



unrwa
الأونروا

syria regional crisis

2015 emergency appeal

annual report



2015 syria regional crisis 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: 450,000 elderly Palestine refugee receiving food assistance in Sehnaya, Damascus. UNRWA estimates that 95 per cent of the Palestine refugees remaining in Syria depend on UNRWA to meet their basic food needs. © UNRWA Photo by Taghrid Mohammad

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acronyms and abbreviations

Agency	United Nations Relief and Works Agency for Palestine Refugees in the Near East	PHC	Primary Health Care
		PRL	Palestine Refugees in Lebanon
CP	Child Protection	PRS	Palestinian Refugees from Syria
EA	Emergency Appeal	PRIS	Relief and Registration System
EiE	Education in Emergencies	RSS	Relief and Social Services
GBV	Gender Based Violence	SLM	Self-Learning Materials
HC	Health Centre	SYP	Syrian Pound
HP	Health Point	Syria	Syrian Arab Republic
ILP	Interactive Learning Programme	UNCT	United Nations Country Team
INEE	Inter-Agency Network for Education in Emergencies	UNDSS	United Nations Department of Safety and Security
NCD	Non-Communicable Disease	UNICEF	United Nations Children's Fund
NFI	Non-Food Items	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
OCHA	Office for the Coordination of Humanitarian Affairs	WFP	World Food Programme

executive summary

This report covers the UNRWA Syria regional crisis response 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 Syria regional crisis emergency appeal.

Overview

Efforts to deliver life-saving assistance and essential services to Palestine refugees in Syria continued in 2015 amidst an increasingly insecure operational environment characterised by widespread violence, large-scale population displacements, a destroyed economy, soaring inflation, rising food prices and massive unemployment. An estimated 450,000 of the 560,000 refugees registered with UNRWA in Syria remain there; over two-thirds (280,000) have been internally displaced, many on multiple occasions. With each move, possessions are further depleted, livelihoods are lost and families are increasingly exposed to protection and security threats. Shifting lines of active conflict have also accounted for restrictions in humanitarian access that have skewed relief operations. Road access to Aleppo was frequently cut by outbreaks of heavy fighting while villages west of Dar'a city remained inaccessible throughout the year. In addition, UNRWA estimates that some 47,000 Palestine refugees reside in hard-to-reach areas where only sporadic aid deliveries have been possible. In April, the seizure of Yarmouk by extremist armed groups forced UNRWA to halt operations in the camp while a further deterioration in conditions blocked access to adjacent areas from late September.

Of those who have been forced again into exile, by the end of 2015, over 41,000 have fled to Lebanon and 16,400 to Jordan, where vulnerabilities are often exacerbated. Palestine Refugees from Syria (PRS) face limitations on their ability to lawfully enter Lebanese territory, along with precarious legal status, difficulties in regularizing their stay and limited access to crucial civil registration procedures and social protection services. Similarly, PRS in Jordan face employment restrictions, limited livelihood opportunities, restricted access to courts and civil status/registration processes, and live in fear of forcible deportation. The above conditions push many PRS into a spiral of deepening poverty, debt and destitution, rendering them almost entirely reliant on UNRWA assistance to cover basic needs.

Response

In Syria, to the extent allowed by funding limitations, UNRWA provided regular cash and food assistance to over 466,000 Palestine refugees. Non-food items and winterisation assistance were extended to 50,138 individuals and 12,535 families respectively while 12,636 displaced refugees were sheltered in UNRWA facilities. UNRWA also provided over one

million primary health care consultations including 328,112 consultations for new patients. Within a context of widespread psychosocial trauma, the destruction of schools and dropouts associated with the conflict, UNRWA continued to provide primary education to over 45,800 refugee students in 2015. In addition, the Agency established 21 recreational areas and eight safe-learning spaces to provide protected space where 3,114 refugee children could learn and play. Self-learning materials continued to serve an important role in supporting formal education with UNRWA distributing 10,619 sets of self-learning materials and 10,480 back-to-school kits to students in 2015. Of 2,085 protection cases recorded during the year, 56 per cent related to sexual and gender-based violence.

In Lebanon, UNRWA supported over 41,800 refugees with monthly cash transfers to purchase food. In addition, 11,748 families were provided with rental assistance. In terms of health care, UNRWA provided 225,948 primary health care consultations and ensured PRS access to primary and secondary assistance under the same conditions as Palestine refugees in Lebanon. In 2015, 3,946 PRS received in-patient care. For the 2015/16 scholastic year, 5,318 PRS students were enrolled in UNRWA schools and received support through the provision of back-to-school kits and textbooks. In addition, 2,645 students received individual psychosocial counselling and case management support services provided by school counsellors. In an attempt to mitigate protection risks associated with precarious legal status, UNRWA provided 4,905 PRS with legal support and assisted survivors of gender-based violence through the provision of counselling, psychosocial support and referral services.

In Jordan, due to funding shortfalls UNRWA prioritized food and non-food item distribution over the provision of shelter assistance for the second year in a row. As such, the Agency was able to provide cash for food assistance for 13,600 PRS and non-food items for 3,270 PRS families. At a reduced rate, winterization assistance was extended to 3,827 families. UNRWA provided 18,353 primary health care consultations to PRS through a network of 25 health centres and four mobile dental clinics; the costs of 646 secondary and tertiary hospital consultations and admissions for PRS were also supported. Through 136 schools, UNRWA ensured the provision of basic education to 1,468 PRS children during the 2015/16 scholastic year. In addition, schools stood as an important forum for the provision of psychosocial support that benefitted 1,319 children in 2015. The Agency also identified 315 protection cases affecting some 836 PRS and responded through internal and external referrals. A total of 467 staff were trained on protection and sexual and gender-based violence related issues.

By the end of December 2015, UNRWA had received US\$220m in funding towards the 2015 Syria regional crisis response,

representing 51 per cent of total requirements. As a result of underfunding, UNRWA was unable to support: (i) three of six planned rounds of cash assistance and the required level of non-food items and winterisation assistance in Syria; (ii) rental assistance in Lebanon beyond June 2015; and (iii) rental assistance in Jordan. UNRWA was also forced to reduce the level of winterization assistance in Jordan and one-time emergency cash distribution was possible only in the second half of the year.

situation overview

In the Syrian Arab Republic, the operational context continued to be defined by intense armed conflict and its dire humanitarian effects. Of the 560,000 Palestine refugees registered with UNRWA prior to the crisis, the 450,000 that remained in Syria in 2015 continued to face significant humanitarian needs. Some 280,000 refugees have been internally displaced, while an estimated 110,000 have left the country to seek safety elsewhere. Like Syrians, Palestine refugees have been among the casualties in Syria, though precise statistics are not available. At the end of 2015, 14 UNRWA staff members had been killed and 28 were missing, detained or kidnapped.

Displacement leaves refugees considerably more vulnerable and many fall quickly into a cycle of deepening poverty. Prolonged displacement has resulted in previously strong communities becoming fragmented; families – which also provide a social safety net to members, particularly the young and the elderly have been split across conflict lines and borders and fear as to what the future might hold is wide spread.

Due to funding constraints, UNRWA was able to provide Palestine refugees with only three out of six planned rounds of cash assistance, covering just six months of need (in addition to enough food assistance to cover their nutritional requirements) for five months. The economic context was marked by significant price rises, high unemployment and inflation, shortages of essential commodities, and the declining value of the Syrian pound (SYP), further compounded by the continued impact of sanctions. Against this backdrop, 95 per cent of Palestine refugees depended on UNRWA assistance to survive.

For those Palestine refugees able to find employment, the average daily wage was just SYP 1,125 (approximately equivalent to US\$ 3 as of December 2015). Health, education and other public services have been severely affected by the armed conflict.

Palestine refugees often have relatively fewer coping mechanisms when compared to their Syrian counterparts, and their options to legally travel outside Syria are severely restricted. Some 47,000 Palestine refugees reside in conflict-affected areas and in locations that are inaccessible.

Despite complex challenges, UNRWA maintained its programme-budget-supported health care, education, vocational training, microfinance, youth support and social services, adapting them to the constrained circumstances of armed conflict and utilizing its comprehensive network of staff, facilities and resources. Forty-four UNRWA schools continued to operate, down from 118 prior to the crisis, as complemented by 55 schools hosted in Ministry of Education facilities. In total, these schools accommodated 45,000 students. Fifteen of the Agency's 23 health centres (HCs) also

remained operational, supplemented by an additional 11 health points (HPs) throughout the country. As of December 2015, nine UNRWA school buildings, the Damascus Training Centre and two other UNRWA installations continued to serve as temporary accommodation for 4,795 internally displaced civilians.

In northern Syria, home to some 50,000 Palestine refugees, including many displaced, UNRWA continued to maintain humanitarian assistance in the face of incessant armed conflict that also affected road access to Aleppo. Neirab camp was accessible for most of the year, while Ein el Tal camp remained inaccessible owing to the presence of armed groups since 2013. In Dera'a governorate in the south, intense armed engagements continued throughout 2015, with a major spike in clashes during June. The road from Damascus to Dera'a city remained open, albeit under frequent threat. UNRWA remained unable to reach the villages of Mzeirib and Jillin west of Dera'a city. Many Palestine refugees living in these towns were allowed to cross checkpoints into Dera'a to collect assistance, though at considerable personal risk and expense. The Agency has maintained some services in these villages thanks to the presence of UNRWA staff that continue to work despite considerable personal risk.

Approximately 80 per cent of Palestine refugees reside in Damascus, including in areas where humanitarian access is restricted. With government facilitation, UNRWA sustained emergency operations in most parts of Damascus during 2015. Major difficulties were encountered in reaching Palestine refugee communities in Yarmouk, Khan Eshieh, Qudsaya and Ramadan. UNRWA aid deliveries to Yarmouk were halted in April due to the capture of the area by extremist armed groups, while access to adjacent areas was suspended on 23 September. In July, over 6,000 Palestine refugee families were able to return to the town of Husseiniyeh after having been displaced for over two years. UNRWA successfully resumed all services in Husseiniyeh, reopening the HC and the community centre, as well as four schools serving over 3,300 students, some of whom had missed out on over two years of education.

In the central area, UNRWA services to Palestine refugees in Homs, Hama and Latakia have remained fully operational, with humanitarian assistance regularly supplied from Damascus.

Over 41,000 Palestinian Refugees from Syria (PRS), a number that declined from approximately 47,000 in 2014, have fled to **Lebanon**, where they are particularly vulnerable given limitations on their ability to lawfully enter Lebanese territory, precarious legal status, difficulties in regularizing their stay and limited access to crucial civil registration procedures and social protection services. During 2015, an estimated 93 per cent of PRS were highly dependent on UNRWA for a broad range of regular and humanitarian assistance, including food, shelter, health care and education.

For Palestine refugees, including PRS, who are among the most vulnerable groups within Lebanon, daily life in 2015 continued to be dominated by poverty, debt, and increased competition for work. Palestine refugee camps in Lebanon also supported the influx of PRS, placing additional demands on limited and ageing camp infrastructure and on UNRWA to provide basic services.

In 2015, under the EA budget, PRS in Lebanon were supported through access to UNRWA health and education services and direct humanitarian assistance. In addition, an average of 41,882 PRS benefited from cash for food assistance through support from UNRWA and the World Food Programme (WFP). In total, 11,747 PRS families received housing assistance for six months, while 10,735 PRS families received critical winterization assistance through the cash transfer programme.

By the end of 2015, an estimated 16,400 PRS were being hosted in the **Hashemite Kingdom of Jordan**. While the number of new arrivals has slowed in 2015 due in part to the government policy of non-admission, the total recorded PRS population continued to gradually grow during the year from 15,000 to 16,400 by December 2015. In December 2015, 83 per cent of PRS were categorized as vulnerable or extremely vulnerable. PRS in Jordan continued to face discriminatory restrictions and forcible return. In contrast to other refugees fleeing the conflict in Syria, PRS also confronted difficulties in securing employment and accessing basic services as the issuance of birth certificates, as well as employment and basic services as a result of the lack of legal status. Some PRS continued to be held in a specific facility and faced greater restrictions on their movement outside the facility in comparison with Syrians held in equivalent facilities. Notably, across all families, average weekly earnings were only JOD 22 (US\$ 31). The absence of legal status resulting from the Government's non-admission policy and proper documentation were major concerns among the PRS population, making them more vulnerable than other Syrian refugees.

Apart from being officially barred from entering Jordan, PRS were mostly prevented from accessing non-UNRWA provided humanitarian assistance reserved for other refugees from Syria. An UNRWA vulnerability assessment indicated that only one quarter of PRS families received any type of aid (including one-off assistance) from any organization other than UNRWA. In 2015, UNRWA was the sole provider of health and emergency assistance, as well as registration services for PRS in Jordan.

The Agency was able to ensure access to primary health services for PRS in Jordan through its existing HCs. Likewise, some 1,700 PRS children were provided with education in UNRWA schools. Regular cash assistance – for food and non-food items (NFIs) was provided to meet critical PRS family needs; however, due to funding constraints, it was not possible to offer shelter assistance and the level of winterisation assistance had to be reduced.

financial overview: syria crisis response emergency appeal

An audited expenditure report to be distributed in August 2016

Syria Crisis Response Emergency Appeal funding summary by field, 1 January - 31 December 2015 (US\$)

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash Assistance ¹	required	\$249,218,472.00	\$197,245,322.00	\$37,878,874.00	\$12,894,276.00	\$1,200,000.00
	received	\$137,009,369.59	\$103,451,507.59	\$27,991,551.00	\$5,566,311.00	\$0.00
	difference	\$112,209,102.41	\$93,793,814.41	\$9,887,323.00	\$7,327,965.00	\$1,200,000.00
Non-Food Items	required	\$11,703,667.00	\$11,703,667.00	\$0.00	\$0.00	\$0.00
	received	\$2,958,039.58	\$2,958,039.58	\$0.00	\$0.00	\$0.00
	difference	\$8,745,627.42	\$8,745,627.42	\$0.00	\$0.00	\$0.00
Food Assistance	required	\$58,177,926.00	\$58,177,926.00	\$0.00	\$0.00	\$0.00
	received	\$15,231,493.99	\$15,231,493.99	\$0.00	\$0.00	\$0.00
	difference	\$42,946,432.01	\$42,946,432.01	\$0.00	\$0.00	\$0.00
Emergency Health	required	\$16,545,297.00	\$6,660,000.00	\$8,874,470.00	\$410,827.00	\$600,000.00
	received	\$8,407,041.48	\$1,127,465.48	\$6,600,076.00	\$679,500.00	\$0.00
	difference	\$8,138,255.52	\$5,532,534.52	\$2,274,394.00	(\$268,673.00)	\$600,000.00
Emergency Education	required	\$33,056,057.00	\$19,653,400.00	\$10,692,657.00	\$2,310,000.00	\$400,000.00
	received	\$17,984,420.61	\$14,211,504.61	\$1,535,613.00	\$2,237,303.00	\$0.00
	difference	\$15,071,636.39	\$5,441,895.39	\$9,157,044.00	\$72,697.00	\$400,000.00
Protection	required	\$3,438,497.00	\$1,110,000.00	\$1,857,590.00	\$170,907.00	\$300,000.00
	received	\$721,803.00	\$0.00	\$603,280.00	\$118,523.00	\$0.00
	difference	\$2,716,694.00	\$1,110,000.00	\$1,254,310.00	\$52,384.00	\$300,000.00
Shelter	required	\$1,421,000.00	\$1,221,000.00	\$0.00	\$0.00	\$200,000.00
	received	\$131,755.58	\$131,755.58	\$0.00	\$0.00	\$0.00
	difference	\$1,289,244.42	\$1,089,244.42	\$0.00	\$0.00	\$200,000.00
Environmental Health	required	\$16,974,238.00	\$13,532,143.00	\$3,442,095.00	\$0.00	\$0.00
	received	\$6,029,691.46	\$2,418,287.46	\$3,611,404.00	\$0.00	\$0.00
	difference	\$10,944,546.54	\$11,113,855.54	(\$169,309.00)	\$0.00	\$0.00
Capacity and Management Support	required	\$16,539,627.00	\$13,238,476.00	\$536,000.00	\$665,151.00	\$2,100,000.00
	received	\$15,233,157.85	\$13,069,964.85	\$626,085.00	\$654,108.00	\$883,000.00
	difference	\$1,306,469.15	\$168,511.15	(\$90,085.00)	\$11,043.00	\$1,217,000.00
Safety and Security	required	\$3,465,960.00	\$1,554,000.00	\$264,000.00	\$47,960.00	\$1,600,000.00
	received	\$756,288.08	\$728,455.08	\$27,833.00	\$0.00	\$0.00
	difference	\$2,709,671.92	\$825,544.92	\$236,167.00	\$47,960.00	\$1,600,000.00
Livelihoods	required	\$3,279,029.00	\$3,279,029.00	\$0.00	\$0.00	\$0.00
	received	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	difference	\$3,279,029.00	\$3,279,029.00	\$0.00	\$0.00	\$0.00
Emergency Repair and Maintenance	required	\$1,554,000.00	\$1,554,000.00	\$0.00	\$0.00	\$0.00
	received	\$228,117.29	\$228,117.29	\$0.00	\$0.00	\$0.00
	difference	\$1,325,882.71	\$1,325,882.71	\$0.00	\$0.00	\$0.00
To be allocated			\$22,219.00	\$13,153,698.00	\$2,116,402.11	\$0.00
TOTAL	required	\$415,373,770.00	\$328,928,963.00	\$63,545,686.00	\$16,499,121.00	\$6,400,000.00
	received	\$219,983,497.62	\$153,578,810.51	\$54,149,540.00	\$11,372,147.11	\$883,000.00
	difference	\$195,390,272.38	\$175,350,152.49	\$9,396,146.00	\$5,126,973.89	\$5,517,000.00

1. The allocation for Jordan reflects cash assistance for food and NFIs.

reporting results: syria

Strategic Priority 1: Preserve the resilience of the community through targeted relief

Outcome/Output	Indicator	Actual	Target (2015)
Cash and Food Assistance			
Palestine refugees are able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	100%	100%
Palestine refugees provided with food assistance	Number of individuals receiving food assistance per quarter (cash for food and food parcels)	466,502 ²	460,000
NFI Assistance			
Palestine refugees provided with NFI assistance	Palestine refugees provided with NFI assistance per quarter	50,138	117,610
Shelter Assistance			
Palestine refugees provided with shelter assistance	Number of families receiving shelter assistance	3,031	2,400
	Number of female-headed families receiving shelter assistance	314	150
	Number of families provided with winterization assistance	12,535	70,000
	Number of displaced refugees receiving shelter at UNRWA facilities	12,636	13,000

Cash and Food Assistance

Cash and food are the largest humanitarian interventions delivered by UNRWA in Syria, providing critical, adaptive and immediate support to conflict-affected Palestine refugees that rely on UNRWA assistance to meet their basic needs³. Food insecurity remains one of the most critical humanitarian concerns for Palestine refugees in Syria. While food remained available in most markets in 2015, inflation, including for basic commodities; the continued collapse of livelihoods; and restricted access made UNRWA food assistance a lifeline for Palestine refugees throughout 2015. In addition to food, cash enabled refugee families to cover basic needs allowing them greater flexibility and independence in purchasing decisions and in the management of expenditure. With extremely low distribution costs, cash assistance allows UNRWA to provide aid through a network of banks and financial institutions in multiple locations across Syria, with multiple outlets in Damascus, Aleppo, Latakia, Homs, Hama and Dera'a.

As of Q1 2015, UNRWA was providing regular cash and food assistance to over 466,000 Palestine refugees across Syria. Due to the rapid and continuing displacement of PRS, a limited verification exercise was conducted in September 2015 to ensure that only Palestine refugees present in Syria continued to receive UNRWA assistance. Based on the results of this exercise, the cash and food assistance caseload declined from over 460,000 to 430,000 recipients over the course of the year.

In 2015, UNRWA reached its target and distributed cash to

466,502 individuals (including special hardship cases) in need over three out of six planned distribution rounds. As a consequence of the above-referenced verification exercise, the number of individuals provided with assistance in each distribution round decreased from 466,502 (Round 1, 2015) to 419,793 (Round 2, 2015) to 413,745 (Round 3, 2015). A consistently higher proportion of females benefited from cash distributions – 239,033 female against 227,469 male recipients in the first round, 218,374 female and 201,419 male recipients in the second round, and 215,366 female against 198,379 male recipients in the third round. Anecdotal evidence suggests that this may be due to a higher proportion of males departing Syria for refuge in other countries, particularly from the second round (May 2015) onwards.

Food was distributed over five rounds in 2015, with Round 5 being split between 2015 and 2016. After the verification exercise, there was also a decrease in the number of individuals provided with assistance. In Round 1, the Agency distributed food parcels to 403,639 individuals including 196,861 males and 206,778 females. In Rounds 2 and 3, numbers remained stable, with 404,916 people being served in Round 2, including 197,484 males and 207,432 females, and 407,081 individuals in Round 3, including 198,540 males and 208,541 females. In Round 4, the number dropped to 368,603 individuals, including 179,773 males and 188,830 females. Round 5 which continued until the beginning of 2016, evidenced an even larger decrease with 257,609 Palestine refugees being served, including 125,640 males and 131,969 females⁴.

NFI Assistance

In 2015, 12,636 families (50,138 individuals) were provided

2. Highest number of beneficiaries that received food assistance in 2015 (Round 1)

3. Recipients of emergency assistance are eligible to receive both cash and food. In this regard, UNRWA has designed its package of assistance to cover one third of monthly food needs through in-kind assistance and two thirds of monthly food needs through cash assistance.

4. All recipients of cash assistance are eligible for food assistance, however, less people opt for the latter due to access issues and/or because food is less attractive than cash.

with 274,360 NFIs that included tarpaulins, jerry cans, cleaning tools, detergents and sanitary products, 2,306 blankets, 27,768 mattresses and 3,550 clothing kits. These kits were primarily distributed during the winter. Hygiene kits were distributed on a monthly basis; however, the lack of funding prevented UNRWA from reaching its targets regarding NFIs and winterization.

Shelter Assistance

In 2015, up to 12,636 individuals were sheltered in 37 UNRWA installations, vocational training centres and schools across Syria. By December 2015, however, only 4,795 individuals opted to remain in 15 shelters, while continuing to receive food assistance and a reduced cash stipend, a number that continued to decrease.

Strategic Objective 2: Provide a protective framework for Palestinian communities and help their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Emergency Health			
Palestine refugees are able to cover their primary, and life-saving secondary and tertiary health-care needs through UNRWA services.	Number of individuals ⁵ accessing UNRWA primary, secondary and tertiary health care services (visits)	1,051,195	650,000
Palestine refugees have access to primary health-care services.	Number of visits by males to UNRWA health facilities	457,355	305,000
	Number of visits by females to UNRWA health facilities	593,840	345,000
	Number of operational UNRWA HCs and HPs	26	26
Palestine refugees have access to hospital care (secondary and tertiary).	Total number of hospitalizations (secondary and tertiary)	19,346	15,000
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock-outs' of 12 tracer items	74%	100%
WASH			
Decrease public health threats to the affected population.	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	N/A ⁶	460,000
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	N/A ⁷	460,000
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	116,965	280,000

Emergency Health

In 2015, UNRWA provided more than 1 million primary health care (PHC) consultations in Syria; a strong indication not only of increased health needs, but also of the Agency's capacity to respond. The provision of PHC through an expanded total of 26 facilities (against 22 in early 2014), including 15 fully-equipped HCs and 11 HPs, helped to ensure that primary health needs were met, in addition to referrals for secondary and tertiary care. A further indication of the health

programme's continued and improved outreach was the 328,112 consultations provided to new patients, representing 31.2 per cent of the total, including infants under 5 years old and patients with non-communicable diseases (NCD).

During the reporting period, the Rukn Eddin facility was upgraded from a HP to a full HC following the installation of an additional laboratory, maternal health and dental services. Following the reopening of Husseinieh, UNRWA was able to rapidly re-establish and rehabilitate the HC there, which had been looted, partially damaged by armed conflict and remained empty following the displacement of refugees more than two years prior. By way of contrast, the mobile HP in Yalda, established to meet the needs of refugees previously besieged in Yarmouk who fled in April, was only operational

5. Results reported under this indicator refer to primary health care consultations provided, not the number of individuals that attended health centres.

6. Results under this indicator could not be collected in 2015 as most camps are inaccessible.

7. Ibid.

during 29 one-day missions throughout the year due to access issues. Nevertheless a total of 7,830 PHC consultations and 259 dental consultations were provided, in addition to nutrient bars supplied by WFP. Due to deteriorating conditions, UNRWA had to quickly respond to an outbreak of typhoid in Yalda during August and September. Treatment was provided to 86 patients over the course of two months until no new cases were reported.

The Agency continued its successful secondary and tertiary referral system, subsidizing between 75 and 95 per cent of 19,346 hospitalization treatments throughout the year. The Agency established or maintained relationships with a total of 11 hospitals in 2015, including five in Damascus; two in Aleppo; and one each in Hama, Homs, Latakia and Dera'a.

Despite significant challenges restocking certain facilities⁸, including Khan Eshieh, Ramadan and Mzeirib, the majority of UNRWA HCs and HPs did not report any stock ruptures for the duration of 2015. Nevertheless, shortages of specific antibiotics resulted in an average of 26 per cent of health facilities reporting shortages of at least one of the 12 core drugs on one occasion or more. These shortages were overcome through the use of alternative multipurpose antibiotics as needed. UNRWA also participated in a country-wide health awareness campaign, distributing 50,000 leaflets on personal hygiene donated by the United Nations Children's Fund (UNICEF).

WASH and Sanitation

UNRWA continued to distribute regular supplies of hygiene items to refugees living in collective shelters, and other vulnerable groups, including Palestine refugees residing in areas of active conflict and constrained humanitarian access. Over the course of the year, UNRWA distributed a total of 17,071 family hygiene kits, including 100 to families displaced from Yarmouk who fled to Yalda following the incursion of extremist armed groups on 1 April. The Agency also distributed hygiene items such as children's diapers (43,004 packs), diapers for infirm adults (29,325 packs), and sanitary towels for women (96,195 packs). Each child, adult and woman received four, five and three packs per month, respectively. The Agency did not reach its target due to underfunding and the prioritization of cash as the most effective form of assistance.

Environmental Health

Contributing to an environment conducive to good health, water and sanitation needs were met in Syria wherever

possible through the programme budget, including in the case of collective shelters and the trucking of water to camps such as Khan Dunoun, Shahba and Jdeide Artouz. In 2015, 120,000 litres of water were distributed to approximately 5,000 families in Yalda. Access to adequate and safe water sources, however, remained a serious concern for Palestine refugees across Syria due to damaged infrastructure, constrained access to camps and gatherings, and an ongoing drought across much of the country. Emergency funding was used to procure a range of hygiene and sanitation items for refugees, including hygiene kits, sanitary items and washing supplies for collective shelters. Emergency project funding was also used to ensure the regular maintenance of collective shelters, including infrastructural upgrades, electricity, water, sewerage, heating and sanitation services. In 2015, UNRWA undertook a multisector needs assessment of Husseinieh camp, including a survey of water and electricity infrastructure needs. The Agency also undertook the removal of rubble from Qabr Essit, Rif Damascus as part of a rehabilitation project underway there and is undertaking an assessment of the use of wind turbines to power water well pumps in Homs. Coordination with other UN agencies resulted in the distribution of 1,700,000 aqua tabs, the provision of additional sanitation labourers in Latakia, and receipt and deployment of five mobile water treatment units from UNICEF, the United Nations Development Programme and the World Health Organization, respectively.

8. Medical stock-outs in Syria were solely a result of access constraints deriving from the volatile security situation and other administrative restrictions. In areas such as Mzeirib in Dera'a governorate, or Khan Eshieh camp in Rif Damascus governorate, UNRWA is not authorized to bring in medication (or any other supplies) to its facilities, although the HCs in both locations are functioning. Patients receive medical consultations and prescriptions in these areas but then have to travel to the nearest accessible HC in order to obtain their medication. In Mzeirib for instance, this means a 4 to 5 hour journey across front lines to obtain medicine at the UNRWA HC in Dera'a. UNRWA is bringing more drugs to the Dera'a HC to ensure the availability of sufficient stocks to cover the needs of additional patients.

Outcome/Output	Indicator	Actual	Target (2015)
Education in Emergencies			
Palestine refugees are able to continue their education despite conflict and displacement	Number of students completing basic education	3,356	4,000
	Number of students completing end-of-year exams (grades 1-8)	38,221	38,000
	Number of schools provided with furniture, heating or other equipment	0	118
Palestine refugee students have access to formal and non-formal education	Number of children enrolled in regular classes in UNRWA schools	45,802 ⁹ (2014/15) 45,380 (2015/16)	47,000
	Number of children receiving education from UNRWA in host government schools	24,725 ¹⁰	20,000
	Number of children receiving non-formal learning from UNRWA in alternative learning places	5,525	1,000
	Number of education staff trained in delivering emergency education	131	150
Palestine refugee students provided with PSS support	Number of children attending UNRWA schools	20,655	20,000
	Number of children receiving PSS	1,165	40,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of students provided with educational and recreational materials (including back-to-school kits)	10,480	50,000
	Number of students participating in summer and recreational activities	10,000	13,000
	Number of educational TV lessons produced targeting Palestine refugees in Syria	-	400
	Number of units developed for the interactive learning program targeting Palestine refugees (grades 1-9)	4	4
	Number of sets of self-learning text material developed for grades 1-9 (e.g. one set per subject/grade)	10,619	50,000
Palestine refugees receive vocational training and are supported in job placements	Number of youth who receive career guidance, short- or long-term vocational training	0	10,000

Within a context of widespread psychosocial trauma, the destruction of schools and dropouts associated with the conflict, UNRWA continued to provide primary education to over 45,800 refugee students in 2015. By the end of the year, UNRWA had expanded the number of operational schools to 99, up from 85 in 2014, thanks to the use of 55 Ministry of Education schools in afternoon shifts.

Psychosocial Support (PSS) continues to be a high priority in Syria, but need far outstrips capacity. With support from UNICEF and other donors, UNRWA was able to establish a total of 21 recreational spaces and eight safe-learning spaces, supervised by teaching staff and PSS counsellors to provide a protected space where refugee children can learn and play. These safe-learning spaces provided a minimum level of education to 3,114 female and 2,411 male students.

Summer catch-up classes were again provided in 2015, providing lessons, recreational activities and PSS to 10,000 students who were unable to attend regular classes throughout the regular scholastic year. A total of 53 schools and 359 teachers participated across Syria, except in Dera'a,

where a surge in fighting throughout June and July prevented the implementation of this initiative.

With the opening of Husseiniyeh to returning civilians in September, UNRWA reopened four schools, facilitating the return of 3,300 students to regular classes. Many of these students had been living in UNRWA-managed collective shelters where their only source of education was self-learning materials (SLMs) and safe-learning spaces. The return of these students to regular classes ensured that they will receive additional learning and psychosocial support.

SLMs developed by UNRWA continue to play an important role in supporting formal education services and have been shown to provide a useful resource, both to students attending regular classes and those who suffer from reduced access. In 2015, UNRWA distributed a total of 10,619 SLM sets, provided by UNICEF, 10,480 back-to-school kits in Husseiniyeh, Khan Dunoun, Qabr Essit, Khan Eshieh, Sasa'a, Maloul, Qudsayya and Jaramana in January 2016. In total, 5,118 boys and 5,501 girls in Sasa', Ramadan camp, Khan Eshieh, Jaramana and Khan Dunoun benefited from the SLMs. UNICEF also contributed recreational kits that benefited up to 22,992 male and 22,353 female students. UNRWA continues to offer the SLMs and interactive learning programme (ILP) online at <http://slp-syria.unrwa.org>. SLMs cover core Arabic, maths, English and science subjects from grades 1-9, while the ILP provides

9. A total of 45,802 children were enrolled during the academic year 2014/15, while a total of 45,380 were enrolled during the academic year 2015/16.

10. The 24,725 children receiving education from UNRWA in host government schools forms a sub-set of the total number of 45,380 children enrolled in regular classes in UNRWA schools.

basic numeracy and literacy for grades 1-3 and additional Arabic and maths for grades 4-5. The Agency also continues to offer approximately 11 hours per day of education content on UNRWA TV for grades 4-9 in Arabic, English, maths and science, available on Nilesat channel 11679 and on <http://www.youtube.com/unrwatv>.

End-of-year exams in May continued to highlight the achievements of Palestine refugee students, with 3,356 (1,653 male and 1,703 female) out of 4,117 (2,074 male and 2,043 female) students successfully graduating from basic education (grade 9), representing a pass rate of 81.5 per cent. In addition, 38,221 (19,288 male and 18,933 female) out of 40,295 (20,510 male and 19,785 female) students in grades 1-8 passed to the next grade. Lower pass rates were noted at schools in areas with high levels of displaced refugees, including Jaramana and Sahnaya, as well as opposition-controlled areas such as Mzeirib in the countryside of Dera'a.



UNRWA school in Khan Dunoun, Damascus © 2016 UNRWA. Photo by Taghrid Mohammad

Outcome/Output	Indicator	Actual	Target (2015)
Microfinance			
Palestine refugees have access to microenterprise and consumer loans for small businesses and households	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	N/A	39,750
Funding was not received towards this assistance measure under the 2015 Syria Regional Crisis EA. As such, this key programme intervention for poverty reduction and local economic and social development was unable to proceed.			

Outcome/Output	Indicator	Actual	Target (2015)
Protection			
Enhanced protection of Palestine refugees	Percentage of protection cases tracked that are responded to	97%	100%
Improved protection against violence, abuse, coercion and neglect	Number of individuals provided with legal advice	359	200
	Percentage of survivors of sexual- and gender-based violence (SGBV) who are supported by UNRWA (through specialized services or referrals)	56%	100%
	Number of (child protection) CP cases that are responded to with targeted services	587	-
	Number of incidents of alleged human rights violations documented by UNRWA	-	-
	Number of staff receiving training in protection in emergencies and psychosocial support	2,597	500
Palestine refugees are accurately recorded on the UNRWA database	Number of records updated in the Refugee Registration Information System emergency system (RRIS)	91,203	25,000

Plans to initiate a robust protection incident tracking and case management system are currently being developed by UNRWA. This new system will allow for more effective and efficient responses to protection cases; data collection; and analysis of indicators, baselines and targets.

Of 2,085 protection cases in 2015, 56 per cent; (1,176 cases) related to SGBV. Of the 587 CP cases, 68 per cent were boys and 32 per cent were girls. Cases included SGBV and children injured by conflict-related and non SGBV-related violence by peers, teachers or parents.

Specialized services provided to survivors of SGBV included PSS services, health care and the provision of legal guidance. The provision of legal advice target was exceeded in dramatic fashion, reflecting both need and an increased Agency capacity to respond through the 2015 establishment of Family Support Offices in Homs and Dera'a, in addition to the office operating in Damascus.

Results under CP indicators could not be recorded in Q1 2015 due to the absence of a dedicated CP issues focal point. As such, UNRWA had limited capacity to detect, assess and refer CP cases, except those related to gender-based violence (GBV). From Q2, an Area Support Officer team made significant strides in improving CP data collection, particularly in the areas of result disaggregation by sex and age and the tracking of cases beyond CP and GBV. Incidents of alleged human rights violations remained difficult to track. In Syria, violations

of refugee rights, including under international human rights law and international humanitarian law violations are rarely reported by survivors themselves due to the fear of reprisal, access or security issues. Reporting on the few known cases would be incomplete/inaccurate.

In 2015, UNRWA also worked towards improving the protection capacity of both staff and beneficiaries. A total of 2,597 trainees attended the following 16 protection-related courses: (i) six GBV classes were held for 192 males and 374 females; (ii) two protection courses were attended by 59 males and 68 females; (iii) two early marriage courses were convened for 5 male and 40 female participants; (iv) four human rights and child rights classes were attended by 560 male and 1,190 female participants; and (v) two PSS classes were held for 41 males and 68 females.

Strategic Objective 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2015)
Safety & Security			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Percentage of security management plans in place	100%	100%
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of security risk management plans updated and adhered to	100%	100%
	Number of staff detained	28 ¹¹	0
	Number of staff released	5	24
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services.	Number of installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	0	68
UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity.	Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
Strengthened programme planning, management and monitoring of humanitarian response activities.	Number of periodic reviews of humanitarian response plans	1	4 ¹²

UNRWA convenes regular programme reviews through monthly meetings to review of education, livelihoods, microfinance, health, relief and social services (RSS) and engineering, and quarterly management meetings to review of all mentioned programmes and protection. These meetings allow the Front Office and the Programme Support Office to identify and address the main programmatic and operational issues.

UNRWA remained an active and fully engaged member of the United Nations Country Team (UNCT). This included inter-agency coordination and technical work through thematic clusters that ensured enhanced coordination and collaboration with all other agencies to effectively assess needs and respond to situations in a timely manner.

Safety & Security

UNRWA continued to implement emergency operations and projects through a humanitarian response team, as well as regular programmes that together were dedicated to full and safe UNRWA access to meet the humanitarian needs of Palestine refugees throughout Syria. The security and safety of staff, assets and services remained a critical concern in 2015. UNRWA in Syria works under the umbrella of the Country Security Plan for Syria Inter-Agency United Nations Department of Safety and Security (UNDSS). The Agency is an active member of the UN Security Management Team (UNSMT) and works with UNDSS to ensure missions are in strict accordance with security processes. The UNRWA Security and Safety Division ensures the security of staff, activities and

installations through the use of armoured vehicles, Personal Protective Equipment kits, radio equipment, the issuance of regular security advisories and mission briefs. In addition, three operations rooms (Damascus, Central and Northern Area) monitor the movement of staff, receive incident briefs, disseminate advisories, and track vehicles and personnel. In 2015, armoured vehicles were also deployed in the North to ensure the protection of missions and staff.

UNRWA Syria Emergency Contingency plans are updated in coordination with UN agencies and NGOs. Area-focused Emergency Contingency Plans were also developed in 2015 by UNRWA in Syria, to respond to specific contexts such as the Yarmouk event.

In 2015, 28 UNRWA staff members were missing, detained, kidnapped or presumed to be detained. UNRWA management is informed of detentions and follows up on cases with the authorities.

11. Missing, detained or kidnapped.

12. In error, the target for this indicator was listed as 4 in the 2015 EA for the Syria Regional Crisis.

reporting results: lebanon

Strategic Priority 1: Preserve the resilience of the community through targeted relief

Outcome/Output	Indicator	Actual	Target (2015)
Cash Assistance			
Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	97%	90%
Food Assistance			
PRS provided with food assistance	Number of individuals receiving food assistance per quarter	41,882	42,000
Shelter			
PRS provided with shelter assistance	Number families receiving shelter assistance	11,748	11,700
	Number of female-headed families receiving shelter assistance	5,298	3,400
	Number of families provided with winterization assistance	10,735	7,700

Cash and Food Assistance

In February 2014, the Agency introduced the provision of PRS cash assistance through ATM cards. This strengthened programme efficiency through diminished Agency overheads while serving as an effective means to mitigate security risks for front-line staff. In 2015, eligibility for food assistance was based on the results of a vulnerability assessment which found that 97 per cent of PRS were vulnerable. Targeting the most vulnerable, during the reporting period, UNRWA provided 41,822 refugees with cash assistance for food. The level and frequency of assistance was maintained throughout 2015.

Shelter

The results of the 2014 vulnerability assessment also clarified the PRS eligible for housing assistance. In total, 11,748 families were assisted with US\$ 100 per family per month for six months. Due to financial constraints, UNRWA was unable to extend this assistance after June 2015. Vulnerability assessment results also informed targeting for winterization assistance, with four months of US\$ 100 per family provided to those residing between 0 and 500 metres above sea level and US\$ 150 for those living above 500 metres. The winterization assistance rate and distribution to PRS was aligned with assistance provided to other refugees from Syria. The number of families assisted by UNRWA was 10,735, an increase on the target due to the expansion of coverage and fund availability.

Strategic Priority 2: Provide a protective framework for Palestinian communities and help their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Emergency Health			
PRS able to cover their primary and life-saving secondary and tertiary health-care needs through UNRWA services.	Percentage of population accessing UNRWA primary, secondary and tertiary health care services	85%	75%
PRS have access to primary health care-services.	Number of visits by males to UNRWA health facilities	91,358	110,000
	Number of visits by females to UNRWA health facilities	134,590	150,000
	Number of operational UNRWA HCs and mobile HP	27	27
PRS have access to hospital care (secondary and tertiary).	Number of hospitalizations (secondary and tertiary)	3,946	6,672
	Number receiving secondary health care	3,769	6,072
	Number receiving tertiary health care	177	600
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	100%	100%
WASH			
Decreased public health threats to the affected population.	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	20,565	22,500
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	48,376	22,500
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	N/A ¹³	22,500

Primary Health Care

UNRWA has adopted the strategy of equal treatment and equal access for PRS with regard to both hospitalisation and all PHC services inside UNRWA's 27 HCs. Any PRS that approaches UNRWA for PHC is provided with assistance, even if she/he is not recorded in the UNRWA database as living in Lebanon. For this reason, the number of family files active and recorded in HCs is 12,388 (56,966 persons). In 2015, 48,376¹⁴ actually attended the PHC at least once; this represents 85 per cent of the population with files recorded in UNRWA HCs. The Agency ensured PRS access to primary and secondary health-care (life-saving hospitalization) under the same conditions as Palestine refugees in Lebanon (PRL).

The presence of PRS in Lebanon has added considerable strain on existing health services. In 2015, UNRWA supported the PRS influx through additional health staff (doctors, nurses,

13. No assistance was provided.

14. Any PRS that approaches UNRWA for PHC is provided with assistance, even if she/he is not recorded in the UNRWA database as living in Lebanon. For this reason, coupled with the mobile/transitory nature of this population, the number PRS attending HCs for medical consultations exceeds the number of PRS registered with UNRWA in Lebanon.

pharmacists and health assistants) in all areas to provide quality care through the provision of medical consultations, essential laboratory tests, oral health including specialist consultations, and medications. The numbers of PRS in Lebanon have reduced over the past 12 months. In 2015, 225,948 medical consultations (91,358 male, 134,590 female) were provided to PRS in UNRWA HCs, an almost 10 per cent increase on 2014. Women made up a significant number served, something that may be attributable to the fact that the majority of consultations are maternal-health related.

In 2015, 3,946 patients received in-patient care, including emergency room services, a 6 per cent increase on 2014 figures. In total, 177 patients received tertiary health care and PRS patients suffering from critical health conditions received assistance through the Catastrophic Ailment Relief Programme. PRS receiving secondary and tertiary health care in Lebanon only reached half of the target as patient costs in this area were split between the programme and EA budgets. There were no stock outs of 12 tracer items in HCs.

Outcome/Output	Indicator	Actual	(Target (2015
Education in Emergencies			
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	144	365
	Number of students completing end-of-year exams (grades 1-8)	5,288	5,600
	Number of UNRWA schools hosting PRS	61	60
	Number of UNRWA double-shift schools hosting PRS	8	8
	Number of schools provided with furniture, heating, equipment	55	60
PRS students have access to education through regular/special classes and alternative learning modalities	Number of children enrolled in regular classes in UNRWA schools	6,527	7,300
	Number of education staff trained in delivering emergency education based on Inter-Agency network for Education in Emergencies (INEE)standards	276	300
PRS students provided with psychosocial support	Number of children receiving PSS	2,645	3,000
	Number of education staff trained in delivering PSS	85	72
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to school kits, psychosocial/recreational kits and stationery	6,527	7,300

Data on the educational enrolment and performance of PRS children fluctuates on a monthly basis due to internal migration within Lebanon as families search for better opportunities, economic factors that prevent school attendance, legal status uncertainties, migration/return, security concerns, and social barriers and discrimination. By way of response, UNRWA is putting in place an integrated education response mechanism to mitigate these risks, including: monthly tracking of attendance, PSS/recreational activities targeting both PRS and PRL to foster social cohesion and reduce discrimination practices in schools, learning support activities to support performance and advocacy with the Ministry of Education to allow PRS children to sit for official exams.

For the 2014/15 scholastic year, 6,527 PRS students (3,108 male and 3,419 female) were enrolled in UNRWA schools, a figure that is in line with enrolment figures from the previous scholastic year. All PRS children were provided with back-to-school kits and textbooks, enabling them to follow the regular Lebanese curriculum in schools, together with their PRL peers. In June 2015, 144 children (63 male and 81 female) sat for Brevet examinations (grade 9). As the student numbers sitting for this examination are broadly consistent with the enrolment rate during the reporting period, the UNRWA target was too ambitious. Scholastic performance of PRS students was satisfactory as being in line with PRL performance.

Sixty-one of 67 UNRWA schools in Lebanon hosted PRS students. Thirty-two of these schools received gas and oil under the programme budget, while EA funds provided gas and oil to an additional 18 schools.

During the reporting period, 2,645 students (1,455 male and 1,190 female) received individual PSS counselling and case management support services provided by school counsellors. In this regard, the ability of educational staff to provide appropriate assistance was enhanced through the

UNRWA provision of: (i) PSS training for 22 school counsellors and 63 teacher counsellors and (ii) PSS/recreational kits for counsellors to more effectively support students through specific needs-based activities (guidance sessions, group counselling and recreational activities). Regardless of this support, the PSS needs of PRS children in Lebanon remain high.

Overall, 276 teachers (in equal numbers of elementary and preparatory teachers) were trained in Education in Emergencies (EiE) that, following Inter-Agency Network for Education in Emergency (INEE) minimum standards, developed capacities to effectively engage student learning in times of emergency.



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Outcome/Output	Indicator	Actual	Target (2015)
Protection			
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	93%	100%
Improved protection against re-foulement, SGBV, violence ¹⁵	Number of individuals provided with legal advice	4,905 PRS 726 PRL (2,140 female) (3,491 male)	1,660
	Number of GBV survivors detected accessing services	44 PRS 69 PRL (94 female) (19 male)	60
	Number of CP cases responded to with targeted services	PRS 31 PRL 41 (32 female) (40 male)	60
	Number of UNRWA staff receiving training in protection in emergencies and PSS	811	350
PRS are accurately recorded on the UNRWA database	Number of records updated in the RRIS	40,807	45,000

Protection

During 2015, 444 protection cases were identified by or referred to UNRWA. Individuals received a thorough follow-up and response from the Protection Unit, taking into account specific needs and following a client-centred approach. While the Agency was, in the majority of instances, able to respond through its own services or through referrals to specialized services, some cases presented particularly complex and multilayered protection risks. These challenges were compounded by gaps in specialized protection services in Lebanon, such as protective shelters; services for lesbian, gay, bisexual, transgender and intersex; the elderly; and persons with disabilities. UNRWA addressed these challenges through ongoing coordination and advocacy with protection partners and other stakeholders, including the Lebanese authorities and the donor community.

5,631 Palestine refugees, including 4,905 PRS and 2,140 women, accessed legal support through the UNRWA legal aid programme compared to the 1,660 targeted. This is due to the high level of uncertainty about legal stay and entry regulations imposed by the Lebanese authorities that continued during 2015, as well as the evolution of the Syrian crisis and the potential of moving to Europe.

GBV survivors were provided with counselling and PSS by trained caseworkers that also managed referrals to specialized services offered by external partners to ensure a comprehensive protection response. In order to further raise awareness of available services and address the widespread underreporting of GBV, UNRWA reached out to more than 300 women and adolescent girls, including over 100 PRS, with GBV sensitization and information sessions.

Of the 72 CP cases identified in 2015, 43 per cent were PRS, many of whom were subject to abuse, neglect and exploitation.

To address these cases, UNRWA worked with local CP actors and the national CP system to strengthen effective responses in Palestine refugee camps, including through referrals to CP case management, mental health and psychosocial support services specialised protection services, and medical and education services.

During the reporting period, UNRWA involved over 800 staff in training activities to further develop an understanding of protection principles and human rights concepts, as well as GBV and CP in an effort to ensure that service delivery better meets the protection needs of PRL.

15. Implemented throughout both emergency and project funding.

Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2015)
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security management plans in place	90%	90%
	Percentage of security risk management plans updated and adhered to	90%	90%
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	1	1

The primary role of the UNRWA Safety and Security Division in Lebanon is to enable programme delivery through the enhanced safety and security of UNRWA staff, programmes and assets. Significant challenges encountered in discharging this mandate in 2015 were encountered due to the deteriorating security environment in many Palestine refugee camps and the decreased community acceptance of UNRWA due to programme modifications as a result of Agency austerity measures. In this regard, a large number of sit-ins and demonstrations were staged throughout the year, forcing multiple closures of UNRWA installations, particularly inside Palestine refugee camps. Such occurrences were especially frequent in Nahr el-Bared and Ein El Hilweh, with the severity of incidents also increasing, including an incident where live ammunition was fired into an UNRWA office with staff present. The operating environment inside camps also deteriorated, with 2015 witnessing frequent factional fighting including within Ein el Hilweh camp in July/August 2015. This directly affected UNRWA installations as well as programme delivery due to safety and security concerns for UNRWA staff.

Security Arrangements

Ninety per cent of security management plans were in place, and 90 per cent of security and risk management plans were adhered to. A focus of UNRWA in 2015 was to enhance the training and capacity of staff in order to better prepare them for situations of conflict. Trainings included: Arabic Explosive Remnants of War Training of Trainers, Local Security Assistant Training, an Investigators course, and an EiE Training of Trainers course.

Austerity measures have also impacted the capacity of UNRWA, with fewer professional security officers covering Agency operations at a time when protests against the Agency are increasing, the security situation inside the camps is fragile and political turmoil and civil unrest within Lebanon is on the rise.

reporting results: jordan

Strategic Priority 1: Preserve the resilience of the community through targeted relief

Outcome/Output	Indicator	Actual	Target (2015)
Cash and Food Assistance			
Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	98.7	100%
PRS provided with food assistance	Number of individuals receiving cash for food per quarter	13,600	13,600
PRS provided with NFI assistance	Number of families receiving cash for NFIs per quarter	3,270	3,400
Shelter			
PRS provided with shelter assistance	Number of families receiving cash for shelter	0	3,400
	Number of female-headed families receiving shelter assistance	0	1,224
	Number of families provided with winterization assistance	3,827	4,250
PRS provided with one-time emergency cash grants	Number of families receiving one-time cash grants	484	850

Cash and Food Assistance

Funding shortfalls resulted in operational challenges and required adjustments to the delivery of planned relief activities. Significantly, UNRWA made the difficult decision to prioritize cash for food and NFI assistance over shelter assistance for the second year in a row. This enabled the Agency to deliver cash transfers for food and NFIs to 98.7 per cent of eligible families, although the timing of the transfers was irregular due to limited funding early in the year. The total received amount was US\$ 2.5 million less than required. One-time emergency cash distribution was possible only in the second half of the year for 484 families.

Shelter

UNRWA was unable to provide shelter assistance for 3,400 PRS families, including 1,224 female-headed families. This compromised the ability of PRS to pay rents and, as such, increased their vulnerability. This conclusion is based on the results of the 2014 vulnerability assessment which found that more than one quarter of PRS families had been evicted by lessors at least once since arriving in Jordan, while 71 per cent were late in paying rent by one month or more at the time of the assessment. To make matters worse, PRS in Jordan face increasing rents and a shortage of affordable housing due to refugee inflows. Without UNRWA support necessary for shelter needs, evictions will increase, more PRS will be forced into substandard and/or overcrowded accommodation, and personal debt levels will rise. To highlight critical PRS needs and support enhanced programme planning and strengthened targeting, an accelerated vulnerability assessment was launched in October 2015. This exercise will be completed in April 2016.

Winterization Support

All PRS were targeted for the distribution of winterization cash, however, due to funding constraints, it was not possible to cover the full amount of US\$340 for each family or to reach 100 per cent of the target, (4,250 families). Consequently, an average sum of US\$220 was distributed to 3,827 families (90 per cent of the target) as a one-time cash grant for winterization.



UNRWA cash assistance to Palestine refugees © 2015 UNRWA. Photo by Hannington Muyenje

Strategic Priority 2: Provide a protective framework for Palestinian communities and help their vulnerability

Outcome/Output	Indicator	Actual	Target (2015)
Health			
PRS able to cover their primary and life-saving secondary and tertiary health-care needs through UNRWA services.	Number of visits to UNRWA clinics; referrals to secondary and tertiary services	18,999	26,093
PRS have access to primary health care services.	Number of visits by males to UNRWA health facilities	7,520	9,061
	Number of visits by females to UNRWA health facilities	10,833	13,039
	Number of operational UNRWA HCs and mobile HP	29	28
Palestine refugees have access to hospital care (secondary and tertiary).	Number of secondary and tertiary referrals	646	119
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	92%	100%

In Jordan, the health component of the 2015 EA was well funded, ensuring that all PRS had access to primary care services in UNRWA HCs and through referrals to external health-care providers. In and around Palestine refugee camps throughout Jordan, UNRWA operates a network of 25 HCs and four mobile dental clinics that served a total recorded population of 16,434 PRS during the reporting period. Female PRS were the main beneficiaries of UNRWA health services in all categories, both primary and secondary. A total of 18,353 consultations, comprised of 7,520 male and 10,833 female visits, took place. The annual target of 26,093 was set on the basis of almost 23,000 visits and referrals in 2014 and an

expected increase in PRS population. The implementation of the family health team approach¹⁶, the appointment system and less PRS arrivals than estimated contributed to the gap between the actual and the target. It is also worth noting that the Health Reform has resulted in the steady decline of unnecessary consultations by Palestine refugees.

The costs of 646 hospital consultations and admissions, comprised of 641 secondary and 5 tertiary care cases, were

¹⁶. A person-centred primary health-care package focused on the provision of comprehensive and holistic care for the entire family, emphasizing long-term provider-patient/family relationships, and designed to improve the quality, efficiency and effectiveness of health services, especially for NCDs.

met for males (47 per cent) and females (53 per cent). The over 550 per cent increase in the delivery of hospitalization services is due to successful awareness raising regarding UNRWA services with the help of social-workers, other front-line staff and the use of brochures.

Health-care services were also provided to 125 PRS residing in Cyber City through the Jordan Health Aid Society under

an UNRWA service contract, funded from the EA. Services covered included consultations, secondary and tertiary care and the supply of medications.

During the reporting period, only 2 HCs, Jerash HC and Zarka Town HC, experienced a stock-out as a result of delays in the delivery of supplies.

Outcome/Output	Indicator	Actual	Target (2015)
Education in Emergencies			
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	65	69
	Number of UNRWA schools hosting PRS	136	146
	Number of UNRWA double-shift schools hosting PRS	135	135
	Number of schools provided with furniture, heating, equipment	40	40
PRS students have access to education through regular/special classes and alternative learning modalities	Number of children enrolled in regular classes in UNRWA schools	1,696	1800
	Number of education staff trained in delivering emergency education based on INEE standards	6	100
PRS students provided with psycho-social support	Number of children receiving PSS	1319	1,550
	Number of education staff trained in delivering PSS	18	150
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to school kits, PSS/recreational kits and stationery	1,696	1,800

Primary Education

In 2015, UNRWA provided education to children from Syria through 136 schools (out of a total of 172), of which 135 operated on a double shift basis. At the end of the 2014/15 scholastic year, a total of 1,696 children (785 male and 911 female) from Syria attended UNRWA schools. In September 2015, 1,468 children (774 girls and 694 boys) from Syria were enrolled in the scholastic year 2015/16. Of these, 137 were new students comprised of 126 PRS and 11 children of PRS women married to non-refugees.

In May 2015, the admission target was lowered from 2,500 to 1,800 because the target was unrealistic. As per UNRWA vulnerability assessment data, 2,789 PRS children that have Jordanian identification were enrolled in government schools while 111 were enrolled in private schools.

In 2015, 65 PRS students completed grade 10 in UNRWA schools and four dropped out. In addition, 37 PRS youth, comprised of 17 males and 20 females, were studying at two vocational training centres. Of this number, 20 are expected to graduate in 2016. As PRS are not admitted to Jordanian technical and vocational training centres, this represents one of the few opportunities for PRS to develop future livelihood options for when they return to Syria.

Textbooks were purchased from the Ministry of Education and provided to all children covered under the EA. In addition, back-

to-school kits, provided as an in-kind contribution by UNICEF, comprised of a school bag and stationery were distributed to 1,696 children - 718 PRS students and 978 Syrian - who were enrolled in 2014/15 scholastic year. Back-to-school kits were also distributed to the poorest Palestine students who benefited under the social safety net programme and studied alongside PRS students. Moreover, 30 schools attended by Syrian children were provided with furniture and sports equipment. In addition, the two vocational training centres were provided with computers and data show projectors to strengthen teaching and learning processes.

UNRWA schools continued to serve as a key entry point for the delivery of PSS to 1,319 (almost 90 per cent) children in 2015. Besides counselling services, 400 children participated in a three-day summer camp that was implemented in partnership with Right to Play and the Japan International Cooperation Agency. In addition, four PSS counsellors¹⁷ (one for each of the Agency's operational areas in Jordan) led PSS activities in schools in collaboration with 18 school counsellors and 173 teacher counsellors. PSS and school counsellors provided guidance to teacher counsellors in delivering PSS services to PRS children.

The targets associated with the number of UNRWA education staff trained in delivering PSS (12 per cent actual) and emergency education (6 per cent actual) were not met as

17. Hired under the Educate A Child programme, a separate emergency response project.

the recruitment of an EiE Specialist was delayed due to the unavailability of suitable candidates despite three rounds of recruitment. Consequently, the plan to commence capacity-building within UNRWA schools in key areas, including contingency planning, safe school environments and critical elements that promote effective teaching and learning, was postponed to 2016.

Protection staff, in coordination with the education programme, implemented support groups for PRS students to mediate conflicts with other students and contribute to a safe learning environment. These efforts have proven successful in improving relationships between PRS and non-PRS children.

Outcome/Output	Indicator	Actual	Target (2015)
Protection			
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	44%	65%
Improved protection against refoulement, SGBV, violence	Number of GBV survivors detected accessing services	13	50
	Number of CP cases responded to with targeted services	34	80
	Number of protection incidents of alleged HR violations documented by UNRWA	14	200
	Number of staff receiving training in protection SGBV, prevention of sexual exploitation and abuse, CP, psychosocial assistance, and other relevant topics	467	100
PRS are accurately recorded on the UNRWA database	Number of records updated in the RRIS	558	200

Protection

UNRWA identified and responded to a total of 315 protection cases that affected the lives of 836 PRS in Jordan. The majority of these cases (201 or 64 per cent) concerned protection issues mainly related to civil documentation, registration and legal status issues. In addition, 35 GBV and 46 CP cases, including child labour, were identified. In total, 44 per cent of the total number of protection cases were responded to through internal and external referrals. No further action was taken with regard to the remaining 56 per cent, either because the individuals/families declined to provide consent or because no avenues for action or interventions could be taken to address the protection concern. The attainment of GBV targets was further affected by the place of residence, sociocultural issues and limited awareness about GBV among PRS.

Over the course of 2015, UNRWA in Jordan recorded 14¹⁸ incidents, in which a total of 75 individuals (24 PRS men, nine PRS women, six Syrian women married to PRS men and 36 minors - 20 boys and 16 girls) were forcibly returned to Syria. UNRWA regularly followed up with the authorities on these incidents and worked with other international organizations and partners to try and prevent deportations from occurring. In light of the challenging protection environment in Jordan, promoting the respect and fulfilment of PRS rights provided for under international law remains extremely sensitive/difficult. UNRWA has also gathered preliminary data on 61 cases of PRS children that have not been issued birth certificates and 33 cases of PRS reporting incidents of denationalization. These cases are not included in the reporting table because

further analysis is required to ascertain whether human rights violations occurred.

A number of SGBV and general protection awareness-raising and training sessions were provided to 467 UNRWA staff throughout the course of 2015. Of these, 408 front-line staff were trained with funds outside of the EA. Activity Info, a pilot protection information management system, was launched and 46 staff received training. This system allows for greater efficiency and enhances accuracy and consistency in the data collection, tracking and monitoring of protection incidents. In addition, 13 staff were trained on denationalization. GBV and PSS training targets were not included in the annual target during the planning phase, hence a significant positive difference in achievement is evident. Notwithstanding the funding source, PRS concerns were covered in all of the technical sessions.

Records updated on RRIS

As to the number of records updated in the RRIS emergency system, 558 new arrivals were registered with UNRWA in 2015. This result exceeded the indicator target by a considerable margin due to a clerical omission that misstated the target in the EA. During the reporting period, 216 PRS family records were deactivated due primarily to the return of PRS to Syria or their migration to a third country.

18. A number of incidents reported earlier were excluded after further analysis.

Strategic Priority 3: Strengthen humanitarian capacity, coordination and management

Outcome/Output	Indicator	Actual	Target (2015)
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	2	2
UNRWA is able to provide services to PRS with appropriate security arrangements	Percentage of security management plans in place	80%	100%
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian assistance to PRS	Percentage of security risk management plans updated and adhered to	100% ¹⁹	100%

A key priority in 2015 was mainstreaming the emergency response into regular programming in order to further efficiency and effectiveness. Except for emergency cash assistance, all services to PRS in Jordan are being delivered through the Agency's regular programme departments. PRS registration is done by integrating data in the RRIS in a collaborative arrangement between the RSSP and the Emergency Response Unit. These practices have strengthened the humanitarian response capacity of UNRWA in Jordan by responding to the need for surge capacity in times of crisis, overseeing the implementation of response plans, and through the incorporation of minimum standards in service delivery.

19. In 2015, both Minimum Operating Security Standards and contingency plans were updated.

The safety and security situation in Jordan remained stable in 2015. During the year, all security management plans were updated and the security framework for accountability is in the process of being finalized pending endorsement by the Advisory Commission on Security and Safety. Compliance rates with UNDSS guidelines remain at 98 per cent and strong relations with local security bodies has been maintained. The recruitment of six security and safety personnel enabled: (i) the completion of security inspections in all 97 school buildings; (ii) evacuation drills involving 1,500 staff and approximately 20,000 refugees; (iii) the provision of security advisories including through direct text messaging that contributed staff safety and security awareness; and (iv) enhanced fire hazard preparedness.

regional coordination

Across the region, Palestine refugees are facing a profound crisis due to the spread of tensions and armed conflict. The Syrian conflict has displaced millions, including tens of thousands to neighbouring countries. The particular vulnerabilities of Palestine refugees and their sensitive status in the region compound the devastation shared with Syrians. In 2015, UNRWA regional coordination of the Syrian crisis response was managed by a small team within the Department of Planning and the Executive Office at UNRWA headquarters in Amman, led by the Deputy Commissioner-General. The Deputy Director of the Department of Planning had day-to-day oversight of the UNRWA response to the crisis and capacity was on hand for political advice, protection and communications.

The importance of the regional component of the Syria crisis has grown, as coordination among United Nations agencies and other partners has been strengthened. The regional team at the Agency's headquarters in Amman plays an active part, ensuring Palestine refugees feature in the wider narrative. In 2015, UNRWA took active part in the Syria Humanitarian Response Plan (SHARP) and the Regional Refugee and Resilience Plan (3RP). The former covered the UNRWA response in Syria and the latter the UNRWA response in Lebanon and Jordan. Among other things, the regional team supported proposal-writing, fundraising, advocacy, donor-relations and communications.

Support from the UNRWA Gaza Field Office for up to 1,000 Palestine refugees from Syria that have fled to Gaza was financially covered by the regional portion of this appeal. When Palestine refugees from Syria were reported outside of the UNRWA fields of operation, UNRWA liaised with and referred cases to UNHCR and other partners to ensure these refugees received adequate support and protection. UNRWA also has a small liaison office in Cairo, which liaised on behalf of some 4,000 Palestine refugees from Syria who found their way to Egypt. With the support of the United Nations and local partners, these refugees received food vouchers and health assistance. As many as 40,000 PRS have been reported in Turkey and Europe, as well as further afield.

Every week, the regional communications team produced three new pieces of online content to reflect current events and the Agency's response to maintain refugee resilience. Ranging from video and sound clips to photo essays and social media campaigns, the content highlighted the impact of the conflict on PRS and sought, wherever possible, to mainstream donor visibility. Two new campaigns were held in 2015: #SaveYarmouk and #4Syria. 'My Voice My School' project continued to be used for advocacy on education and Palestine youth, for instance at the United Nations Headquarters in New York and during an UNRWA/UNESCO Global Citizenship Panel in Brussels. The project was featured on BBC World Service,

Skype's blog and social media. The team also contributed Syria/regional content to UNRWA wide and UN led campaigns. It shared much of its archive with OCHA to increase visibility of the Palestine refugees in Syria among the UN and its partners. It also responded to and coordinated media requests and generated newsworthy content to ensure Palestine refugees featured in the overall media coverage of the crisis. The most visible news story was the Yarmouk narrative.

The UNRWA Agency-wide EiE approach of providing inclusive, equitable, quality and safe education to Palestine refugee children and youth, even at times of emergencies, continued to build on the existing education system, while introducing innovations in order to sustain the delivery of quality education and keeping children at the heart of what the Agency does. The approach ensures that the most vulnerable children and youth are not left behind as they are given the type of support needed to continue their education. The UNRWA Agency-wide EiE approach is multidimensional and consists of the following three main lines of action: (i) Promoting a safe and secure learning environment that comprises both the physical and emotional environment for children. This involves strengthening the capacity of education personnel and communities to respond to insecurity, provide safe learning spaces, and ensure that students have the support and tools necessary to deal with trauma and recovery; (ii) Quality teaching and learning, including the provision of alternative learning modalities and the professional development of teachers on these modalities and resources; and (iii) Community engagement and parental and student participation, which involves identifying and mobilizing available resources within the community and building consensus and support for EiE programming. During emergencies, UNRWA increasingly relies on communities to help manage and deliver essential education services; therefore, key in the EiE response is building active community participation from the onset of the emergency through to recovery.

EiE activities in 2015 under the Syria EA crisis response included:

- 1) Promoting safe and secure learning environment:
 - a. Training for education staff in delivering EiE based on INEE standards;
 - b. The establishment of safe learning spaces and recreational spaces;
 - c. Training counselors and education staff in PSS support;
 - d. Recreational activities for students; and
 - e. Developing security and survival skills and risk management plans in coordination with the Safety and Security Division.

2) Quality teaching and learning through;

- a. The provision of back-to-school kits and learning supplies;
- b. Continued support for the self-learning programme (UNRWA TV, Interactive Learning Website, and Self Learning Materials);
- c. Catch-up classes and summer fun programmes;
- d. Continued support for the integration of PRS children in Lebanon and Jordan; and
- e. Professional development of teaching staff.

3) Community and student participation and engagement through:

- a. Outreach and engagement of parents;
- b. Support to student participation – My Voice My School; and
- c. Vocational training and job placement for youth.

annex i: results framework

Syria Specific Interventions

Strategic Priority 1: Preserve the resilience of the community through targeted relief

Output	Indicator	Target (2015)
Palestine refugees are able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	100%
Palestine refugees provided with food assistance	Number of individuals receiving food assistance per quarter (cash for food and food parcels)	460,000
	Palestine refugees provided with NFI assistance per quarter	117,610
	Number of families receiving shelter assistance	2,400
	Number of female-headed families receiving shelter assistance	150
	Number of families provided with winterization assistance	70,000
	Number of displaced refugees receiving shelter at UNRWA facilities	13,000
Strategic Priority 2: Provide a protective framework for Palestinian communities and help their vulnerability		
Emergency Health		
Palestine refugees are able to cover their primary, and life-saving secondary and tertiary health-care needs through UNRWA services.	Number of individuals ¹ accessing UNRWA primary, secondary and tertiary health care services (visits)	650,000
Palestine refugees have access to primary health-care services.	Number of visits by males to UNRWA health facilities	305,000
	Number of visits by females to UNRWA health facilities	345,000
	Number of operational UNRWA HCs and HPs	26
Palestine refugees have access to hospital care (secondary and tertiary).	Total number of hospitalizations (secondary and tertiary)	15,000
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock-outs' of 12 tracer items	100%
Decrease public health threats to the affected population.	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	460,000
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	460,000
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	280,000
Education in Emergencies		
Palestine refugees are able to continue their education despite conflict and displacement	Number of students completing basic education	4,000
	Number of students completing end-of-year exams (grades 1-8)	38,000
	Number of schools provided with furniture, heating or other equipment	118
Palestine refugee students have access to formal and non-formal education	Number of children enrolled in regular classes in UNRWA schools	47,000
	Number of children receiving education from UNRWA in host government schools	20,000
	Number of children receiving non-formal learning from UNRWA in alternative learning places	1,000
Palestine refugee students provided with PSS support	Number of education staff trained in delivering emergency education	150
	Number of children attending UNRWA schools	20,000
	Number of children receiving PSS	40,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of students provided with educational and recreational materials (including back-to-school kits)	50,000
	Number of students participating in summer and recreational activities	13,000
	Number of educational TV lessons produced targeting Palestine refugees in Syria	400
	Number of units developed for the interactive learning program targeting Palestine refugees (grades 1-9)	4

¹ Results reported under this indicator refer to primary health care consultations provided, not the number of individuals that attended health centres.

	Number of sets of self-learning text material developed for grades 1-9 (e.g. one set per subject/grade)	50,000
Palestine refugees receive vocational training and are supported in job placements	Number of youth who receive career guidance, short- or long-term vocational training	10,000
Microfinance	Number of Palestine refugees and Syrians who receive microfinance loans (including women and youth)	39,750
Output: Palestine refugees have access to microenterprise and consumer loans for small businesses and households		
Protection		
Enhanced protection of Palestine refugees	Percentage of protection cases tracked that are responded to	100%
Improved protection against violence, abuse, coercion and neglect	Number of individuals provided with legal advice	200
	Percentage of survivors of sexual- and gender-based violence (SGBV) who are supported by UNRWA (through specialized services or referrals)	100%
	Number of (child protection) CP cases that are responded to with targeted services	-
	Number of incidents of alleged human rights violations documented by UNRWA	-
	Number of staff receiving training in protection in emergencies and psychosocial support	500
Palestine refugees are accurately recorded on the UNRWA database	Number of records updated in the Refugee Registration Information System emergency system (RRIS)	25,000
Strategic Priority 3: Strengthen humanitarian capacity, coordination and management		
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Percentage of security management plans in place	100%
Enhanced safety and security for UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of security risk management plans updated and adhered to	100%
	Number of staff detained	0
	Number of staff released	24
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services.	Number of installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	68
UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity.	Emergency response contingency plans updated in coordination with UN agencies and NGOs	1
Strengthened programme planning, management and monitoring of humanitarian response activities.	Number of periodic reviews of humanitarian response plans	4 ²
Lebanon Specific Interventions		
Strategic Priority 1: Preserve the resilience of the community through Targeted relief		
Output	Indicator	Target (2015)
Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	90%
PRS provided with food assistance	Number of individuals receiving food assistance per quarter	42,000
PRS provided with shelter assistance	Number families receiving shelter assistance	11,700
	Number of female-headed families receiving shelter assistance	3,400
	Number of families provided with winterization assistance	7,700
Strategic Priority 2: Provide a protective framework for Palestinian communities and help their vulnerability		
Emergency Health		
PRS able to cover their primary and life-saving secondary and tertiary health-care needs through UNRWA services.	Percentage of population accessing UNRWA primary, secondary and tertiary health care services	75%
PRS have access to primary health care-services.	Number of visits by males to UNRWA health facilities	110,000

² In error, the target for this indicator was listed as 4 in the 2015 EA for the Syria Regional Crisis. In 2014, the target for this indicator was 1, something that should have been replicated in 2015.

	Number of visits by females to UNRWA health facilities	150,000
	Number of operational UNRWA HCs and mobile HP	27
PRS have access to hospital care (secondary and tertiary).	Number of hospitalizations (secondary and tertiary)	6,672
	Number receiving secondary health care	6,072
	Number receiving tertiary health care	600
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	100%
Decreased public health threats to the affected population.	Number of individuals who have access to adequate and safe water, sanitation and hygiene services in camps	22,500
Affected populations are ensured safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Number of individuals with access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene	56,966 (95%)
Affected populations have reduced risk of WASH-related diseases through access to improved hygiene practices, the addressing of harmful current practices, hygiene promotion, and delivery of hygiene products and services on a sustainable and equitable basis.	Number of individuals with access to hygiene items	N/A
Education in Emergencies		
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	365
	Number of students completing end-of-year exams (grades 1-8)	5,600
	Number of UNRWA schools hosting PRS	60
	Number of UNRWA double-shift schools hosting PRS	8
PRS students have access to education through regular/special classes and alternative learning modalities	Number of schools provided with furniture, heating, equipment	60
	Number of children enrolled in regular classes in UNRWA schools	7,300
	Number of education staff trained in delivering emergency education based on Inter-Agency network for Education in Emergencies (INEE) standards	300
PRS students provided with psychosocial support	Number of children receiving PSS	3,000
	Number of education staff trained in delivering PSS	72
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to school kits, psychosocial/recreational kits and stationery	7,300
Protection		
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	100%
Improved protection against refoulement, SGBV, violence	Number of individuals provided with legal advice	1,660
	Number of GBV survivors detected accessing services	60
	Number of CP cases responded to with targeted services	60
PRS are accurately recorded on the UNRWA database	Number of UNRWA staff receiving training in protection in emergencies and PSS	350
	Number of records updated in the RRIIS	45,000
Strategic Priority 3: Strengthen humanitarian capacity, coordination and management		
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security management plans in place	90%
	Percentage of security risk management plans updated and adhered to	90%
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	1
Jordan Specific Interventions		
Strategic Priority 1: Preserve the resilience of the community through targeted relief		
Output		
Palestine refugees able to meet their essential life-saving household needs and cope with sudden crisis	Indicator Percentage of targeted PRS receiving one or more UNRWA emergency assistance intervention	Target (2015) 100%
PRS provided with food assistance	Number of individuals receiving cash for food per quarter	13,600
PRS provided with NFI assistance	Number of families receiving cash for NFIs per quarter	3,400

PRS provided with shelter assistance	Number of families receiving cash for shelter	3,400
	Number of female-headed families receiving shelter assistance	1,224
	Number of families provided with winterization assistance	4,250
PRS provided with one-time emergency cash grants	Number of families receiving one-time cash grants	850
Strategic Priority 2: Provide a protective framework for Palestinian communities and help their vulnerability		
Health in Emergencies		
PRS able to cover their primary and life-saving secondary and tertiary health-care needs through UNRWA services.	Number of visits to UNRWA clinics; referrals to secondary and tertiary services	26,093
PRS have access to primary health care services.	Number of visits by males to UNRWA health facilities	9,061
	Number of visits by females to UNRWA health facilities	13,039
	Number of operational UNRWA HCs and mobile HP	28
Palestine refugees have access to hospital care (secondary and tertiary).	Number of secondary and tertiary referrals	119
Palestine refugees have improved access to essential drugs and medical supplies.	Percentage of HCs with no 'stock outs' of 12 tracer items	100%
Education in Emergencies		
PRS able to continue their education despite conflict and displacement	Number of students completing basic education	69
	Number of UNRWA schools hosting PRS	146
	Number of UNRWA double-shift schools hosting PRS	135
	Number of schools provided with furniture, heating, equipment	40
PRS students have access to education through regular/special classes and alternative learning modalities	Number of children enrolled in regular classes in UNRWA schools	1800
	Number of education staff trained in delivering emergency education based on INEE standards	100
	Number of children receiving PSS	1,550
PRS students provided with psychosocial support	Number of education staff trained in delivering PSS	150
PRS students provided with educational and recreational materials and activities	Number of PRS students provided with back-to school kits, PSS/recreational kits and stationery	1,800
Protection		
Enhanced protection of PRS	Percentage of protection cases tracked that are responded to	65%
Improved protection against refoulement, SGBV, violence	Number of GBV survivors detected accessing services	50
	Number of CP cases responded to with targeted services	80
	Number of protection incidents of alleged HR violations documented by UNRWA	50
	Number of staff receiving training in protection SGBV, prevention of sexual exploitation and abuse, CP, psychosocial assistance, and other relevant topics	100
PRS are accurately recorded on the UNRWA database	Number of records updated in the RRS	200
Strategic Priority 3: Strengthen humanitarian capacity, coordination and management		
Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	Number of periodic reviews of regional humanitarian response plans	2

annex ii: risk register

Event	Consequences	Mitigation/Coping Mechanisms	Risk-Management Monitoring	2015 Status update		
				SFO	LFO	JFO
<p>Strategic/programmatic</p> <ul style="list-style-type: none"> Continuous and unpredictable changes in the operating environment; Decline in the effectiveness of management and governance. Causes: <ul style="list-style-type: none"> ➢ Lack of capacity to implement plans; ➢ Inadequate assessment, planning and/or monitoring of implementation plans; ➢ Resistance to or lack of ownership of targeted results. 	<ul style="list-style-type: none"> Failure to meet and/or demonstrate results to stakeholders; Inability to maintain programme quality. 	<ul style="list-style-type: none"> Logical framework and plan developed for monitoring; Partnerships with national and international organizations developed to maximize efficacy; Area staff trained on emergency preparedness and response; Project/programme cycle management institutionalized. 	<ul style="list-style-type: none"> Periodic monitoring of implementation framework undertaken; Semi-annual Results Reviews conducted. 	<ul style="list-style-type: none"> Quarterly Management Reviews ensured tracking of indicator results throughout 2015. Analyses were used in the Mid-Year and Annual Results Reviews. Programme Monthly Meetings were conducted throughout the year and supported the monitoring of activities, reforms, the budget and programme related issues. An issues log was also introduced that aims to assist Front Office and the PSO to identify problems and bring solutions to potential programme / project implementation bottlenecks. 	<ul style="list-style-type: none"> Post Distribution Monitoring reports were regularly conducted and tracked programme outputs and outcomes; Quarterly Result Reviews were conducted in line with programmatic reviews; Humanitarian response was integrated into core programming as follows: (i) Cash assistance into RSS; (ii) Monitoring and evaluation is now part of the PSO; (iii) Health assistance continued through UNRWA health providers; and (iv) Students supported through integrated education services, with additional support for curriculum transition. 	<ul style="list-style-type: none"> The operating environment in Jordan was stable. Protection social workers were trained on information management and effective activity implementation processes. In addition, a legal training was conducted on the issue of denationalization. These trainings aimed to strengthen the capacity of UNRWA staff in treating PRS protection cases. Education enrollment targets were reviewed and adjusted protection case tracking was improved to reflect changing realities on the ground. New accelerated vulnerability exercise was launched in November and foreseen to be finalized in May/June 2016.

Financial	<ul style="list-style-type: none"> Shortfall in donor aid commitment to the regional response plan; Fiduciary risks in operational implementation 	<ul style="list-style-type: none"> Reduced donor contribution; Inability to respond to increase in needs. 	<ul style="list-style-type: none"> Regular dialogue with donors and hosts is maintained; Robust financial and management reporting systems are maintained; Audit and oversight recommendations are produced and implemented; Programme and budget planning are aligned. 	<ul style="list-style-type: none"> Meetings and email communication between UNRWA and donors on the regional response plan; UNRWA field offices regularly update the Management Committee on progress and challenges; Audit and oversight monitored through UNRWA systems of review and responses. 	<ul style="list-style-type: none"> SFO participated in the full range of budget monitoring activities throughout 2015, including budget hearings, programme monthly meetings also supported the monitoring of project and PB expenditure rates; Over one hundred projects were funded in 2015. The vast majority responded to priorities outlined in the Syria Humanitarian Assistance Response Plan; Regular communication with donors was maintained by the Front Office and PSO through meetings, e-mail and the organization of visits when relevant. 	<ul style="list-style-type: none"> Funding was critically low for emergency cash assistance. Cash for housing was suspended in July 2015. Ongoing dialogue with donors has flagged this situation; UNRWA undertook a business process audit of its cash assistance in Lebanon during 2014-15, and is reviewing recommendations; Programming and budget planning have been aligned. 	<ul style="list-style-type: none"> Except for health and protection components, all other programming was under funded; In coordination with UNRWA HQ, several outreach meetings with donors and embassies were conducted that highlighted the challenges of effectively responding to PRS cash needs; Some contributions were received in December 2015 and carried forward to 2016.
Hazards	<ul style="list-style-type: none"> An escalation of the conflict heightened physical threats to refugees, staff and UN facilities <p>Causes:</p> <ul style="list-style-type: none"> Lack of a political solution to the conflict; Area staff rules and regulations for safety and security are not covered by UNSMS framework; 	<ul style="list-style-type: none"> Deteriorating rule of law increased incidents of violence, accidents, damage and/or loss of UNRWA assets; Widespread displacement among beneficiaries and staff Difficulty accessing beneficiaries and installations; Greater potential for staff injuries, fatalities; Lack of adequate 	<ul style="list-style-type: none"> Field-specific plans established to mainstream safety and security; Staff trained on safety and security; Safety and security personnel strengthened through additional recruitment and training; Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and 	<ul style="list-style-type: none"> Regular use of the Security Information Systems (SIMS); Ongoing collection and coordination of security data through UN Security Management Team and UN Security Cell. 	<ul style="list-style-type: none"> The Security Information Management System (is fully operational in Syria Field. It is compiled at the Field Office level by the Safety and Security Division (SSD) Administrative Assistant All incidents affecting UNRWA staff, assets and installations that are reported to SSD are entered into the SIMS; In 2015, the position of Field Safety Support Officer (P4) remained vacant; SSAFE training is now compulsory for all 	<ul style="list-style-type: none"> UNRWA coordinates closely with the UN Security Management Team, as well as with staff on the ground to mitigate risks in accordance with the UNRWA security policy and country specific risks assessments; No significant incidents to report. 	<ul style="list-style-type: none"> The recruitment of mobile security officers under one of the emergency projects enabled JFO to complete inspections of all 97 school buildings. Gaps remain with regard to HCs and other installations. Various activities, including evacuation drills involving staff and beneficiaries, were carried out at the installation level; JFO is maintaining

<p>infrastructure maintenance leads to unsafe working conditions.</p>	<p>duty of care standards on safety and security;</p> <ul style="list-style-type: none"> Partial or complete evacuation of international staff. 	<p>alternative supply routes;</p> <ul style="list-style-type: none"> Coordination with authorities, the UN Office for the Joint Special Representative and, as possible, other parties controlling camps. 		<p>international staff working in Syria and is being conducted on a regular basis.</p>		<p>the same level of compliance with UNDS guidelines as in 2014 which stands at 98%. Advisories and updates were provided to staff as per DSS guidelines.</p> <ul style="list-style-type: none"> Good relations were maintained with government security organs.
<p>Operational</p>						
<ul style="list-style-type: none"> Lack of human resources/capacity; Sustained disruption and/or inadequacy of power supply; Transportation routes and access to areas compromised by insecurity. Causes: <ul style="list-style-type: none"> ➢ Displacement of staff families and destruction of homes; ➢ Lack of adequate human resource capacity; ➢ Diversion/theft/misuse of goods, assets or installations; ➢ Expanding conflict across Syria, especially Damascus. 	<ul style="list-style-type: none"> Inability to respond adequately to growing needs; Low morale, industrial action, increased attrition rates, and recruitment challenges; Loss of institutional memory, including business continuity; Poor systems in place to support service delivery and informed decision making; Reduced management and oversight support, particularly in case of international evacuations; UNRWA targeted for violence. 	<ul style="list-style-type: none"> Maintain emergency roster of staff members trained and prepared for development of the Syria crisis response; Business continuity plans in place for critical systems; Remote and decentralized management structures in place; Establishment of alternative transportation and importation routes, e.g. Tartous; Increased local procurement of humanitarian materials. 	<ul style="list-style-type: none"> Maintain the UNRWA staff roster; Periodic review of business continuity planning; Periodic review of programme criticality and required staffing. 	<ul style="list-style-type: none"> In 2015, SFO continued to face a range of staffing issues. Turnover continued to increase as impacting operations. About 450 staff members were on special leave without pay. This trend worsened in 2015 as people increasingly attempted to leave the country to seek asylum outside of Syria. Among these were a number of senior and long-serving staff that were replaced with junior colleagues. This impacted the quality of service. Key technical staff, such as medical officers and teachers are being replaced by daily paid workers. Daily paid workers remain the most common engagement mechanism to fill existing vacancies and new functions. There was no industrial action in 2015. 	<ul style="list-style-type: none"> No significant operational risks to the humanitarian response in Lebanon; Operational risks were mitigated through the closure of facilities when staff were placed under threat; Business continuity and staffing were regularly reviewed as part of the management and oversight of humanitarian response. 	<ul style="list-style-type: none"> The security situation in Jordan remained stable; as such no disruptions or major incidents were reported.

Sociopolitical						
<ul style="list-style-type: none"> • Beneficiary expectations are broader than UNRWA capacity or mandate. Causes: <ul style="list-style-type: none"> ➢ Lack of staff understanding of UNRWA mandate/role; ➢ Lack of communication and or misinformation regarding UNRWA goods and services provision; ➢ Lack of understanding of constrained operating environment, particularly in relation to financing and access; ➢ Expanding needs due to emergency/conflict. 	<ul style="list-style-type: none"> • Increase in administrative burden and transaction costs due to increase in complaints; • Unfavorable media coverage; • Demands for increasing existing service provision or new programmes; • Exposure of UNRWA staff to threats; • Demonstrations and protests interfering with programme delivery 	<ul style="list-style-type: none"> • Maintain dialogue with stakeholders • Close liaison with community/ internally displaced persons committees; • Regional communication strategy in place that addresses communication with staff, beneficiaries, host communities, donors and governments. 	<ul style="list-style-type: none"> • Informal polling of beneficiaries; • Staff reporting on incidents, complaints. 	<ul style="list-style-type: none"> • SFO provided regular updates to the MCM and a range of other internal coordination bodies, such as the Advisory Group on Syria. • Both RONY and ROEU offices are engaged on a regular basis, particularly on advocacy issues. • Engagement with RONY is particularly strong on issues related to regular reports to the SG on resolutions 2139/2165/2191. SFO also engages with ROEU on issues related to EU-funded projects. • A combination of international sanctions and strict government regulation continued to present a range of challenges to service delivery. International procurement, local insecurity, access issues and slow clearance procedures caused regular delays. 	<ul style="list-style-type: none"> • Post Distribution Monitoring surveys were undertaken to obtain beneficiary feedback on humanitarian needs and inform decision making on the level of assistance to be provided. • Beneficiaries were communicated with via messaging to advise of distributions. • Close liaison with communities and beneficiaries was maintained through Area Offices, RSS staff and Area Communications Officers. • A complaints mechanism for the cash assistance was put in place. 	<ul style="list-style-type: none"> • By the end of 2015, and due to the downscaling of the cash distribution programme to target only the most vulnerable categories, UNRWA JFO mainly received queries and sometimes complaints from the less vulnerable that are only eligible for the winterization assistance.



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for palestine refugees in the near east

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