer learning.	100%
Explosive Remnants of War			
ERW risk education is provided in all UNRWA schools in Gaza and to UNRWA staff, reducing the number of related incidents, deaths and injuries among children and staff.	School children in Gaza have increased protective knowledge regarding ERWS.	Percentage of targeted children and UNRWA staff demonstrating improved knowledge regarding ERW risk education.	80%
		Percentage of students and UNRWA staff who receive ERW risk education.	100%
		Number of directly- and indirectly trained UNRWA staff.	13,000
Child Protection			
The resilience and coping capacities of children affected by conflict and pervasive violence are strengthened through the provision of an improvement protective environment.	The physical and mental health of children, both girls and boys is enhanced.	Percentage of children indicating a positive effect in their well-being from participating in the summer fun weeks.	85%
		Number of children participating in the summer fun weeks (gender disaggregated).	130,000

Water Sanitation and Hygiene			
A critical deterioration in public health among refugees is avoided through emergency water and sanitation interventions.	Outbreaks of waterborne diseases caused by non-functioning water and sanitation systems are prevented.	Number of outbreaks of waterborne diseases due to non-functioning water and sanitation systems.	0
		Percentage of coverage of minimum fuel requirements needed by the local utilities to run WASH facilities.	100%
		Percentage of coverage of additional fuel requirements needed to run UNRWA WASH systems due to electricity shortages.	100%
		Percentage of emergency repairs needed in the water and sanitation networks within the refugee camps supported.	100%
	Reduced exposure of refugee population to disease-transmitters and breeding grounds.	Number of cases of vector-related health problems.	0
		Number of identified mosquito breeding sites cleared.	2
		Tons of waste removed from unofficial dumping sites.	12,500
Emergency shelter, repair and collective centre management			
Refugee families displaced or affected by military activity or natural disaster have their right to adequate shelters upheld.	Displaced refugee families have increased means to access a temporary housing solution.	Average percentage of temporary housing costs covered by transitional shelter cash assistance (TSCA).	70%
		Percentage of eligible displaced refugee families receiving TSCA.	100%
		Number of individuals hosted at collective centres.	30,000
	Refugee families affected by military operations or natural disaster have their shelters returned to pre-existing conditions.	Percentage of damaged shelters repaired to pre-existing conditions.	80%
		Percentage of repair costs for damaged shelters covered.	100%
		Percentage of refugee families in need of home winterization provided with required materials.	100%
	Displaced or affected families have non-food items to ensure their basic personal comfort and dignity.	Percentage of displaced or affected refugee families receiving non-food items indicating that their immediate needs were met.	100%
		Percentage of eligible displaced or affected refugee families approaching UNRWA for assistance provided with emergency non-food items.	100%
	Households experiencing material loss as a result of military operations have their coping capacities protected.	Percentage of households receiving cash assistance who do not resort to negative coping mechanisms following material loss.	100%
		Percentage of eligible households experiencing shock from military-related destruction assisted with replenishing basic requirements.	100%

West Bank Sector-Specific Interventions **Strategic Objective 1:** Prevent a further deterioration in the food security of the most vulnerable and food-insecure refugees by providing emergency food and livelihood support for families who are food insecure or facing acute shock			
Specific Objective	**Outcomes**	**Indicator**	**Target**
Emergency Food Assistance			
Food insecure refugee households meet their most basic food requirements through food assistance	The severity of refugee food insecurity is tempered.	Number of food-insecure refugee households receiving food voucher assistance.	25,000
		Number of food-insecure refugees receiving food assistance (gender disaggregated).	160,000
		Total value of electronic vouchers provided to food insecure refugees.	US$ 19,200,000
Emergency Cash-for-Work			
Food insecure refugee households have increased economic access to cover basic food needs, through cash-for-work.	Food insecure refugees living in and/or outside refugee camps earn wages, short term, to cover their households' basic food needs and restore their coping capacities.	Number of refugees engaged in short-term cash-for-work (gender disaggregated).	10,000
		Total value provided to cash-for-work beneficiaries.	US$ 12,600,000
		Number of cash-for-work beneficiaries.	19
Strategic Objective 2: The rights of refugees facing acute crises, violations of human rights/IHL and barriers to accessing services are promoted, protected and upheld			
Protection			
Palestine refugees receive protection from the immediate effects of the conflict/ occupation, respect for IHL and IHRL is promoted and the humanitarian consequences of abuses are mitigated.	Enhanced systematic follow-up of authorities responsible for IHL violations.	Percentage of UNRWA interventions on protection issues that prompt positive responses from authorities.	20%
		Percentage of documented incidents/issues presented to the relevant authorities.	80%
	Delegations are better equipped /informed to advocate on the protracted crises affecting the refugee population in West Bank.	Percentage of stakeholders' awareness-raising initiatives (briefing, field trip etc.) that are followed by concrete measures taken by stakeholders.	20%
		Number of stakeholder awareness-raising initiatives conducted on areas of focus (field visits/ briefings with donors, politicians, researchers, journalists).	N/A
	The immediate needs of refugee women, men and children facing home demolition, forcible eviction or damage to their property are addressed.	Percentage of refugee families suffering from violence and/or damage to their private property who received emergency assistance according to the Crisis Intervention Model.	100%
		Percentage of refugee families suffering from violence and/or damages to their private property who received emergency assistance according to the Crisis Intervention Model.	50%
	The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Number of at-risk communities supported through community-driven protection projects.	19

Operations Support			
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.	Agency neutrality and integrity safeguarded.	Percentage of recorded neutrality issues are addressed by the relevant department before the following neutrality inspection.	80%
		Percentage of UNRWA installations receiving four or more neutrality inspections.	100%
		Number of staff members being trained to respect UN neutrality principles.	600
	Agency access is facilitated and infringements of humanitarian space countered.	Percentage of cases where OSO intervention resulted in safe passage of UNRWA staff, goods or services.	50%
		Percentage of reported access incidents raised with relevant authorities.	100%
Mobile Health Clinic			
The impact of the crisis on health services for refugees is mitigated.	Palestine refugees facing access and movement restrictions, or located in isolated communities, are able to access quality preventative and curative services.	Percentage of regular visits conducted per community, as scheduled.	100%
		Number of people provided with improved access to health services through mobile health clinics.	122,256
		Number of patient consultations provided in mobile health clinics (gender disaggregated).	108,000
Community Mental Health			
The resilience and mental health of vulnerable refugees, households and communities is promoted.	Increased resilience, coping capacities, mental health and psychosocial wellbeing in targeted vulnerable communities.	Number of group psychosocial activities/sessions.	416
		Number of individual, group or family counselling sessions.	600
		Number of individuals with access to psychosocial and mental health services through mobile mental health units (total catchment population).	10,528
		Number of community members trained in prevention and response to crises and psychosocial emergencies.	400
Strategic Objective 3: Agency humanitarian response is implemented effectively and in coordination with relevant stakeholders.			
Coordination, Safety and Management			
UNRWA has adequate response capacity for the protracted crisis and sudden-onset emergencies.	The response, as funded, is effectively implemented and managed.	Percentage of outcome indicators that are on track of the target, adjusted as per funding received.[1]	80%
		Percentage of output indicators that are on track of the target, adjusted as per funding received.[2]	100%
		Percentage of harmonized reporting done accurately and in a timely fashion.	100%

[1] Indicators are on track when 70 per cent or more of the target for the period has been achieved.

[2] Ibd.

annex ii: risk register

Event	Consequences	Monitoring/Coping Mechanisms	Monitoring	Status Update	
				West Bank	Gaza Strip
Hazards					
• Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitaria n vulnerability • An increase in internal Palestinian division leading to greater instability in the oPt	• Increased humanitarian needs among Palestine refugees • Protection issues, violations of IHL / International Human Rights Law, injuries and fatalities due to law enforcement operations or armed conflict. New protection concerns arose in GFO due to densely populated CCs during/after the hostilities in July and August 2014. • Restrictions to the movement of people and materials in the Gaza Strip	• GFO and WBFO have strengthened their emergency and rapid response capacity by reviewing and improving systems. GFO uses lessons from the 2014 conflict for revised emergency preparedness. • During 2013-2014, 80 WBFO field and area staff participated in emergency response training focusing on needs assessments, response plan preparation, and the management of personal security in the field. There are plans to extend emergency response training in 2015. • UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism in major events. • GFO and WBFO have minimum-preparedness steps in place such as updated emergency supply lists, critical/essential staff lists and the ability to utilize the Agency emergency staff roster. • Coordination within UNCT and UNDSS to ensure maximum coverage and efficiency. Both field offices actively participate in inter-agency simulations and workshops for emergency preparedness/response. • Standalone security structures: The UNWRA Safety and Security Division (UNRWA SSD) works with UNDSS to closely and continuously monitor the political and security situation to allow pre-emptive planning for escalations where possible. • Security briefing for incoming staff supports conduct and behaviour that reduces risk, both to the individual and the Agency.	• Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation. • Regular use of the Security Information Management System including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell. • Daily media reviews	• The UNRWA West Bank Field Office (WBFO) continued monitoring the political and protection environments including trends analysis of injuries and demolitions / displacement in 2015, especially after the escalation in security incidents post October 2015. WBFO relied on refugee-specific data. • In the West Bank, UNRWA has procured emergency NFI stocks that were utilized during periods of inclement weather. The West Bank Field Office (WBFO) also recruited a new emergency preparedness and response officer as part of ongoing efforts to strengthen emergency preparedness and response capacity. WBFO also continued to coordinate its emergency preparedness / response with the humanitarian community. Due to austerity measures, emergency preparedness training plans were not developed during 2015. • WBFO continued to closely coordinate with the humanitarian community on the 2015 Strategic Response Plan. In this regard, the common post-demolition response system was utilized for both planning and reporting purposes.	• The UNRWA Gaza Field Office (GFO) continued to provide shelter to the internally displaced during the first half of 2015. Individuals hosted in UNRWA CCs, which in January 2015 exceeded 15,000, were able to relocate upon receipt of reintegration packages and TSCA payments. All CCs were closed by 17 June. • GFO monitored the political and security situation, with special focus on protection needs, in particular after the escalation of violence in the fourth quarter of 2015. • Building on experience from the hostilities in July and August 2014, GFO undertook a comprehensive revision of its Emergency Response Manual. GFO also produced detailed standard operating procedures and lessons learned exercises. As a result, a new emergency response system will strengthen GFO integrated management and coordination during the emergency phase, serving as a practical guide for staff involved in emergency preparedness and operational response. • The Collective Centres Management Unit (CCMU) organized a Training of Trainers to further develop the skills of staff involved in shelter management. • GFO continued to closely coordinate closely with the humanitarian community in the oPt through specialized clusters and broader participation in the Intercluster Coordination Group. • 6,459 UNRWA staff received training between January and June 2015 in a variety of subjects, including the importance of upholding neutrality, fire-fighting, and reacting appropriately to security incidents. Eight staff in the GFO Safety and Security Division were trained on Security Information Management Unit. This trained included new staff and staff that already use the system (these individuals benefitted from continuing education).

Socio-political					
• Beneficiary expectations • Dissatisfaction of beneficiaries due to perceived decrease in humanitarian assistance	• Unstable and unfavourable community relationship • Obstruction of services • Exposure of UNRWA staff to threats	• Update and implement communication plans that include regular meetings with beneficiaries, the Area Staff Union, Camp Services Committees and the PA. • Seek feedback and address stakeholder concerns to gain feedback, address beneficiary concerns, and improve transparency through community-level engagement. • The WBFO emergency unit opened a beneficiary hotline to enable refugees to enquire about their poverty status and eligibility for Cash-for-Work or food vouchers and to request household visits for new applications/ updates. This improves transparency and has reduced frustration, especially at the camp level. It also limited the extent to which camps service officers and other frontline staff need to deal with complaints regarding emergency assistance. • WBFO conducts protection audits to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and security for staff guaranteed. • The GFO Monitoring and Evaluation Unit conducts independent surveys and beneficiary satisfaction surveys that increase management awareness of areas of discontent among the target group and improve effectiveness and targeting. • The GFO Operation Support Office team maintains regular contact with beneficiaries, explaining their service access rights, reasons for any cuts implemented, and supports management in addressing these matters. • The GFO-reformed PAS will enable the	• Results of internal surveys and evaluations from non-UNRWA sources • Staff expectations recorded as part of the programme design stage of the appeal mechanism • Media analysis • Security information management system reporting on incidents and complaints	• WBFO is in daily contact with beneficiaries through both regular programme implementation and through OSO teams that, through field visits, circulate amongst those served. • WBFO continued managing the beneficiary hotline that received over 1,000 phone calls related to food vouchers during the reporting period. A separate hotline managed by the WBFO Food Security Unit answers questions related to eligibility for emergency CFW and RSS assistance. • Protection audits were conducted during 2015 on all EA interventions.	• GFO is in daily contact with beneficiaries through both regular programme implementation and through OSO teams that, through field visits, circulate amongst those served. In addition, as part of its monitoring and evaluation activities, GFO assessed beneficiary views and satisfaction with UNRWA services through a series of surveys, including the JCP income use survey, post-food distribution monitoring, IDP profiling and health service provision review. • UNRWA sought to address dissatisfaction among the refugee community, mainly due to the perceived slow pace of reconstruction efforts and the possible delay in the start of the 2015-2016 school year, through intensified fundraising efforts and the reallocation of un-earmarked funds to shelter interventions. UNRWA management interacted on a regular basis with both staff and the refugee population. • GFO increased outreach efforts through the implementation of: (i) the Communicating with Communities (approach; (ii) the Communication for Development approach; and (iii) a strengthened communications strategy that engaged communities as to UNRWA activities, service access rights and the rationale for the distribution of available funds. • In response to concerns amongst both staff and refugees, GFO completed a comprehensive reform of its poverty targeting mechanism that is used for determining food assistance eligibility. The reformed PAS, which was officially introduced on 31 May 2015, is a more rapid, accurate and fair system for the allocation of assistance and includes a robust appeal mechanism. Through to the end of 2015, 33,583 homes were visited/assessed under the PAS with 18,358 families being found to be eligible for assistance. • In December 2014, GFO conducted a protection audit with staff from RSS, health, community mental health programme and education, to assess how the degree of compliance of UNRWA services with protection principles. During the

		field to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families. • Information collected from beneficiaries is fed back to senior management so beneficiaries' expectations can be positively managed. • Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS.			first semester of 2015, the OSO team worked with programmes to implement protection mainstreaming activities aimed at addressing gaps and concerns identified through the audit. • Protection audit recommendations are being followed up - over 50% of the recommendations have been implemented.
• Real or perceived breach of UNRWA neutrality as humanitaria n actor • Interference by local authorities in UNRWA activities	• Donors reduce their financial support. • Reputation of UNRWA as a non-neutral actor creating distrust among beneficiaries and partners • Incursions in UNRWA installations creating general insecurity in the refugee community	• Staff outreach through communications, annual/biannual presentations and workshops on neutrality/access/protection. The OSO in WBFO and GFO play a key role in safeguarding neutrality. • Ensure proper induction for newly hired staff, which includes training on UN privileges and immunities and humanitarian principles, including neutrality • Investigate allegations concerning neutrality breaches and take disciplinary action where the facts warrant • Interventions with key interlocutors, sometimes jointly with other UN agencies • In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place through the OSOs and protest the incident in writing to relevant interlocutors • There are controls in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft of Agency vehicles (and resultant misuse).	• Tracking and analysis of neutrality violations in UNRWA installations • Keeping an updated record of staff members trained on humanitarian principles, including neutrality • Media analysis and follow-up • Regular contact with donors	• In the West Bank, neutrality inspections continued to be carried out on all UNRWA installations. In addition, 674 staff members were trained on humanitarian principles, including the UN principles of neutrality.	• The GFO OSO team conducted the required quarterly visits to all Gaza installations. GFO is currently participating, with OSO teams in the other fields, in a harmonization process related to installation visits and monitoring and reporting on neutrality concerns. • The GFO OSO team provided training on humanitarian principles, including the principle of neutrality, as well as protection for 739 frontline and newly hired staff (514 installation managers and 225 new hires). • Neutrality violations of UNRWA installations with security implication (e.g. incursions) are recorded in the SIMS. New staff are oriented on identifying and reporting violations. • In 2015, 492 security incidents either directly or indirectly affected UNRWA operations.

Operational					
• Employee dissatisfacti on as a result of perceived emergency programme cutbacks • No clear separation between the responsibilit ies and authority of the Government of National Consensus, the de facto authorities and armed groups	• Industrial action interruptions • Misuse of materials and assets by the affected population (the potential that, due to construction material scarcity, beneficiaries may be inclined to sell materials/assets at a profit)	• UNHQ and Field management have regular meetings with the Area Staff Union to discuss specific issues of concern to staff. • In case of industrial action, both offices are capable of relocating to a remote location with the necessary support structures within 48 hours. • Maintain regular updates with stakeholders (staff and institutional partners) to ensure understanding of reforms and structural reorganization requirements • Through consultations between supervisors, supervisees and HR representatives, promote constructive staff dialogue with regard to capacity development • Limit need for dual use materials through alternative construction methods • Programmes are designed to ensure UNRWA is able to maintain control over handling and transfers of materials at all stages, from import to construction.	• Monitoring/doc umenting of key issues to the union and of union messaging • Updates to donors on key developments affecting Agency operations • Periodic review of business continuity plans • Regular interaction and communication with the Commissioner-General and Executive Office staff, including the UNRWA Staff Relations Advisor • Regular updates through communication with Field management • Periodic monitoring and review of staff survey results	• WBFO continued to engage in meaningful discussions with the union during 2015. • WBFO continued to update the humanitarian community and donor partners on developments affecting the Agency's operations such as: (i) critical shortages under the joint WFP and UNRWA Bedouin programme; (ii) the humanitarian impact / situation of refugees during the escalation of security incidents that started in October 2015; and (iii) the humanitarian response to post October 2015 events.	• As referenced above, GFO increased outreach efforts through the implementation of: (i) the Communicating with Communities approach; (ii) the Communication for Development approach; and (iii) a strengthened communications strategy that engaged communities as to UNRWA activities, service access rights and the rationale for the distribution of available funds. • In 2015 the OSO team worked with programmes to implement protection mainstreaming activities, aimed at addressing gaps and concerns identified through its protection audit
Financial					
• Fiduciary risks in operational implementa tion	• Donors reduce their contributions • Financial viability of	• Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning (system in 2015	• Integrate GFO EA Finance Unit in Projects Office to oversee financial processes of EA	• WBFO received approximately 57 per cent of the funds required for oPt EA implementation. The effects of underfunding were felt in	• GFO received approximately 46 per cent of the required funds under the oPt EA, which allowed for the implementation of essential EA interventions such as food, JCP, emergency health and education, SFW, community mental

	project/programmes compromised	• Conduct regular and periodic training in procurement guidelines and financial policies and procedures for staff involved in expenditure and procurement processes • UNRWA systems are monitored and audited to identify and correct operational and financial risks. • As part of its EA transition, WBFO undertook an extensive review of the effectiveness and efficiency of its emergency operations during 2012 and 2013. While the transition process was completed in 2014, WBFO continues to monitor the effectiveness of the implementation. • Continued bilateral and ad-hoc engagement with donors by External Relations and Communications Department to explain need for continued financial support.	donations and equip senior management with timely projections • Monthly meetings in GFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions • Quarterly RBM of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected • In consultation with External Relations and Communications Department, periodic communication with the donor community on the status of funding and critical needs	the area of food security interventions (CFW and food vouchers), where programming was unable to reach planned targets • Enhanced coordination between WBFO senior management, the Emergency Unit, the External Relations and Communications Department and the Department of Planning ensured that critical funding allocation decisions were anticipated and planned for. In addition, enhanced coordination and project management processes within the WBFO Emergency Unit facilitated the continuous monitoring of all EA interventions and funds to ensure adherence to internal WBFO planning instruments and donor guidelines. • Quarterly meetings were conducted in 2015 between the WBFO Emergency Unit and the External Relations and Communications Department on EA funding.	health, operations support, WASH and shelter activities. This level of funding was, however, insufficient for UNRWA to implement emergency cash assistance and the school feeding programme. • Enhanced coordination between senior management, the EA finance team and the Projects Office ensured that critical funding allocation decisions were anticipated and planned for. • Strengthened resource management practices were facilitated in 2015, particularly through the implementation of a comprehensive Enterprise Resource Planning system that provides an integrated information structure across the areas of finance, public sector management, supply chain management and human resources.

Risks specific to WBFO				
Event	**Consequences**	**Mitigation/Coping Mechanisms**	**Monitoring**	**Status Update**
Programmatic				
• Further economic deterioration in the West Bank and decline in purchasing power due to persisting unemployment rates and rising food prices in global and local markets	• Increase in food insecurity among Palestine refugees • Difficulties to meet humanitarian needs due to less purchasing power, decreasing funds and a growing number of people in need	• Strategy developed and being implemented to move beneficiaries from dependence on humanitarian aid towards economic empowerment through more sustainable programming and emphasis on livelihoods and self-reliance. • A more diversified and effective food security programme was implemented in 2014 to ensure cost-efficiency and a comprehensive response based on priority needs. This included the introduction of electronic food vouchers for food-insecure refugees living outside camps, in partnership with the WFP. • Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first	• Quarterly monitoring of each project/programme through the UNRWA RBM system • Economic, household and labour market analysis conducted by UNRWA or other actors • Following trends and discussions through active participation of UNRWA WBFO in the Food Security Sector and Food Security Analysis Unit.	• WBFO continued to provide timely EA results reporting through the internal RBM system. • The final report of the oPt Socioeconomic and Food Security Survey has yet to be released, however preliminary data has served to support both 2016 EA and Humanitarian Programme Cycle planning. UNRWA continues to be actively engaged in the Food Analysis Unit and the humanitarian Food Security Sector.
Strategic				
• Failure in the transition from humanitarian response to resilience-building or sustainable programming.	• Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience.	• UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programmatic implementation progress.	• Quarterly monitoring of each project/programme through the UNRWA RBM system. • Review through EA reporting mechanisms.	• Results based management of EA programming was facilitated in 2015 through the use of quarterly reporting under the RBM system and Quarterly Management Reviews. These mechanisms ensured consistent monitoring and timely action in the event of diversions away from plans.
Socio-political				
• Practices of and imposed rules by the Israeli authorities related to the occupation are affecting the programme's ability to be effectively implemented in Area C, including closed military areas.	• Disruptions in implementation of services • Obstruction of donor-funded structures in Area C due to lack of building permits	• WBFO liaises with the Israeli authorities on access/protection issues through the OSOs. In some instances, issues are raised at the level of the Director or Commissioner-General with Israeli counterparts, sometimes jointly with other UN agencies. • Specific programme teams are implementing activities in Area C, including closed military areas, on a regular basis and ensuring monitoring and feedback loops. • UNRWA has adopted UNCT Area C Framework Policy.	• Daily access monitoring through the UNRWA Radio Room • Documentation and reporting of access incidents • Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT	• WBFO continued to monitor, document and follow up on access incidents affecting humanitarian operations. During the reporting period, 135 access incidents were reported with over half related to restrictions on the use of certain checkpoints by Agency vehicles and staff.

Risks specific to GFO				
Event	**Consequences**	**Mitigation/Coping Mechanisms**	**Monitoring**	**Status Update**
Socio-political				
• Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza	• Implementation of UNRWA projects is significantly delayed or ceased due to limited equipment and supplies.	• Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers to minimize the impact of delays of commodities. • Timelines for procurement processes and delivery times take into consideration unforeseen delays in order to minimize final delivery and distribution delays. • Whenever necessary, UNRWA undertakes steps seeking Israeli authorities to allow unhindered humanitarian relief into the Gaza Strip. • Seek support from the international community and donors to use their position to advocate for the unhindered access of humanitarian assistance into Gaza • As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained	• Clear communications in external reporting on the impact of access barriers on programme delivery • Regular communication with the Israeli authorities • Analysis of incidents and trends • Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel	• GFO monitored the recent partial easing of restrictions, particularly regarding the exports of goods, via the media and through consultations with local economic actors. The impact of these measures on the population and economy has not been tangible.
• Political interference by the government in UNRWA activities.	• Delays in the implementation of activities, with possible cancellations	• Highlighting the humanitarian purpose and neutrality of UNRWA interventions • Keeping open communications channels with stakeholders who advocate for the Agency's humanitarian mandate • Close observance of and constant reminder on the UNRWA mandate and scope of work • Reporting mechanisms from all programmes and installations to inform on incidents regarding interference of government representatives on UNRWA activities • Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions	• Record and ensure analysis of incidents at UNRWA or other Agency programmes • Maintain regular contacts with key stakeholders, including donors, on the issue • Depending on the case, and if required, communicate publicly on the issue	• Through the continued work of the OSO team, issues related to breaches in neutrality were identified and responded to. GFO successfully used Chief Area Offices to reach out to community stakeholders.
Programmatic/Financial				
• Decline in purchasing power	• Increased needs among Palestine refugees • Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries.	• Implementation of intensive reforms designed to improve beneficiary targeting efficiency, which limits the case load to beneficiaries verified as abject or absolute poor • UNRWA has moved from a status-based to a poverty-based targeting system, with beneficiaries in Gaza solely targeted through a proxy-means benchmarking mechanism in line with international best practices. The Agency initiated a large-scale reassessment process for its food assistance caseload to best capture the evidenced need and respond to families coping with unexpected shocks that affect their ability to meet basic caloric requirements. • Strengthened/planned procurement processes to ensure better anticipation of requirements and thus lower prices	• The UNRWA weekly price monitoring system (collection of prices for 15 key commodities) • Analysis carried out by the UNRWA Programme Support Unit using Palestine Bureau of Statistics (PCBS) data on labour force, national accounts, poverty and prices • Information provided by other humanitarian actors	• The GFO Programme Support Unit strengthened its socioeconomic analysis capabilities and developed an internal monthly Economic Update. The GFO M&E team continued food price monitoring with a biweekly frequency. • On 31 May 2015, GFO restarted the eligibility assessment for its poverty-based programmes, using its newly reformed PAS. GFO estimates that it will take approximately two years to assess the entire caseload of restudy cases and new applications.

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

وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى

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