



syria regional crisis

# emergency appeal 2021



**syria regional crisis  
emergency appeal  
2021**

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## About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5.7 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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**Cover Photo:** UNRWA is committed to providing quality, inclusive and equitable education in Syria promoting the use of COVID-19 preventive measures in all of its schools ©2020 UNRWA Photo by Taghrid Mohammad.

# foreword by the directors of unrwa field operations in syria, lebanon and jordan

After a decade of violence, as full-scale conflict declines, Syria remains deeply insecure. Battles persist, the economy is in ruins and infrastructure has been shattered. For a long-suffering people the nightmare is far from over. Among them is the community of 463,000 Palestine refugees that UNRWA assists, gravely affected by the conflict and vulnerable in the extreme. Around 212,000 are displaced in Syria, Lebanon and Jordan. Ninety per cent live in poverty. Their coping mechanisms are all but exhausted.

The COVID-19 pandemic has deepened their economic misery, threatened their health, and put their education at risk. The situation worsened further when a financial crisis boiled over in 2020, doubling the poverty rate in Lebanon and Syria and putting food out of the reach of many. Palestine refugees are hurting in both countries. Their sense of desperation is growing.

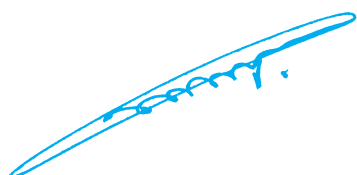
Through its Syria regional appeals, the Agency has ensured the most vulnerable Palestine refugees can meet their bare minimum needs and access basic services. This Appeal will sustain access to food, to healthcare amidst the COVID-19 pandemic, and to education that blends in-school and remote learning. It will also provide targeted assistance to refugees exposed to protection threats, including gender-based violence, which disproportionately affects women and girls. There are other vulnerable groups that UNRWA assists regionally, including Palestinians who fled

Gaza in 1967 and are hosted in Jordan. Their most basic needs – in particular cash assistance enabling the purchase of food and other staples – have grown during the COVID-19 pandemic.

Despite the growing vulnerability of the refugees it is mandated to protect, the Agency's ability to deliver essential services is under threat. Its core funding gap has grown annually and in 2020 brought UNRWA to the edge of a cliff. Contributions to the Agency's Syria appeals have also declined. With efficiencies maximized, aid targeted more narrowly and needs growing in a COVID-19 environment, a funding shortfall will increase the hardship in the communities UNRWA is supporting.

Now is not the time to pull back on humanitarian commitments. For ten years this fragile population of refugees dispersed across Syria, Lebanon and Jordan has relied on UNRWA's safety net for its survival. The solidarity of our partners is no less urgent today. Stabilizing this community of Palestine refugees is crucial to its future rehabilitation. It also reduces risks to an unstable region, and when the time comes the refugees will support the region's recovery.

We submit this Emergency Appeal to the Member States and all partners on whose solidarity the refugees count, and ask for shared responsibility in meeting their urgent needs on the ground in 2021.



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# acronyms and abbreviations

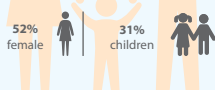
<b>AAP</b>	Accountability to Affected Populations	<b>PHC</b>	Primary health care
<b>ATM</b>	Automated Teller Machine	<b>PPE</b>	Personal Protective Equipment
<b>AVAC</b>	Addressing Violence Against Children	<b>PRCS</b>	Palestinian Red Crescent Society
<b>EA</b>	Emergency Appeal	<b>PRI</b>	Palestine refugees from Iraq
<b>ECU</b>	Emergency Communication Unit	<b>PRJ</b>	Palestine refugees in Jordan
<b>EiE</b>	Education in Emergencies	<b>PRL</b>	Palestine refugees in Lebanon
<b>ERW</b>	Explosive Remnants of War	<b>PRS</b>	Palestinian refugees from Syria
<b>GBV</b>	Gender-Based Violence	<b>PSS</b>	Psychosocial support
<b>GoL</b>	Government of Lebanon	<b>RBM</b>	Results-based management
<b>HC</b>	Health Centres	<b>3RP</b>	Regional Refugee and Resilience Plan
<b>HCT</b>	Humanitarian Country Team	<b>RSS</b>	Relief and Social Services
<b>HLP</b>	Housing, Land and Property	<b>SFO</b>	Syria field office
<b>HQ</b>	Headquarters	<b>SLM</b>	Self-Learning Material
<b>HRP</b>	Humanitarian Response Plan	<b>SMS</b>	Short Message Service
<b>IED</b>	Improvised Explosive Device	<b>SSAFE</b>	Safe and Secure Approaches to Field Environment
<b>IHRs</b>	International Human Rights System	<b>SSNP</b>	Social Safety Net Programme
<b>JHAS</b>	Jordan Health Aid Society	<b>SOPs</b>	Standard Operating Procedures
<b>JFO</b>	Jordan field office	<b>STC</b>	Siblin Training Centre
<b>KAP</b>	King Abdullah Park	<b>SYP</b>	Syrian Pound
<b>LBP</b>	Lebanese Pound	<b>TVET</b>	Technical and Vocational Education and Training
<b>LFO</b>	Lebanon field office	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>LSCE</b>	Life Skills and Citizenship Education	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine refugees in the Near East
<b>MEHE</b>	Ministry of Education and Higher Education (Lebanon)	<b>VHF</b>	Very High Frequency (radio)
<b>MHPSS</b>	Mental Health and Psychosocial Support	<b>VTC</b>	Vocational Technical Centre
<b>MoH</b>	Ministry of Health	<b>WASH</b>	Water, Sanitation and Hygiene
<b>NCD</b>	Non-Communicable Disease	<b>WFP</b>	World Food Programme
<b>NFI</b>	Non-Food Items	<b>WSAT</b>	Women's Security Awareness Training
<b>PDM</b>	Post-distribution monitoring		



# 2021 syria regional crisis emergency appeal

## SYRIA

**438,000**  
Palestine refugees estimated to remain in the country



**40%** of refugees remain displaced within Syria



**79%** of Palestine refugee reported that their family had reduced the number of meals or quantity of food consumed since the start of the COVID-19 pandemic (15 March 2020)



**418,000** Palestine refugees in need of cash and in-kind food assistance

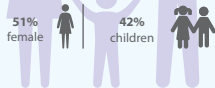


**8,675** confirmed COVID-19 cases including 465 deaths as of 10 December 2020

funding requirements  
**US\$ 191,867,995**

## LEBANON

**27,700 PRS**  
estimated to be in Lebanon



**87%** of PRS live in poverty



**65%** of PRL live in poverty



**257,000** PRL, PRS and other eligible persons in need of UNRWA emergency cash assistance

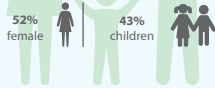


**104,409** confirmed COVID-19 cases, including 1,156 deaths as of 10 December 2020

funding requirements  
**US\$ 87,588,009**

## JORDAN

**17,800 PRS**  
estimated to be in Jordan



**100%** of PRS in need of winterization assistance



**17,800** PRS in need of emergency cash assistance to meet their basic needs



**138,340** ex-Gazan and 156 Palestine refugees from Iraq in need of emergency cash assistance to mitigate the impact of COVID-19



**250,219** confirmed COVID-19 cases including 3,206 deaths as of 10 December 2020

funding requirements  
**US\$ 37,792,919**

## total funding requirements us\$ 317,881,730

Programme requirements	Syria	Lebanon	Jordan	Regional	Subtotal
Strategic Priority 1					
Cash assistance for essential needs	121,658,934	39,870,898	22,155,124	238,868	223,348,218 (70%)
Food Assistance	32,382,300				
Non-Food Items (NFIs)	7,042,094				
Strategic Priority 2					
Emergency Health	4,779,376	27,212,080	4,399,706	44,400	84,501,556 (27%)
Education in Emergencies	12,797,026	15,045,584	7,456,423		
Livelihoods	2,840,934	185,894	421,800		
Protection	1,203,571	1,680,055	386,556		
Environmental Health	2,619,035	1,594,226	1,834,890		
Strategic Priority 3					
Safety and Security	1,283,707	171,828	111,000		10,031,956 (3%)
Capacity and management support	3,392,777	972,744	1,027,420	349,539	
Emergency repair and maintenance of UNRWA installations	1,868,241	854,700			
Total (US\$)	191,867,995	87,588,009	37,792,919	632,807	317,881,730

All figures in US\$

# executive summary

Protracted displacement, socio-economic crises aggravated by the COVID-19 pandemic, dire humanitarian needs and protection threats continue to affect the Palestine refugees in Syria, Lebanon and Jordan.

In Syria, the protracted conflict has left 91 per cent of the 438,000 Palestine refugees<sup>1</sup> estimated to remain in the country in absolute poverty<sup>2</sup> and 40 per cent displaced. Following nearly a decade of extreme hardship, in 2020 living conditions deteriorated further as a result of an economic crisis that has seen a sharp fall in the value of the Syrian Pound against the US Dollar, leading to an increase in prices including of the most basic commodities. The situation in the country has remained tense, with sporadic outbreaks of armed violence reported in particular in the south (Dera'a), exposing refugees to additional risks. In the north of Syria, the conflict has continued albeit at variable intensity throughout the year.

COVID-19 has added to these challenges. As of 10 December 2020, 8,675 confirmed COVID-19 cases including 465 deaths had been reported in Syria. However, testing capacity across the country remains low and the number of cases is feared to be much higher. As Government testing does not track the number of cases among Palestine refugees, the extent of its spread in the community cannot be fully determined. Lockdowns and other restrictive measures to contain the spread of COVID-19 have further constrained access to livelihoods and employment in particular for those reliant on informal labour. At the same time, the public health system, already severely impacted by the conflict, is struggling to cope with the pandemic.

The vulnerability of Palestine refugees in Syria is increasing. In July 2020 UNRWA assessed the socio-economic impact of COVID-19 on Palestine refugees in Syria, and found that close to 80 per cent had reduced the number of meals or quantity of food consumed, and over 90 per cent were consuming food that was cheaper and/or less nutritious, since March 2020.

The estimated 257,000 Palestine refugees in Lebanon (PRL), including the roughly 27,700 Palestinian refugees from Syria (PRS) in the country, are also confronted with increased hardship and vulnerability. The economic and political crisis which started in October 2019 continued in 2020 to erode the value of the Lebanese Pound against the US Dollar, causing

rising inflation, price increases and unemployment, pushing more people into poverty.

The COVID-19 pandemic and the explosion at the port of Beirut on 4 August 2020 have placed further strain on the public health system and economy, causing additional loss of livelihoods and jobs. As of 10 December 2020, 140,409 COVID-19 cases, including 1,156 deaths, had been reported in Lebanon. While national data does not identify the number of cases in the refugee community, the Agency has recorded 261 cases amongst its staff as of the end of December 2020.

These multiple overlapping crises have had severe consequences on PRL and PRS alike. Already marginalized and often excluded from formal employment and public services, a majority are unable to provide for their basic needs, raising concerns of mounting food insecurity and the use of negative coping mechanisms for survival.

Long-term displacement and difficult socio-economic conditions, coupled with the consequences of the COVID-19 pandemic, also affect the lives of Palestine refugees in Jordan, in particular the 17,800 PRS and other marginalized groups of Palestinians. As of 10 December 2020, Jordan had reported 250,219 cumulative COVID-19 cases (among them 501 UNRWA staff members), including 3,206 deaths. Lockdowns and other restrictive measures have further reduced access to livelihoods, in particular to daily and informal employment.

PRS who do not hold Jordanian documents are particularly vulnerable, as they lack access to national services and government-led initiatives. They often face legal status issues and protection concerns, which expose them to further risks.

Similar challenges are faced by the 170,485 "ex-Gazans" recorded by UNRWA in Jordan and 156 Palestine refugees from Iraq (PRI), who also do not hold Jordanian citizenship.

In 2021, through its Syria Regional Crisis Emergency Appeal (EA), UNRWA will continue to respond to the humanitarian needs of Palestine refugees in Syria, Lebanon and Jordan. This includes those affected by the ongoing conflict in Syria and the wider humanitarian impacts of the COVID-19 emergency on Palestine refugees registered with UNRWA in these countries.

**Under strategic priority one,** the provision of cash assistance will remain a core component of the Agency's approach. In Syria, UNRWA will continue to provide cash subsidies to some 418,000 Palestine refugees, prioritizing the most vulnerable with a higher value of cash transfer. In 2021, the Agency will provide this group with US\$ 27 per person per month, while the remainder will receive US\$ 16 per person. In addition, given the increase in prices of basic commodities and the additional hardship created by COVID-19, UNRWA will expand its direct food aid programming, providing food parcels to all 418,000 Palestine refugees (as opposed to distributing in-kind food assistance only to the most vulnerable, as was done in 2019 and 2020) to mitigate food insecurity.

In Lebanon, UNRWA will continue to provide its regular cash assistance to the 27,700 PRS estimated for planning purposes to be in Lebanon. They will receive cash for food assistance of Lebanese Pound (LBP) 100,000 per person per month in line with the World Food Programme's (WFP) survival minimum expenditure basket cost on the market (SMEB), in addition to multipurpose cash assistance of US\$ 100 per family per month. Recognizing the harsh conditions faced by all Palestine refugees in Lebanon as a consequence of the economic crisis and COVID-19, UNRWA also aims to provide some 257,000 PRL, PRS and other persons eligible for UNRWA assistance with one round of cash assistance at US\$ 40 per person.

The planning figure of 257,000 PRL may be reviewed during the year following the introduction of a biometric measurement system for the entire registered population to ensure accurate data on population numbers in country. In 2021, UNRWA will also conduct a survey on the living conditions of Palestine refugees in Lebanon to further identify their specific vulnerabilities and may refine its approach to assistance based on updated information.

Winterization assistance will be provided in Lebanon to PRS and PRL in the Agency's social safety net programme (SSNP). In 2021 UNRWA expects more families to require this assistance due to the worsening socio-economic situation.

Finally, UNRWA is planning to provide additional support of US\$ 150 per family to an estimated 200 families whose breadwinner is affected by COVID-19 and needs treatment or has to quarantine.

In Jordan, 17,800 PRS will continue to receive regular cash assistance using a targeted approach. Refugees categorized as most vulnerable (i.e. PRS not holding Jordanian documents) will receive US\$ 40 per person

per month, while the remainder will receive US\$ 25 per person per month. To mitigate the additional economic hardship caused by COVID-19, the Agency will also provide two rounds of COVID-19 top-up cash assistance of US\$ 100 per person per round for all PRS in Jordan. UNRWA will also provide COVID-19 emergency cash assistance to some 138,184 vulnerable ex-Gazans and 156 PRI in Jordan who are facing increased socioeconomic hardship due to the pandemic and do not have access to other forms of assistance. These populations will receive US\$ 282.5 per household, disbursed in two rounds of US\$141.5 per household per round.

**Under strategic priority two,** in all fields UNRWA will continue to provide emergency health services, including secondary and tertiary health care. In Syria and in Lebanon, the Agency will also cover the costs of COVID-19 hospitalization for Palestine refugees. COVID-19 preventive measures will be integrated in all interventions. All frontline health workers will be provided with Personal Protective Equipment (PPE) and enhanced hygiene and disinfection protocols will remain in place at health centres. In Syria and Jordan, the Agency will ensure that Non-Communicable Disease (NCD) patients continue to receive their life-saving medications through home deliveries. In Lebanon, UNRWA will continue to support three isolation centres for COVID-19 patients with mild and moderate symptoms who cannot safely isolate at home.

Ensuring continuity of learning of Palestine refugees, including PRS students, during COVID-19 is another key plank of the appeal. Through its Education in Emergencies (EiE) approach, adjusted to the specific challenges of COVID-19, UNRWA will continue to provide education to Palestine refugee students enrolled in its schools and Technical and Vocational Education and Training Centres (TVET) in Syria, Lebanon and Jordan. The Agency will remain flexible and will adopt face-to-face, blended or fully remote learning modalities depending on the context and in line with the host country decisions. Where face-to-face learning is provided, UNRWA will ensure that COVID-19 preventive measures, such as the wearing of masks, social distancing and enhanced hygiene, are implemented in schools and TVET centres. Psychosocial support (PSS) services will continue for school children, including through remote modalities, to support students to cope with the additional stress caused by COVID-19.

In 2021, UNRWA will strive to ensure that protection services remain available to Palestine refugees in Syria, Lebanon and Jordan even in times of crisis through

adapted modalities. This comprises legal aid services, including referrals to specialized partners, assistance to Gender Based Violence (GBV) and child protection cases, and psychosocial support, amongst others. In Syria, special attention will be placed on increasing awareness of the risks of Explosive Remnants of War (ERW).

Environmental health services will be provided in Palestine refugee camps in the three fields, to prevent any additional health hazards which may further aggravate the public health emergency created by COVID-19. Sanitation workers will be provided with PPE and the necessary disinfection and hygiene supplies. UNRWA will also continue to adopt a number of measures to minimize the impact of its response on the environment, in particular in relation to the use and disposal of PPE. This includes, for example, training of staff on the proper and efficient use of PPE and reuse and recycle processes to the extent possible. The Agency will also continue to encourage non-medical staff to use fabric reusable masks, which can be used for three to six months, instead of medical disposable masks that need to be changed every eight hours. Efforts will continue to treat waste through safe and environmentally sound methods and the disposal of final waste in designated sites.

**Under strategic priority three,** UNRWA will maintain and repair its installations, to ensure an effective

delivery of services. The Agency will also support the coordination and management of the response across the three fields through dedicated functions at its Headquarters (HQ), and will continue to participate in relevant regional coordination mechanisms for the Syria crisis response.

By way of conclusion, the Agency draws attention to the severe funding shortfall faced by UNRWA under all its funding portals in 2021, which limited the provision of humanitarian assistance to Palestine refugees in Syria, Lebanon and Jordan and put at stake the continuity of vital services. Due to limited funding, the Agency had to reduce the value of the cash transfer provided to Palestine refugees in Syria, with negative consequences on their ability to provide for their basic needs. The underfunding also prevented additional cash assistance to be distributed in all fields to mitigate the socio-economic impacts of COVID-19.<sup>3</sup>

In 2021, UNRWA needs US\$ 318 million to support Palestine refugees affected by the protracted conflict, displacement, adverse socio-economic conditions and COVID-19 in Syria, Lebanon and Jordan. Ensuring predictable and sustainable funding to UNRWA's Emergency Appeal for the Syria Crisis is critical to meet the most urgent humanitarian needs of Palestine refugees and sustain the provision of essential services.

# Funding requirements

Programme interventions	Syria	Lebanon	Jordan	HQ	Total
Cash assistance for essential needs	121,658,934	39,870,898	22,155,124	238,868	185,270,797
Food assistance	32,382,300				32,382,300
Non-Food Items (NFIs)	7,042,094				7,039,896
Emergency Health	4,779,376	27,212,080	4,399,706	44,400	36,435,562
Education in Emergencies	12,797,026	15,045,584	7,456,423		35,299,033
Livelihoods	2,840,934	185,894	421,800		3,448,628
Protection	1,203,571	1,680,055	386,556		3,270,182
Environmental Health	2,619,035	1,594,226	1,834,890		5,865,001
Safety and Security	1,283,707	171,828	111,000		1,566,535
Capacity and management support	3,392,777	972,744	1,027,420	349,539	5,670,107
Emergency repair and maintenance of UNRWA installations	1,868,241	854,700			2,722,941
<b>Total (US\$)</b>	<b>191,867,995</b>	<b>87,588,009</b>	<b>37,792,919</b>	<b>632,807</b>	<b>317,881,730</b>

# syria: context and needs analysis

After ten years of conflict, the crisis in Syria continues to pose severe and increasing humanitarian challenges for the population, including Palestine refugees who are suffering from its direct repercussions and remain in acute need of assistance. While active conflict has subsided in large areas of the country, in 2020, fighting continued in the north of Syria (mainly in the north-western Idlib governorate and surroundings) with fluctuating levels of intensity. The situation in the south (Dera'a governorate) remained precarious and tense over the year, with reconciliation agreements becoming increasingly fragile and tension mounting between government forces and non-state armed groups, leading in many cases to violent clashes. Explosive Remnants of War (ERW) continue to claim the lives of civilians, and Palestine refugees in camps and areas that witnessed active fighting over the past ten years are particularly at risk. The threat posed by attacks with Improvised Explosive Devices (IED) also remains of concern. The situation is further inflamed by regional tensions, and occasional Israeli strikes targeting different parts of the country, mostly around Damascus/Rif Damascus, Quneitra and Homs/Hama governorates.

Meanwhile, a rapidly deteriorating economy and near hyperinflation are increasing the vulnerability of the entire population. As more than 91 per cent of the Palestine refugees in Syria live below the poverty line, the drastic loss of purchasing power during this economic crisis renewed fears about meeting basic needs in particular food. In September 2020, the national average price of a standard reference food basket price increased by 91 per cent compared to March 2020 and by 236 per cent compared to October 2019.<sup>4</sup> The value of the Syrian Pound (SYP) against the US Dollar (US\$) has continued to dwindle, reaching a historic low of SYP 3,200 for US\$ 1 in June 2020. In the third quarter of 2020, wheat flour and fuel shortages led to scarcity of bread in bakeries in several areas of the country (particularly affecting southern Syria, especially Dera'a, Rural Damascus and Damascus governorates), prompting the government to introduce a new distribution mechanism for subsidized bread, and to reduce fuel refill allowances for vehicle owners.

Over the past year, the situation has been further compounded by the ongoing economic crisis in neighbouring Lebanon. The Syrian economy is extremely sensitive to developments in Lebanon given its extensive reliance on the Lebanese financial and banking sectors. The strict restrictions imposed

in Lebanon on the release of funds to bank account holders, including those residing in Syria, have made it impossible for many to access their earnings. Also, due to the international sanctions imposed on Syria, Lebanon is a key access corridor for Syria to link with world markets. As Syria's SYP/US\$ informal exchange rate is closely linked to the Lebanese exchange rate, the sharp depreciation of the Lebanese Pound also weakened the Syrian Pound.<sup>5</sup>

The COVID-19 pandemic has placed increased hardship on the entire population in Syria, including Palestine refugees. Between August and September 2020, the number of confirmed COVID-19 cases in Syria increased by 55 per cent. As of 8 December 2020, 8,580 cases (including 458 deaths and 4,059 recoveries) had been confirmed by the Syrian Ministry of Health (MoH). COVID-19 testing capacity remains low – approximately 64,000 tests had been performed in laboratories across Syria as of the end of November 2020 – particularly in remote areas. It is therefore likely that the actual number of cases is significantly higher than the figures reported, and widespread community transmission is feared. Health care workers are particularly at risk, which impacts an already overstretched healthcare system suffering from a shortage of qualified personnel; it further compromises the system's capacity to cope with the pandemic in the long run. The evolving crisis has also had a severe socio-economic impact on the population, with the introduction of travel restrictions and the imposition of local lockdowns, partial curfews and other preventative measures to contain the spread of the virus.

According to an assessment conducted by UNRWA in July 2020 on the socio-economic impact of COVID-19 on Palestine refugees in Syria, close to 80 per cent of the surveyed persons stated that the number of meals or quantity of food consumed had reduced since the beginning of the pandemic in March 2020. More than 90 per cent of Palestine refugee households stated that they had to resort to consuming cheaper food and/or food of lower nutritious value. Ninety nine per cent of Palestine refugee households surveyed reported that they struggled to purchase food and other basic items due to the increasing market prices, with many going into debt to meet their basic needs.

For female refugees risks in the Syria context are elevated. This is reflected, for example, in the gender composition of the most vulnerable refugees who account for about one-third of the refugees in Syria.

Sixty per cent of this demographic are women, whom face multiple constraints in accessing a survival minimum expenditure basket of food and other staples. Moreover, getting assistance into the hands of recipient female refugees can in itself pose a challenge, for example in cases of divorce when special arrangements are required to ensure cash assistance is transferred directly to the eligible female refugee and not the former spouse. UNRWA enables divorced refugee females to receive assistance directly.

The protection threats for women and girls are further increased due to disruption of pre-existing protection mechanisms and crucial services including family planning, child and maternal health and sexual and reproductive health care services, legal assistance, and counselling. Threats are elevated in particular for refugees who are pregnant and more so for those with high-risk pregnancies while displaced and/or residing in areas where medical facilities are damaged or destroyed. Ensuring access to maternal and child health services is crucial, whether through mobile health points or telemedicine when inpatient care is not essential and not advised given COVID-19 contagion.

Refugees are reporting increased protection threats in Syria since the start of the COVID-19 pandemic. According to UNRWA's survey on the socio-economic impact of COVID-19 on Palestine refugees in Syria, 94 per cent of Palestine refugee households surveyed stated they face additional challenges since 15 March 2020, in the wake of the COVID-19 pandemic. That survey also found nearly 50 per cent of Palestine refugee households indicated an increasing level of Gender Based Violence (GBV). In GBV cases reported to UNRWA from quarter one to quarter three 2020, 87 per cent were women and girls with numbers rising in quarter two and quarter three as COVID-19 spread.<sup>6</sup>

Under this Appeal the continuity of education will be maintained in-person with a shift to a blended approach when COVID-19 reduces access to schools. Almost a decade into the conflict Palestine refugees have made extraordinary efforts to preserve education. Loss of education is an all too common feature of protracted crises, with potentially serious repercussions on future livelihoods of affected children. In Syria at the elementary and preparatory levels sustaining education is crucial while COVID-19 has intensified the challenge substantially. Ensuring high enrolment for girls and boys, completion of grades 1 - 9 and successful performance remain a strategic priority for the Agency, noting that in recent years enrolment is close to pre-conflict levels with girls representing 53 per cent of students completing Grade 9, achieving a pass rate in

final examinations of 85 per cent compared to 78 per cent for boys. For both refugee boys and girls enrolled in UNRWA schools, universal basic education survival has been maintained in recent years above 98 per cent for both boys and girls, and rising slightly between 2016 and 2020.<sup>7</sup>

Despite the reduction of armed violence a pall of insecurity hangs over the Palestine refugees. This situation is not expected to improve in 2021. According to UNRWA's estimates, about 40 per cent of the Palestine refugee population in Syria remain in protracted displacement. Yarmouk, Dera'a and Ein El-Tal (Aleppo) camps, previously home to more than 30 per cent of the Palestine refugee population in Syria, were almost completely destroyed during the conflict. Government plans for Yarmouk camp are still under development; however, recent official announcements have indicated that Palestine refugees might be allowed to return to some areas of the camp over the coming months. More than 400 vulnerable Palestine refugee families have already gone back to the camp despite the lack of basic infrastructure and services.

In Ein El-Tal camp, a small number of extremely vulnerable families have returned. However, basic infrastructure such as water supply and electricity has not been fully restored, preventing more families from returning and delaying plans for the rehabilitation of UNRWA facilities. In the south, an estimated 865 Palestine refugee families have returned to Dera'a camp, with basic services partially restored by UNRWA including the recently-inaugurated Al-Safsaf school, and the provision of some sanitation services.

Between 1 January and 30 September 2020, a total of 1,141 Palestine refugees were recorded by UNRWA as having returned to Syria, including 701 individuals returning from Lebanon and 191 from Jordan. There was a reduction in the total number of Palestine refugee returns from March 2020 onwards due to the border closures and restrictions implemented in Syria and neighbouring countries as part of COVID-19 preventative measures. It is difficult to predict the trend of returns in 2021, which will be impacted by a number of variables ranging from the trajectory of the COVID-19 pandemic as well as socio-economic and security conditions in Syria and surrounding countries, particularly Lebanon.

In this challenging context, the humanitarian assistance provided by UNRWA remains a lifeline for the overwhelming majority of Palestine refugees and reliance on the Agency is expected to increase. The health and socio-economic impacts of COVID-19 are expected to persist and will continue to constrain Pal-

estine refugees' income and livelihood opportunities. The overstretched and/or limited response capacity of the health system is of concern due to increases in the number of COVID-19 cases recorded in the second half of 2020. There are also fears that a considerable number of cases remain unreported. In 2021, while closely

monitoring the situation, UNRWA will continue to prioritize the protection of both its staff and beneficiaries through maintaining the risk mitigation measures put in place in 2020 to ensure that all beneficiaries are able to access basic services safely.

# syria: sector-specific interventions

UNRWA cash assistance distribution centre at UNRWA Field Office, Damascus, Syria. The emergency assistance provided by UNRWA is a vital lifeline for the most vulnerable Palestine refugees, ©2020 UNRWA. photo by Noorhan Abdulhafeez.

## strategic priority 1

Preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

### emergency cash assistance

emergency cash grants to

418,000

Palestine refugees with a focus on most vulnerable households

### emergency food assistance

in-kind food assistance provided to

418,000

Palestine refugees

### emergency non-food items

non-food items to

27,000

Palestine refugees

### winterization assistance

provide winterization assistance to

55,000

Palestine refugee households

### shelter rehabilitation

through a self-help approach for

500

Palestine refugee families

## Humanitarian assistance for basic needs (cash assistance, in-kind food and NFIs)

Outcome / Output	Indicator	Target (2021)
<b>Outcome</b>		
Palestine refugees are able to meet their life-saving needs and cope with sudden crises	Percentage of households reporting an improved food consumption score <sup>8</sup>	90%
<b>Outputs</b>		
Palestine refugees in Syria are provided with relief assistance	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex and disability)	418,000 (219,110 female, 198,890 male, 6,000 persons with disabilities)
	Number of most vulnerable Palestine refugees provided with cash assistance during the last completed distribution round (disaggregated by sex and disability)	140,000 (83,815 female, 56,185 male, 6,000 persons with disabilities)
	Number of Palestine refugees provided with food assistance during the last completed distribution round (disaggregated by sex and disability)	418,000 (219,110 female, 198,890 male, 6,000 persons with disabilities)
	Number of Palestine refugees receiving NFIs (disaggregated by sex and disability)	27,000 (13,694 female, 13,306 male, 790 persons with disabilities)
	Number of Palestine refugee families receive one-off cash winterization support	55,000
	Number of shelters repaired using the self-help approach	500

In 2021, UNRWA plans to provide up to 418,000 Palestine refugees with cash assistance to meet their basic needs, including food, non-food items (NFIs) and shelter. The Agency will continue to provide this assistance based on a targeted approach introduced in 2019, prioritizing refugees assessed as most vulnerable with a higher cash transfer. In 2021, it is expected that around 140,000 Palestine refugees will be assessed as most vulnerable based on the four vulnerability categories used by UNRWA (female headed households, families with persons with disabilities, families headed by an older person and unaccompanied minors/orphans).

In order to adjust to the challenges of rising inflation and the additional economic hardship caused by COVID-19, the Agency, in coordination with relevant humanitarian sectors in Syria, has reviewed the value of its cash transfers based on the adjusted poverty line and will look to increase this in 2021. UNRWA aims to provide most vulnerable Palestine refugees with US\$ 27 per person per month, while the remaining caseload will receive US\$ 16 per person per month. Through its partners, comprising a network of banks and private companies present in all regions of Syria, the Agency will continue to provide cash assistance

in a flexible and timely manner with minimal financial risk. COVID-19 prevention measures will remain in place at cash and food distribution points. In 2021, UNRWA also plans to extend the use of ATMs in its cash programmes. Some 50,000 ATM cards will be issued, distributed and credited to selected beneficiaries, on top of the 10,000 cards already issued in 2019.

Due to the increased vulnerability of Palestine refugees in the current socio-economic crisis, compounded by COVID-19, in 2021 UNRWA will expand its food programming and provide all 418,000 Palestine refugees with in-kind food assistance<sup>9</sup> through three distribution rounds. This is a change from 2020 when only those refugees in the “most vulnerable” category received food aid. The Agency will continue to monitor the availability and the prices of food on the markets and will retain operational flexibility to adjust to a changing context as appropriate.

NFIs, including mats, mattresses and blankets, will also be provided to approximately 27,000 Palestine refugees affected by shocks and emergencies, including newly displaced persons and those directly impacted by new or increased hostilities. Families and individuals spontaneously returning to newly

accessible areas that were severely affected by the conflict and/or lacking basic services will also be eligible for NFIs based on assessed needs.

UNRWA has included in this appeal small-scale shelter rehabilitation initiatives in selected locations to support 500 of the most vulnerable refugee families whose shelters have been damaged during the conflict. This will contribute to protecting the most vulnerable while preserving their resilience, decreasing the burden created by rent on their ability to provide for their basic needs. A self-help approach, previously used in

Syria as well as other UNRWA fields of operation, will be applied. This modality directly involves the families whose shelters are being repaired, respecting their dignity and generating employment within the local economy, whilst supporting cost effective shelter repair. Each family will receive on average US\$ 3,000 for their shelter repair. This cash assistance will be disbursed in instalments via bank transfer. In order to receive the subsequent instalment, targeted families will have to demonstrate that they have completed at least 75 per cent of the previous stage of the self-repair project in line with the agreed budget and rules.



An UNRWA staff member carries food baskets at the Agency's distribution centre in Qabr Essit camp in Rif Damascus, Syria © 2020 UNRWA Photo by Taghrid Mohammad

UNRWA continues to provide essential primary health care services including immunization to Palestine refugees in Syria during the COVID-19 pandemic, whilst enhancing protective measures © 2020 UNRWA. Photo by Taghrid Mohammad.

## strategic priority 2

Contribute to a protective environment for Palestine refugees by maintaining access to basic services

### emergency health

meet the health care needs of Palestine refugees ensuring that COVID-19 prevention measures are in place

### education in emergencies

ensure continuity of learning for

51,000  
UNRWA students

### livelihoods and vocational training

provide short-term courses to

800  
Palestine refugee youths

### protection

provide critical protection services to Palestine refugees

### environmental health

basic WASH services and support provided in

12  
Palestine refugee camps

## Emergency Health

Outcome/Output	Indicator	Target (2021)
<b>Outcome</b>		
The impact of the crisis on health services for refugees is reduced	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care) - (disaggregated by sex and disability)	822,000 (493,000 female, 329,000 male, 8,200 persons with disabilities)
Palestine refugees have access to primary health-care services (disaggregated by sex and disability)	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex and disability)	810,000 (486,000 female, 324,000 male, 8,100 persons with disabilities)
	Number of operational Agency health centres, health points and mobile clinics	25
	Number of UNRWA hospitalizations accessed by Palestine refugee patients (non-COVID-19 treatment)	10,000
	Number of UNRWA hospitalizations accessed by Palestine refugee patients for COVID-19 treatment	2,000
	Percentage of HCs with no stock-out of 12 tracer items	100%
	Number of NCD patients receiving home delivery of medicines	2,000 (1,200 female, 800 male, 200 persons with disabilities)
	Number of COVID-19 tests for Palestine refugees subsidized by UNRWA (disaggregated by sex and disability)	4,400 <sup>10</sup>

The public health system in Syria remains extremely vulnerable. It has been degraded by ten years of conflict, the displacement and migration of qualified professionals and destruction and damage of health facilities, as well as the pressure caused by the COVID-19 pandemic. It is expected that Palestine refugees will continue to rely heavily on UNRWA for the provision of healthcare services in 2021.

UNRWA health facilities provide a range of primary medical services, including out-patient consultations, immunization services, growth monitoring, dispensing of medications, gynaecology consultations, laboratory services, non-communicable disease care, maternal and child health care, dental and mental health and psychosocial support (MHPSS) services. Under this appeal, the Agency will provide over 810,000 primary health care consultations through 23 health clinics and points, located in Palestine refugee camps and gathering areas across Syria, as well as two mobile clinics. As part of the UNRWA COVID-19 response, primary healthcare consultations will also be provided through telemedicine calls, when necessary.

The Agency will deploy two mobile clinics to areas facing movement restrictions, affected by conflict or localized tensions, and/or locations where access to nearby clinics and health facilities is compromised either because of the absence of such facilities or

because they were destroyed or damaged during the conflict.

In 2021, UNRWA will continue to subsidize access to secondary and tertiary healthcare services (including COVID-19 treatment) for around 12,000 cases through a network of partnered hospitals and private laboratories. This intervention has become increasingly critical as socio-economic conditions and families' ability to afford hospitalization services continues to decrease. The coverage provided by UNRWA will cover between 75-95 per cent of the costs, depending on the level of vulnerability and availability of funds.

Under this appeal, the Agency will also subsidize COVID-19 testing and treatment for Palestine refugees. This intervention will be extended to UNRWA staff (health and non-health) to ensure their safety and the safety of beneficiaries by containing the spread of the virus. In addition, UNRWA will ensure that health centres are equipped with Personal Protective Equipment (PPE) to protect patients and frontline staff, and that disinfectants and sanitization materials are available at all facilities. UNRWA will also sustain the home delivery of medicines to vulnerable non-communicable disease (NCD) patients, operate telemedicine lines and maintain a triage system in all its clinics for people to safely screen patients with respiratory symptoms.

## Education in Emergencies

Outcome/Output	Indicator	Target (2021)
<b>Outcome</b>		
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite the crisis	Number of students graduating from basic education (Grade 9) disaggregated by sex and disability	4,000 (2,100 girls, 1,900 boys, 165 students with disabilities)
	Number of school-age children enrolled in regular classes in UNRWA schools disaggregated by sex and disability	51,000 (25,200 girls, 25,800 boys, 3,500 students with disabilities)
<b>Outputs</b>		
Palestine refugee students are provided with psychosocial support (PSS)	Number of students who have attended at least one counselling session (individual or group counselling) disaggregated by sex	51,000 (25,200 girls, 25,800 boys)
Barriers to accessing education are reduced	Number of students provided with at least one item of material support (back-to-school kits and/or stationery) to enable them to access education at an UNRWA school disaggregated by sex	51,000 (25,200 girls, 25,800 boys)
UNRWA students continue to access education despite the COVID-19 pandemic	Percentage of students accessing remote learning at least once weekly	100%
	Percentage of schools for which materials for improved hygiene routine have been procured and delivered	100%

UNRWA in Syria continues to support the education of Palestine refugee students despite the conflict and displacement. In responding to the COVID-19 crisis, the Agency relied on its Education in Emergencies (EiE) approach, reconceptualised in five key areas: Continuity of Learning, Psychosocial Support (PSS), Safety and Security – Health and Hygiene issues, Technical Vocational Education and Training (TVET), and Monitoring and Evaluation (M&E). The adaptation of the Programme has facilitated the roll-out of an emergency response that considered both pre-existing challenges and also the impact of the COVID-19 pandemic. Below is a description of the key elements of the response in Syria for 2021:

### 1) Continuity of Learning:

#### Students and Installations

In 2021, UNRWA will continue to deliver basic, quality and inclusive education to almost 51,000 Palestine refugees through 102 schools managed by the Agency across Syria, of which 39 are running on a second shift in buildings on loan from the Ministry of Education, to compensate for UNRWA schools that have been destroyed or severely damaged by the conflict. Through its Emergency Appeal, UNRWA will cover the cost of additional temporary staff hired (up to an estimated number of 265 daily paid teachers and school attendants) to address the increasing needs that have arisen due to the COVID-19 pandemic.

#### Nature of Learning

Back-to-school kits and stationery will be procured and provided to students at the beginning of the academic year to alleviate some of the economic burden faced by parents. Through this appeal, summer learning activities will also be sustained. These interventions have become an integral part of UNRWA's EiE modality, delivering academic, extracurricular and psychosocial support activities to students during the summer months. Conducting summer learning will be contingent on the COVID-19 situation in the country during summer 2021. In addition, support classes will be organized for 9th Grade students.

While schools in Syria re-opened on 13 September 2020 for in-person education, the growing number of COVID-19 confirmed cases amongst education staff and students across the country over the last quarter of 2020 highlights the challenges of preventing transmission in schools, particularly given the overcrowding in classrooms. Therefore, throughout the year, UNRWA will remain ready to shift to a remote or blended learning modality. Self-learning materials will continue to be updated and be available to all students. Where needed, UNRWA will support/subsidize internet and SMS costs for teachers and students (up to 25,500 students and 2,000 education staff), and will provide tablets/mobile devices for cases of extreme vulnerability (for an estimated 1,000 vulnerable students). In case of new school closures,

catch-up classes will be organized for all students to compensate for the loss of learning time.

## **2) Hygiene and Physical Safety:**

A number of training sessions, incorporating COVID-19 prevention measures, will be conducted for teachers and principals on topics such as Gender Based Violence (GBV), Child Protection, and Addressing Violence against Children (AVAC). Similar training sessions will be delivered to parents through parent-teacher associations (PTAs), which will continue to play a pivotal role in developing a holistic approach to education for Palestine refugees.

Reusable masks will be procured and distributed to students and teachers. In addition, disinfectants and

sanitizers will be provided to schools to ensure proper hygiene practices are in place to protect staff and students while in classrooms.

## **3) Psychosocial Support:**

UNRWA will also continue to provide psychosocial support to address the additional stress created by the COVID-19 pandemic, by deploying psychosocial counsellors in all of its schools with the aim of providing individual and group counselling and support to students and teachers, in addition to the provision of recreational activities, if the context allows. Psychosocial support and awareness raising sessions on COVID-19 will also be delivered in classrooms and/or through remote modalities.

## Livelihoods and Vocational Training

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
Young Palestine refugees in Syria receive vocational training	Number of students completing short-term courses (disaggregated by sex)	800
	Number of short-term courses conducted	40
	Percentage of VTC students accessing remote learning at least once weekly during COVID-19 VTC closures	100%
	Percentage of TVET centres for which materials for improved hygiene routine have been procured	100%

In 2020, the already deteriorating economic situation has been further compounded by measures taken to limit the spread of COVID-19, which had a negative impact on the availability of employment opportunities. Therefore, UNRWA will continue to fundraise for livelihood activities, which are critical to increase the resilience of Palestine refugees in Syria and to support their access to employment.

To support youth employment and livelihood capacity, the UNRWA Technical and Vocational Education and Training Programme (TVET) will continue to provide short-term courses in Damascus, Dera'a, Homs, Aleppo and Latakia. As demand for TVET services grows, the Agency will continue its efforts to better link students with the job market in an effort to increase employability rates of graduates through developing their employability and soft skills.

Building on 2020 learning and good practices in response to the COVID-19 pandemic, the courses will be delivered through a mixed-modality (in-class or online) or remotely (online) to avoid overcrowding in classrooms. Self-learning resources will be made available to students. Hygiene measures and physical distancing will be ensured across all TVET premises.

Finally, depending on the availability of funds, UNRWA will explore the feasibility of conducting small scale cash-for-work initiatives in 2021. Through this intervention, UNRWA aims to provide short-term employment opportunities mainly focusing on job placements supporting works in camps and Palestine refugee gatherings.



UNRWA provides vocational and technical training to young Palestine refugees at its Damascus Training Centre to prepare them for the labour market ©2020 UNRWA, photo by Noorhan Abdulhafeez.

## Protection

Outcome / Output	Indicator	Target (2021)
<b>Output</b>		
Palestine refugees are supported through protection programmatic interventions	Number of Palestine refugees who received PSS support (disaggregated by sex, age, and disability)	5,680 <sup>11</sup> (450 female, 450 male, 2,438 boys, 2,342 girls, 350 persons with disabilities)
	Number of Palestine refugees provided with legal assistance and referrals (disaggregated by sex and disability)	4,000 (2,800 female, 1,200 male, 50 persons with disabilities)
Awareness raising is conducted to strengthen prevention and response	Number of individuals trained on mine risk awareness (disaggregated by children, staff and community members)	52,700 (51,000 students, 200 staff, 1,500 community members)
Capacity of staff and volunteers is enhanced on protection related topics <sup>12</sup>	Number of UNRWA staff members trained on protection (disaggregated by sex)	800 (480 female, 320 male)

UNRWA will continue to provide increasingly needed protection services to Palestine refugees in Syria, especially in light of the current deteriorating economic situation and the additional protection concerns created by COVID-19. The Agency will continue to focus on protection mainstreaming, including through area-based structures and capacity building of staff.

Protection risks and vulnerabilities identified in 2020 are anticipated to continue throughout 2021. These include, but are not limited to, psychosocial trauma and distress, particularly among children and other vulnerable groups; increased rates of GBV; increased reliance on negative coping mechanisms; child protection concerns, specifically violence against children; and exclusion and discrimination, particularly with regard to persons with disabilities and older persons.

The adoption of negative coping strategies by Palestine refugees was already a cause for concern in 2020. It is anticipated that the vulnerabilities of Palestine refugee will further increase due to COVID-19 and the current economic situation. Female heads of households, unaccompanied and separated children, older persons and persons with disabilities are at particular risk of falling into further poverty and exploitation. The UNRWA 2020 socio-economic assessment suggested an increase in irritability and aggressive behaviour towards vulnerable groups by heads of households.

The threat caused by ERW remains a major protection concern in Syria. In 2021, UNRWA will continue to address this primarily through awareness raising sessions for students and the community. Protracted displacement and the high level of destruction in several Palestine refugee camps and gatherings will

see ongoing needs for this population in relation to shelter, Housing Land and Property rights (HLP) and civil documentation issues.

Regular in-person UNRWA PSS activities for children, older persons and persons with disabilities were temporarily suspended in 2020 due to COVID-19. They will continue to be a priority in 2021, to strengthen the response to the increasing psychosocial needs, foster social cohesion and prevent the adoption of negative coping mechanisms, taking into consideration strict COVID-19 preventative measures.

Legal support will continue to be offered, including to individuals experiencing GBV, through assistance in obtaining documentation and referrals to external partners.

Protection monitoring, reporting and advocacy will remain a priority in 2021. UNRWA will continue to participate in global protection mechanisms; engage, as appropriate, with the International Human Rights System (IHRS) in line with the Agency's IHRS framework; and interact with relevant stakeholders, including the protection coordination structures of the Humanitarian Country Team (HCT) at country and area levels. UNRWA will continue to monitor and advocate for and respond to particularly vulnerable groups within the Palestine refugee community, including individuals who remain displaced within Syria and Palestine refugees willing to voluntarily return to their place of habitual residence from within Syria and from abroad.

UNRWA will continue to strengthen Accountability to Affected Populations (AAP) by systematically increasing the participation of Palestine refugees in programme identification, design, delivery and lesson

learning. Feedback will be sought on programme quality and to assess Palestine refugees' satisfaction with the services provided. This will help UNRWA to implement programmes that are of higher quality, with greater and more sustainable impact.

In 2021, UNRWA will focus on building the capacity of staff members, particularly senior staff, on AAP; setting up a dedicated and centrally managed

helpline to receive complaints and provide feedback; and conducting biannual meetings between each programme and community leaders. The office will also maintain a log of information sharing and participatory activities across all programmes, and will work to improve the feedback, complaints and response mechanisms currently in place. An AAP strategy and work plan will be developed at SFO level during the year.

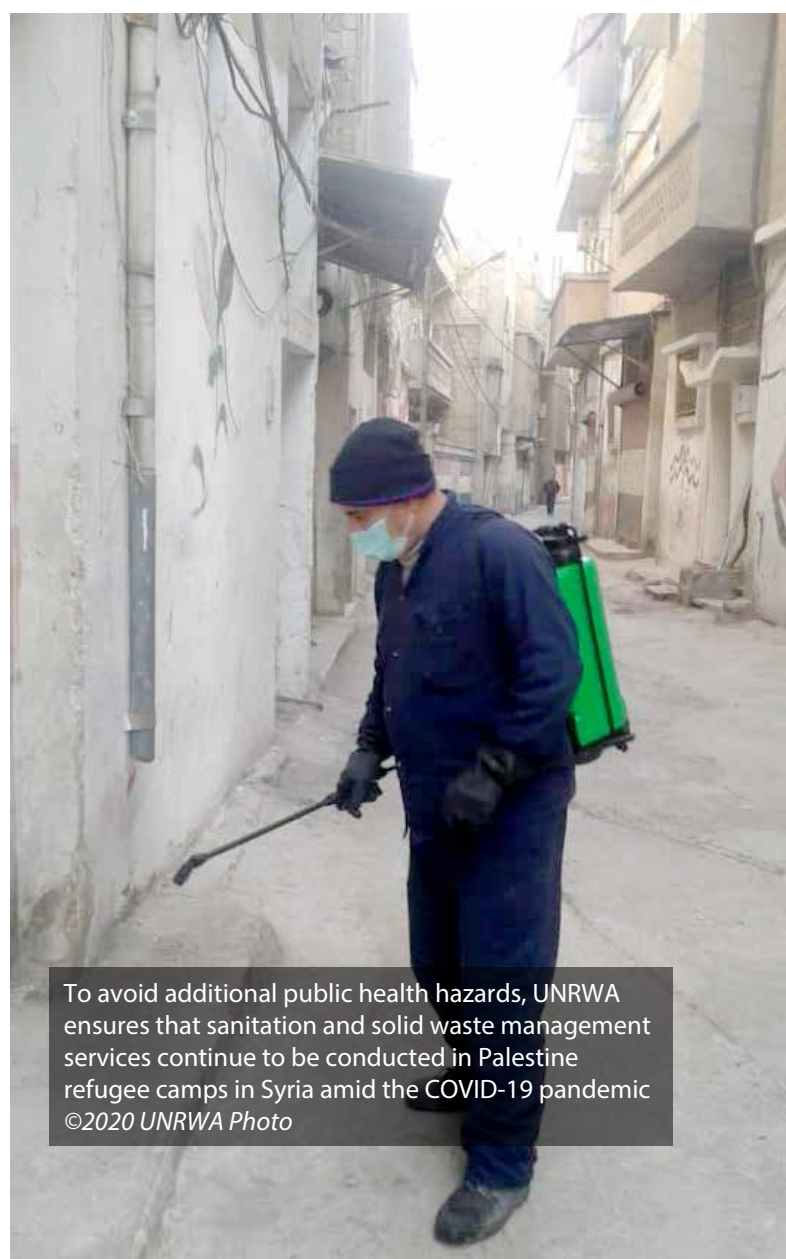
## Environmental Health

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
Palestine refugees in need are provided with WASH items (hygiene kits, baby kits, diapers)	Number of Palestine refugees receiving WASH items (disaggregated by sex and disability)	30,500
Palestine refugees living in camps are provided with basic WASH services and support	Number of Palestine refugee camps receiving repair, rehabilitation and sanitation works	12

The conflict in Syria has caused extensive damage to water networks and sewerage infrastructure, resulting in restricted access to potable water and affecting domestic and personal hygiene, which in turn has increased the risk of disease outbreaks. Providing adequate environmental health services is even more critical during the COVID-19 pandemic to avoid any additional public health hazard.

In 2021, UNRWA will continue providing essential WASH services to Palestine refugees. WASH items will be distributed to Palestine refugees affected by emergencies, as well as Palestine refugees spontaneously returning to newly accessible areas and those facing access constraints, to help safeguard their personal and domestic hygiene especially in the context of COVID-19.

The Agency will also conduct minor repair and maintenance of infrastructure systems including water, sewerage and surface drainage systems, in addition to collecting and managing solid waste and controlling rodents and insects in accessible camps. Building on 2020 COVID-19 prevention measures, UNRWA will ensure that all sanitation labourers continue to be equipped with PPE. Moreover, UNRWA will continue to conduct additional disinfection campaigns, sterilization activities and sanitization of garbage collection points to ensure that Palestine refugees living in the camps can apply basic hygiene methods to prevent the further spread of COVID-19.



To avoid additional public health hazards, UNRWA ensures that sanitation and solid waste management services continue to be conducted in Palestine refugee camps in Syria amid the COVID-19 pandemic  
©2020 UNRWA Photo



UNRWA security staff at the Agency's Syria Field Office in Damascus disinfects an UNRWA vehicle as part of COVID-19 prevention measures. ©2020 UNRWA photo

## strategic priority 3

Improve the effectiveness and efficiency of emergency programme delivery

safety and security	emergency repair and maintenance	capacity management and support
provide safe services and working environments to Palestine refugees and UNRWA staff	maintain and repair UNRWA facilities for continued service provision	maintain UNRWA humanitarian response capacity

### Safety and Security

Outcome/Output	Indicator	Target (2021)
<b>Outcome</b>		
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Number of UNRWA installations with completed security risk assessments	48
<b>Output</b>		
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Number of staff trained on safety and security (SSAFE)	300
	Number of staff trained through the Women's Security Awareness Training (WSAT) programme	200

UNRWA has made significant investments in the safety and security of its staff, assets and facilities and security procedures despite financial challenges. In 2021, the Agency will continue to focus on security personnel staffing costs, the procurement of communication devices such as VHF radios, as well as the procurement of PPE for security staff in response to the COVID-19 pandemic. These investments will enable UNRWA to facilitate and provide security support for over 600 field missions in 2021 in a medium to high risk security environment, and to conduct security risk assessments of its installations. In order to ensure that UNRWA facilities are compliant with minimum operating security standards, the Agency will conduct security risk assessments on targeted facilities and will carry out

necessary physical enhancement works to ensure a safe and secure environment for its staff and beneficiaries accessing assistance and services. In addition, UNRWA plans to install a closed circuit television (CCTV) room and Internet Protocol (IP) surveillance cameras at its offices in Damascus and Central areas.

UNRWA will continue to train its staff in Safe and Security Approaches to Field Environment (SSAFE) and will also provide fire safety trainings. Finally, through its commitment to ensuring gender considerations in security management, and recognizing that women are more exposed to risks of GBV, UNRWA in Syria will maintain a Women's Security Awareness Training (WSAT) programme for UNRWA personnel.

## Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Target (2021)
<b>Outcome</b>		
UNRWA installations repaired or maintained	Number of UNRWA facilities that are maintained through minor repairs	40

Contrary to the principle of the inviolability of United Nations premises, UNRWA facilities in Syria have suffered extensive damage throughout the conflict. Many Palestine refugee camps have seen major hostilities, particularly Ein el Tal (Aleppo), Dera'a (South) and Yarmouk (Damascus) official and non-official camps, which have sustained large-scale destruction.

In 2021, UNRWA will continue to focus on resuming its core services in areas where access has resumed and civilians are spontaneously returning. The Agency's priority is to ensure safe and secured access to its education and health facilities and to support the restoration of basic WASH services, such as water and sewage connections.

Under this Emergency Appeal, UNRWA will prioritize minor rehabilitation of its installations on a case-by-case basis. The Agency will conduct assessment missions where emergency repair and reconstruction of UNRWA facilities are expected to be required and then develop area-specific implementation plans based on the findings of the assessment missions, to ensure a comprehensive and needs-based response

involving all needed programmes and support departments.

Comprehensive rehabilitation works of UNRWA facilities in several camps, including Dera'a, Yarmouk and Ein el Tal, will be supported through other sources of funds (project funds), if available.

## Capacity and Management Support

Management, coordination and technical staff are essential for UNRWA to deliver timely and effective humanitarian assistance, to ensure efficient coordination with relevant stakeholders and to enhance advocacy on behalf of Palestine refugees. UNRWA will continue to conduct safety and security trainings for its staff across Syria, including COVID-19 safety measures, and to build staff capacity regarding neutrality. While the vast majority of posts will continue to be filled by Palestine refugees, UNRWA will maintain some international capacity, particularly specialist staff in the fields of humanitarian response, protection, logistics and grants management.

# lebanon: context and needs analysis

In 2020 Lebanon has grappled with three interlinked and overlapping crises – the tenth year of the Syrian refugee emergency, the devastating impact of the COVID-19 pandemic, and the socio-economic and political crisis affecting the country since October 2019. As of November 2020, the Government of Lebanon (GoL) estimates that the country is hosting 1.5 million Syrians who have fled the conflict, including 879,598 registered as refugees with UNHCR. In addition, the GoL, in agreement with UNRWA, estimates for planning purposes that there are 257,000 Palestine refugees in Lebanon, including Palestinian refugees from Syria (PRS) and other persons eligible for UNRWA assistance. The planning figure of 257,000 PRL may be reviewed during the year, following the introduction of a biometric measurement system for the entire registered population to ensure accurate data on population numbers in country.

The conflict in Syria has imposed a heavy economic, environmental and social toll on Lebanon. It contributed to the decreasing transit trade that had already started in 2005, and stalling service exports like tourism.<sup>13</sup> On top of this, the COVID-19 pandemic came at a particularly difficult time of economic and political crisis. As of 10 December, 140,409 COVID-19 cases, including 1,156 deaths, had been reported in Lebanon.

The devastating impact of the Beirut port explosion on 4 August 2020 further cemented the call, started in October 2019 with widespread protests, for urgent political and institutional reforms to increase transparency, strengthen governance and get the country on the path to recovery. The port explosion placed tremendous strain on the country's economy, and created additional despair, loss of jobs and tensions.

The real GDP growth in 2020 is expected to be well into the negative double digits,<sup>14</sup> posing further threats to the socio-economic landscape. Amidst the unfolding crisis, including the Lebanese Pound (LBP) losing 80 per cent of its value, poverty levels amongst all groups in Lebanon are sharply on the rise and have crippled people's ability to cope. It is estimated that approximately 23.2 per cent of people in Lebanon have been plunged into extreme poverty but due to existing information gaps, further data is needed to fully understand the extent of the situation.<sup>15</sup> However, there is anecdotal evidence that the deteriorating situation is having a significant impact, with many Palestine refugees seeking avenues to leave the

country, citing the inability to survive in Lebanon as the main driving factor. Furthermore, concern is rising about the possible increase in malnutrition as a result of decreased access to food and inadequate dietary intake for some of the most vulnerable.<sup>16</sup> These layered crises could heighten social instability across populations in Lebanon, as people continue to compete for increasingly scarce resources.

In 2021, it is expected that this situation will continue and may even deteriorate further, while the stress on the health system intensifies and the socio-economic challenges persist. In response, UNRWA will continue to provide basic assistance to Palestine refugees and PRS in Lebanon to address the needs caused by the multiple crises. In that regard in 2021 UNRWA will conduct a survey on the living conditions of Palestine refugees in Lebanon to further identify their specific vulnerabilities and may refine its approach to assistance based on updated information.

Of the acute needs refugees in Lebanon are experiencing, those generated by the COVID-19 pandemic rank high in the Agency's priorities. Palestine refugees in Lebanon are excluded from national health insurance schemes, and for the vast majority hospitalization costs are prohibitive. In this context, the subsidies provided by UNRWA to access secondary and tertiary medical care, including for COVID-19 testing and treatment, are often life-saving.

Where COVID-19 spikes necessitate school closure, barriers to self-learning are higher for refugee children who live in crowded and sub-standard shelters. Through its blended approach the Agency is aiming to ensure at least 70 per cent of the 36,817 students in Agency schools will utilize self-learning materials during lock downs. Similarly, for TVET students from vulnerable families or in isolated villages e-learning may also create barriers to digital remote learning. Among their needs are subsidized, stable access to the internet, to help vulnerable youth increase their opportunities to access the labour market.

PRS in Lebanon remain highly insecure. Based on a socio-economic assessment of the PRS population, conducted by UNRWA in February 2020, 87 per cent in Lebanon live in poverty, of whom 11 per cent live in extreme poverty. The same assessment concluded that without the Agency's assistance 95 per cent of PRS would live in poverty. In the case of PRL, according to a 2015 American University of Beirut (AUB) survey, 65

per cent live in poverty. While updated information on the socio-economic conditions of PRL will be collected in 2021, perceptions are that levels of poverty and vulnerability are higher, making the Agency's update essential to any reassessment of needs in the PRL population.

For PRS, and PRL cash assistance is an overriding need, enabling access to food and other minimal staples. These families have been burdened with the layered socio-economic shocks specific to Lebanon brought about by the COVID-19 pandemic, the financial crisis and the port explosion.

Key gender dimensions of the refugee situation in Lebanon have come into sharper view as a result of the multiple crises gripping the country. With psychosocial distress exacerbating protection risks especially for refugee women and children, the former in particular are reporting higher levels of violence inside the home

as pressure has increased on them and other members of the family.<sup>17</sup> Cases of harassment, child abuse including online exploitation, and child marriage are being reported with more urgency. In GBV cases reported to UNRWA from quarter one to quarter three 2020, 80 per cent were women and girls, and small though the sample was it does point to the need for a range of enhanced protection assistance. Capacity to assess and assist through a range of direct and indirect mechanisms needs to be enhanced, to reinforce the efforts of UNRWA in Lebanon to move its structured, complementary GBV and overall protection responses forward. This encompasses counselling through clinics, schools and emergency hotlines, community-based engagement, legal aid, and emergency cash for protection cases.

Finally, UNRWA will maintain environmental health services in Palestine refugee camps in Lebanon, and all sanitation workers will be provided with PPE.

# lebanon: sector-specific interventions

A PRS withdraws her monthly cash assistance from an ATM in Tripoli, Lebanon © 2020 UNRWA Photo by Maysoun Mustafa

## strategic priority 1

**Preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs**

### multi-purpose cash assistance

cover basic needs through cash assistance for some

27,700

Palestinian refugees from Syria

### winterization assistance

provide winterization assistance for some

24,643

Palestine refugee families (PRL and PRS)

### one round of cash assistance

to

257,000

PRL, PRS and other persons eligible for UNRWA assistance, to mitigate the impacts of COVID-19 and the socio-economic crisis

## Cash assistance for essential needs

Outcome/Output	Indicator	Target (2021)
<b>Outcome</b>		
PRL and PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%
	Percentage of targeted PRL, PRS and other persons eligible for UNRWA assistance receiving one or more UNRWA emergency assistance interventions	100%
<b>Output</b>		
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance)	Number of PRS individuals receiving cash assistance for food and multipurpose cash assistance during last distribution round (disaggregated by sex and disability)	27,700 PRS (14,343 female, 13,357 male); 8,450 families
	Number of PRL, PRS and other persons eligible for UNRWA assistance receiving emergency cash assistance (disaggregated by sex and disability)	257,000
	Total amount of cash distributed to PRS during last distribution round	US\$ 1,555,228
	Total amount of cash distributed to PRL, PRS and other persons eligible for UNRWA assistance	US\$ 10,280,000
	Number of families provided with winterization assistance	8,450 PRS 16,193 PRL

Lebanon is enduring an unprecedented situation due to the ongoing economic crisis and the COVID-19 pandemic. This has created additional barriers to employment with significant negative consequences on the livelihoods of PRS and PRL alike.<sup>18</sup> The devaluation of the LBP against the US Dollar has caused high inflation and increases in the prices of basic commodities, including food, affecting Palestine refugees' ability to cover their most basic needs. Based on a socio-economic assessment of the PRS population, conducted by UNRWA in February 2020, 87 per cent of PRS in Lebanon live in poverty, of whom 11 per cent live in extreme poverty. The same assessment identified that without the Agency's assistance 95 per cent of PRS would live in poverty. As for PRL, according to a 2015 American University of Beirut (AUB) survey, 65 per cent live in poverty. While updated information on the socio-economic conditions of PRL will be collected in 2021, levels of poverty and vulnerability are likely to have increased due to the impact of the multiple crises, particularly amongst youth.<sup>19</sup>

To prevent further deterioration of the humanitarian situation of Palestine refugees in Lebanon, UNRWA will continue to provide its regular cash assistance to the

27,700 PRS estimated for planning purposes to be in the country. They will receive cash for food assistance of LBP 100,000 per person per month in line with WFP's survival minimum expenditure basket cost on the market (SMEB),<sup>20</sup> in addition to multipurpose cash assistance of US\$ 100 per family per month.

Under this appeal, the Agency will also extend the provision of one round of cash assistance to 257,000 PRL, PRS and other persons eligible for UNRWA assistance at the rate of US\$ 40 per person to help them cope with the negative effects of the socio-economic crisis and the COVID-19 pandemic.

Winterization assistance will be provided to 8,450 PRS and 16,193 PRL families enrolled in the Agency's social safety net programme (SSNP). In 2021, UNRWA expects more families to require this assistance due to the worsening socio-economic situation.

Finally, UNRWA is planning to provide additional support of US\$ 150 per family to an estimated 200 families whose breadwinner has been affected by COVID-19 and has to receive treatment/has to quarantine.

An UNRWA doctor examining a patient in Nahr el Bared (NBC) health centre, Lebanon. He wears gloves and a mask as part of COVID-19 preventive measures  
©2020 UNRWA. photo by Maysoun Mustafa

## strategic priority 2

Contribute to a protective environment for Palestine refugees by maintaining access to basic services

### emergency health

meet the health care needs of Palestine refugees ensuring that COVID-19 prevention measures are in place

### education in emergencies

ensure continuity of learning for

36,817

PRS and PRL UNRWA students

### livelihoods

improve access to livelihood and employment opportunities for

440

Palestine refugees

### protection

strengthen prevention and protection response for PRS and vulnerable PRL of the host communities

### environmental health

meet the public health needs and prevent additional health hazards through safe and equitable access to WASH resources and facilities

## Emergency Health

Outcome/Output	Indicator	Target
<b>Outcome</b>		
The impact of the displacement crisis on health services for refugees is reduced	Number of PRS consultations supported by UNRWA (primary and hospitalization) disaggregated by sex	58,000
	Number of health facilities supported by UNRWA with no stock out of 12 tracer items	100%
<b>Outputs</b>		
PRS have access to primary health-care services at UNRWA health centres	Number of PRS visits to health centres (disaggregated by sex and disability)	56,000
	Number of Agency health centres and mobile health points that are operational	27
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA supported hospitalizations accessed by PRS patients for non-COVID-19 treatment (disaggregated by sex)	2,000
Contain the spread of COVID-19 and decrease morbidity	Percentage of UNRWA health workers receiving personal protective equipment (PPE)	100%
	Number of additional health workers hired	120
	Number of COVID-19 tests for Palestine refugees paid for by UNRWA	21,000
	Number of Palestine refugees using UNRWA isolation centres (disaggregated by sex)	500
	Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for COVID-19 treatment (disaggregated by sex and disability)	3,150

UNRWA continues to provide health services to around 257,000 Palestine refugees and other eligible persons in Lebanon. Essential primary health care services are delivered through the Agency's 27 health centres across the country, complemented by subsidized hospitalization services for Palestine refugees in need of secondary and tertiary health care.

In late February 2020, following the identification of the first COVID-19 case in Lebanon, UNRWA also took the responsibility to cover the COVID-19 testing cost for all eligible PRS and PRL as Palestine refugees do not have access to the national health system. The ongoing social and economic crisis, compounded by COVID-19 and the consequences of the August 2020 explosion in the Beirut port, have had negative consequences on Palestine refugees' ability to cover their most basic health care needs. The already high costs of medical care in Lebanon have further increased due to rising inflation, lack of medical supplies, and an increase in the price of medicines on the local market, as well as the unavailability of some medications to treat chronic diseases such as cancer, cardiac diseases and hypertension. It is expected that the demand for UNRWA health services will increase in 2021.

Under this appeal, UNRWA will continue to cover the costs of primary health care services for PRS through

its 27 health facilities, and support non-COVID-19 hospitalization admissions for all PRS. Six additional family health teams will be maintained to ensure that the needs of PRS are addressed. The Agency will also ensure that the necessary preventive measures are in place to contain and reduce the risk of COVID-19 transmission inside its facilities and among the refugee community. Moreover, UNRWA will cover the costs of COVID-19 testing and related hospitalization for all eligible PRS and PRL. A triage system will remain in place in all health centres to screen patients with respiratory symptoms in conditions of safety.

Under this appeal, UNRWA will provide all health staff with PPE. Hygiene materials and disinfectants will also be procured and strengthened cleaning practices will be maintained at all of the Agency's health centres. Additional daily paid health workers will be hired to ensure continuity of services, should the existing staff contract COVID-19 or need to quarantine. Palestine refugees often live in overcrowded shelters with little or no ability to safely isolate in case of infection with COVID-19.

In order to support public health efforts to contain the spread of the virus, in 2020, UNRWA established three isolation centres, by converting facilities in Sibli Training Centre (STC) and a school in Ein el

Hilweh camp, as well as an abandoned Palestinian Red Crescent Society (PRCS) hospital in el Buss camp. In total, these facilities provide a 170-bed capacity to accommodate moderate or mild cases of COVID-19. In

2021, UNRWA will ensure that these centres continue to operate, while at the same time new isolation/quarantine centres will be identified and facilities adapted if required.



An UNRWA doctor examining a patient in Beddawi camp health centre, Lebanon. She is wearing PPE as part of COVID-19 preventive measures. ©2020 UNRWA photo by Maysoun Mustafa

## Education in Emergencies

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
Palestine refugee students continue to access quality, inclusive and equitable education despite conflict and displacement, or the emergency situation	Number of school-age Palestine refugee students enrolled in UNRWA schools (disaggregated by sex and disability)	PRS 2,462 female, 2,350 male PRL 16,717 female, 15,288 male
	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school (disaggregated by sex and disability)	PRS 2,462 female, 2,350 male PRL 2,100 male, 2,900 female
	Percentage of students who used any self-learning resources during the period of COVID-19 school closures (parent-reported)	70% (PRS and PRL)
	Number of PRS/PRL students with access to formal vocational courses whose registration fees are fully subsidized (disaggregated by sex and disability)	PRS 27 female, 25 male PRL 335 female, 473 male
	Percentage of Siblin Training Centre (STC) students accessing remote learning at least once weekly during COVID-19 VTC closures	90% (PRS and PRL)
Palestine refugee students are provided with targeted psychosocial support	Number of students who have been reached with PSS support (disaggregated by sex and disability)	PRS 555 female, 410 male PRL 1,828 female, 1,999 male
	Number of VTC students reached with PSS activities (disaggregated by sex and disability)	PRS 10 female, 10 male PRL 97 female, 33 male
Palestine refugee students are provided with additional learning support, recreational activities and partners' support	Number of school students who have attended at least one UNRWA catch-up class (disaggregated by sex and disability)	PRS 677 female, 580 male PRL 4,351 female, 4,060 male
	Number of Special Education Needs (SEN) students who benefit from referral to SEN initiatives (disaggregated by sex and disability)	PRS 20 female, 20 male PRL 30 female, 20 male

From late 2019 onwards, Lebanon's population has experienced multiple socioeconomic shocks due to the unstable political context, compounded by the COVID-19 global health pandemic and an economy on the brink of collapse. These events have increased educational constraints and barriers, and continue to negatively impact the educational experiences of children, particularly the most vulnerable. In order to ensure continuity of learning, UNRWA applied its Education in Emergencies (EiE) approach, which highlights five key areas: Continuity of Learning, Psychosocial Support (PSS), Safety and Security – Health and Hygiene issues, Technical Vocational Education and Training (TVET), and Monitoring and Evaluation (M&E). The adaption of the programme has facilitated the roll-out of an emergency response that considered both pre-existing challenges and also the impact of the COVID-19 pandemic.

### 1) Continuity of Learning

The 2020/2021 school year started on 2 November 2020 on a gradual basis in line with the Lebanese Ministry of Education and Higher Education (MEHE) plan, starting with grades 9, 11 and 12 in attendance from the first week on a blended learning modality. However, the plan to continue on a gradual basis for the other grades was interrupted due to a new lockdown in the country and all education institutions in Lebanon shifted to a fully remote learning modality between 9 and 29 November 2020. On 30 November 2020, UNRWA schools and the Siblin Training Centre (STC) reopened using a blended learning modality for all grades (1 to 12) and STC trainees in line with the decisions endorsed by MEHE.

## Students and Installations

In 2021, UNRWA will continue to provide educational services to Palestine refugee students, including around 5,000 PRS children,<sup>21</sup> as well as 860 students in vocational training courses.

### Nature of Learning

UNRWA's educational response, linked particularly to the COVID-19 crisis, will include interventions to strengthen students' academic achievement and holistic well-being. Interventions are planned for several learning modalities including: (1) remote learning, (2) the reopening of schools, and/or (3) blended learning, which will entail combining in-person and remote learning. Learning modalities will be determined based on the status of the COVID-19 pandemic and the consequent decisions of the MEHE.

In the case of blended or fully remote learning, the communications infrastructure in Lebanon, and even more so the communications infrastructure in the camps, is not conducive to online learning, causing many children to disengage from school. Palestine refugee students in particular face numerous barriers to remote learning, ranging from lack of smart devices to internet connectivity. In order to address these barriers and improve both student access and retention in schools, the education programme will implement numerous efforts to address educational inequities resulting from online learning, and reconcile the digital divide. Education interventions will include providing additional learning resources to students, such as printed materials, back to school kits and communication assistance, to improve student retention. Moreover, learning support will be offered to students facing learning difficulties to strengthen their ability to remain engaged in learning.

## 2) Hygiene and Physical Safety

UNRWA will ensure that health and hygiene practices

are strictly implemented in all education installations. This includes the procurement of hygiene and disinfectant materials for premises and school buses, and the distribution of PPE for staff and students.

## 3) Psychosocial Support (PSS)

The socioeconomic and health conditions in Lebanon have caused immense psychological distress for children. The continued availability of psychosocial support services (PSS) remains crucial to improve children's social and emotional learning, and to build their psychosocial resilience by providing them with the tools needed to cope with shocks and stress. In 2021, school counsellors will continue to provide individual and group counselling, awareness sessions for both children and caregivers, as well as parenting skills sessions. These sessions will be delivered through in-person individual and group counselling when schools are open, while ensuring social distancing, or through online support in the case of remote learning (through online meetings and/or phone calls). The PSS support will address any potential stressors faced by students or their families during the period of closures and raise awareness about COVID-19.

## 4) Technical and Vocational Training (TVET)

UNRWA also aims to continue tackling youth challenges through enhancing the quality of vocational education. UNRWA will continue to support the enrolment of PRS and PRL students in various trade and semi-professional vocational courses at STC. Courses will be provided through in-person classes, a blended approach (combining e-learning with in-person attendance), or through a fully remote modality depending on the situation. The Agency will ensure that hygiene and health practices are in place at STC, including through the procurement of hygiene materials, cleaning and disinfection. In the event of a full e-learning modality, Siblin will provide vulnerable families and those in isolated villages as well as STC staff with recharging cards to connect to the internet.



A PRS student from Al Mazar school at Beddawi camp, Lebanon, continues her learning at home through the UNRWA self-learning programme due to the COVID-19 outbreak © 2020 UNRWA photo by Maysoun Mustafa

## Livelihoods and Social Cohesion

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
Improved access to livelihood opportunities for PRS and PRL	Number of PRS/PRL (15-24 years old) reached through formal and non-formal skills trainings	440 (34 PRS, 406 PRL)

In 2021, UNRWA will continue to support young Palestine refugees to improve their access to career and livelihood opportunities. While work and property ownership restrictions apply to PRL, PRS's precarious legal situation further restricts their access to employment. In addition, the ongoing presence of nearly one million Syrian refugees, the huge economic crisis exacerbated by COVID-19 and the devastating explosion in Beirut have negatively impacted an already strained labour market and created competition between PRL, PRS, Syrian refugees and Lebanese jobseekers for a limited number of available positions.

Providing access to life-skills training for Palestine refugee youth to increase their livelihood and employment opportunities is, therefore, vital and remains a key priority under this appeal. In line with its youth strategy, the Agency's youth unit will continue to support PRS and PRL youth with employment support services to improve their access to livelihoods and allow them to live in dignity. Under this appeal, UNRWA will provide PRS and PRL with a number of training courses including Life-Skills for Employability, Life in the Work Place and Positive Leadership.



A PRS youth works as a weekly paid worker at a juice shop in Beddawi Camp to assist his family© 2020 UNRWA Photo by Maysoun Mustafa

## Protection

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
UNRWA staff are able to identify and refer protection cases and are better able to ensure safe and dignified access to services for all refugees	Number of UNRWA staff trained on protection (disaggregated by sex)	600 (400 female, 200 male)
Individuals' protection needs are supported	Number of individuals experiencing a protection risk (general protection- access to services) identified by UNRWA (disaggregated by sex, age and disability)	400 250 PRS, 150 PRL, (200 female, 200 male)
	Number of protection cases supported through emergency protection cash (disaggregated by sex)	40 16 PRS (8 female, 8 male) 24 PRL (12 female, 12 male)
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL – PRS and by sex)	574 PRS (250 female, 324 male) 1,032 PRL (509 female, 523 male)
Communities' capacities to prevent and respond to GBV and violence against children are strengthened	Number of GBV survivors assisted (disaggregated by age, sex, and disability)	80 30 PRS 50 PRL
	Number of women/men/girls/boys engaged in community - based protection activities (disaggregated by sex and disability)	4,000 2,000 PRS (1,000 female, 1,000 male) 2,000 PRL (1,000 female, 1,000 male)

In 2020, the COVID-19 pandemic, the ongoing economic crisis, and an uncertain political situation have made Lebanon's context increasingly fragile and social tensions are rising.<sup>22</sup> Palestine refugees, and PRS in particular, were already vulnerable before the current crisis due to their precarious legal status in the country and subsequent precarious living conditions.

The multiple crises faced in 2020 have further increased psychosocial distress and exacerbated protection risks especially for children and women, with the latter in particular reporting higher levels of violence inside the home as pressure has increased on them and other members of the family.<sup>23</sup> An increase in child labour has also been reported, including in more dangerous roles such as waste collection, as well as in drug dealing, begging and stealing. Cases of child marriage, child abuse, and harassment and violence against girls and women have also been reported, including online exploitation and abuse.<sup>24</sup> An increased need for mental health and psychosocial support (MHPSS) in the community has been particularly noted in late 2020, and the importance of this in working with men's groups on GBV related issues.

Under this appeal, UNRWA will support the protection of Palestine refugees with a special focus on vulnerable

groups and individuals. Activities will be adapted to the COVID-19 context with many taking place online or where possible in small groups.

Lebanon Field Office (LFO) protection team will work with all UNRWA programmes to mainstream protection principles and to ensure that child protection, GBV and MHPSS approaches are taken into consideration. Training on protection will be provided to UNRWA staff, including on the safe identification and referral of protection cases.

The Agency will also support Palestine refugees in accessing appropriate individual support, including through the referral of victims of protection violations to appropriate services. Legal counselling will continue to be provided, as well as emergency cash support to individuals and families facing urgent protection concerns.

Regular protection monitoring in camps will be provided and advocacy for the protection of Palestine refugees undertaken.

UNRWA will also support the resilience and self-protection capacity of Palestine refugees through community engagement to prevent, respond to and mitigate violence against children and GBV.

Community structures will be supported to increase awareness on protection issues, promote a positive change in attitudes and practices, support community

members to identify protection issues early and refer them safely to service providers, and enhance trust and positive relationships within the community.



A PRS woman in Beddawi camp cooking for her family  
© 2020 UNRWA Photo by Maysoun Mustafa

## Environmental Health

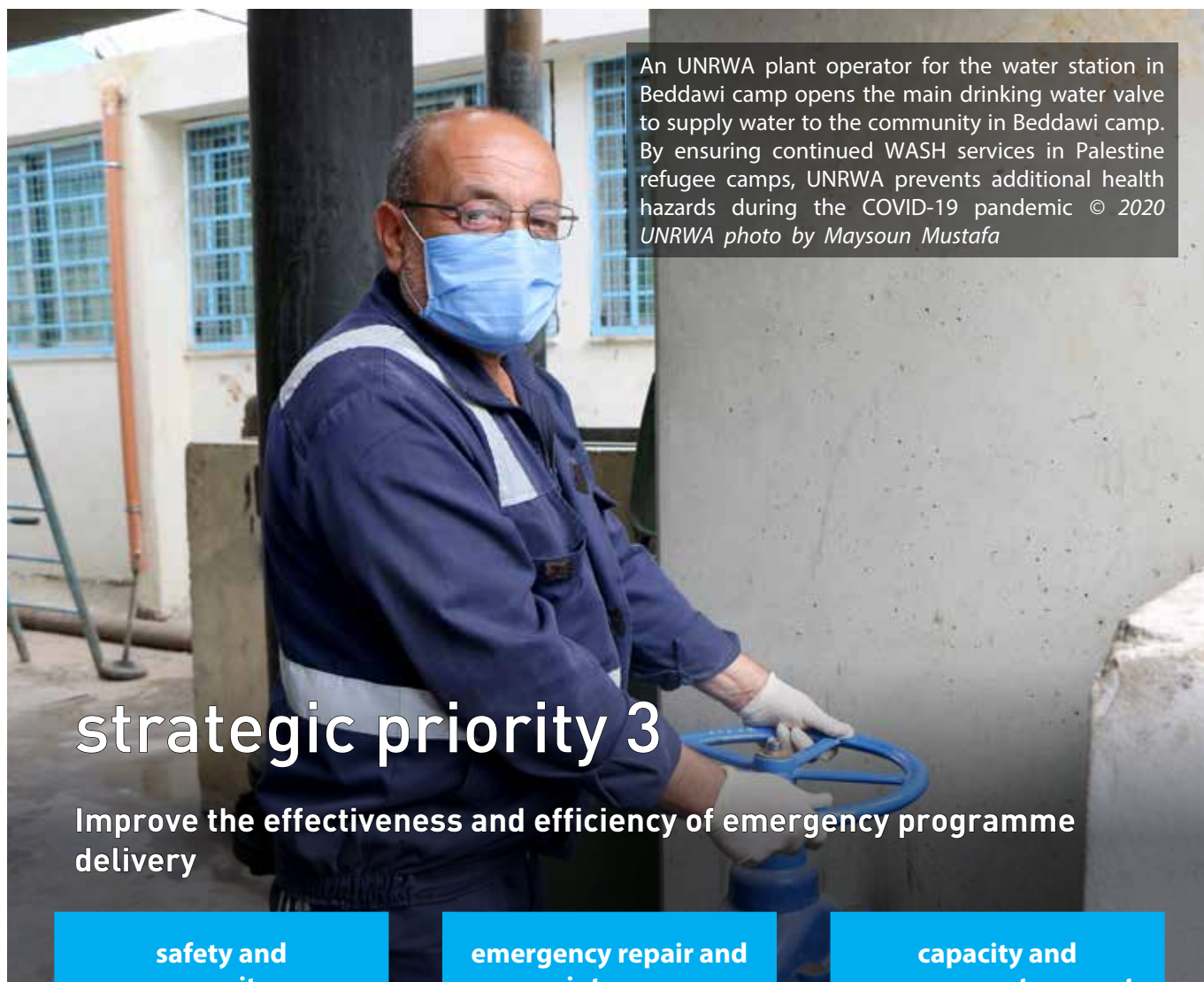
Outcome/Output	Indicator	Target (2021)
<b>Outcome</b>		
Basic environmental and public health needs of the affected population are met	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	97%
<b>Outputs</b>		
Improved solid waste management inside UNRWA camps	Percentage of PRS benefiting from garbage collection inside camps	94%
Safe and adequate water supply provided inside UNRWA camps	Percentage of PRS in camps provided with safe water for their basic needs	97%
Improved wastewater and storm water systems	Percentage of PRS in camps served with adequate wastewater and storm water systems	97%
Improved medical/infectious waste collection and hygienic environment	Number of additional sanitation labourers hired	42

UNRWA ensures that environmental health services are delivered on a daily basis in all 12 Palestine refugee camps in Lebanon. These services include solid waste collection and final disposal, sweeping and cleaning of roads, conducting regular vector control campaigns, operation of water boreholes, maintenance and management of water supply systems, maintenance and cleaning of wastewater and storm water networks, and reinstatement of roads.

The increase in the camps' population, due to natural growth and the arrival of PRS and Syrian refugees, has put increased pressure on the provision of these services. Other challenges experienced at the national level, such as increased demand, the dry season, seawater intrusion in coastal wells, increased electricity cut-offs, and the national solid waste crisis, have put an

additional strain on the services provided by UNRWA. In past years, the funding shortfall faced by the Agency has also limited its ability to cover all running costs for this intervention. The situation has been compounded by the COVID-19 pandemic.

In 2021, to avoid any additional health hazards, UNRWA will continue to raise emergency funds to maintain environmental health services, at the same time ensuring that the additional needs created by COVID-19 are also met. These include the provision of additional water supply to camp residents for increased hygiene purposes, and the hiring of additional sanitation labourers, who will receive the necessary PPE and tools to conduct their work in conditions of safety. Disinfectants and cleaning materials will also be procured to conduct disinfection campaigns in Palestine refugee camps.



An UNRWA plant operator for the water station in Beddawi camp opens the main drinking water valve to supply water to the community in Beddawi camp. By ensuring continued WASH services in Palestine refugee camps, UNRWA prevents additional health hazards during the COVID-19 pandemic © 2020 UNRWA photo by Maysoun Mustafa

## strategic priority 3

Improve the effectiveness and efficiency of emergency programme delivery

### safety and security

enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees

### emergency repair and maintenance

maintain and repair UNRWA facilities for continued service provision

### capacity and management support

ensure the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent

## Safety and Security

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Percentage of front-line staff provided with safety, security and awareness trainings	100%

UNRWA continuously monitors the security situation in Lebanon, in particular in relation to any events that could have an adverse impact on the population and the Agency's operations and programmes. Since October 2019, and in the context of the ongoing socio-economic crisis, tensions have increased in the country, with social unrest occasionally causing blockage to roads and restriction of movements, impacting on staff ability to reach their duty station and the delivery of certain services.

In 2021, UNRWA requires funding to maintain and strengthen the existing security infrastructure. A number of security trainings will be provided to better prepare UNRWA staff to manage security incidents, and to provide safety and security to the Agency's staff and installations. Main offices and vehicles will also be equipped with trauma bags to provide security support to field missions in a medium to high risk security environment.

## Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Target (2021)
<b>Outputs</b>		
UNRWA installations repaired or maintained for continued service provision	Number of UNRWA facilities rehabilitated or repaired	50

In past years, due to the funding shortfall, necessary repairs have not been conducted on a number of UNRWA installations, including schools and health centres. Over time, this reduces the quality of the working environment where the services are delivered and increases the cost of rehabilitation.

In 2021, UNRWA will continue to fundraise to ensure that critical works are conducted on the Agency's installations. This intervention is even more critical in times of COVID-19 to ensure the proper functioning of WASH infrastructure in premises and to guarantee adequate hygiene and cleaning standards.

## Capacity and Management Support

In order to respond to the humanitarian needs of PRS and PRL in Lebanon, UNRWA will maintain and enhance, as required, its staff capacity and

management support for all emergency programmes in accordance with the current Medium Term Strategy (MTS). The Agency will ensure that the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent. The Agency continues to operate in accordance with the Lebanon Crisis Response Plan and engages in continued coordination and communication with the Government of Lebanon, UN agencies and other humanitarian organizations. Active participation in inter-agency planning and responses through respective sectoral working groups, as well as the HCT in Lebanon, will be continued and further strengthened. The Agency's support departments will place a special emphasis on collaboration at the country level aimed at achieving efficiencies and economies of scale, specifically under the United Nations Development Group (UNDG) Business Operations Strategy.

# jordan: context and needs analysis

The Hashemite Kingdom of Jordan continues to remain stable within a volatile region, even as its location at the intersection of multiple conflicts exposes it to intensifying geopolitical pressure. Added to these external factors is the extra burden placed on the Jordanian economy and public health system by the COVID-19 outbreak in 2020.

Starting in the first quarter of 2020, Jordan implemented rigorous measures to curb the spread of the disease. The National Defence Law, giving the government exceptional powers to enforce a state of emergency, was activated on 17 March 2020, and several restrictive measures, including the closure of schools and several commercial activities, restrictions on movement and curfews, were implemented. With these pre-emptive steps, Jordan managed to keep the outbreak under control up to the end of August 2020. However, since then, the number of cases has increased significantly, entering into a widespread community transmission stage, putting increased pressure on the public health system.

As of 10 December 2020, Jordan had reported 250,219 cumulative COVID-19 cases, including 3,206 deaths. Five hundred and one UNRWA staff, including 125 health staff, have contracted the virus. To reduce further transmissions, the Government has put utmost effort into making populations adhere to health regulations and issued several Defence Orders, with a full lockdown in place on Fridays. All schools, including 169 UNRWA schools, moved to distance learning on 8 October 2020.

The containment measures imposed throughout 2020 had negative consequences on many economic and social sectors, with a particularly heavy toll on the most vulnerable groups, including Palestine refugees. According to the Jordan Chamber of Commerce, 88 percent of the enterprises in the industrial sector have cash flow difficulties. The unemployment rate rose to 23 per cent during the second quarter of 2020, up by 3.8 per cent as compared to the same period last year.<sup>25</sup> The situation is expected to remain dire, given the current spread of the virus and the high number of employment opportunities lost in several sectors. The loss of income among the financially fragile households is concerning, and the poverty rate is likely to increase as well.

On top of these challenges, Jordan also faces social and economic pressures due to the high number of

refugees who are hosted in the country and affected by long-term displacement. As of 15 October 2020, approximately 661,041 refugees registered with UNHCR were residing in Jordan, as per UNHCR records. Also, as of 1 November 2020, approximately 17,800 Palestinian refugees from Syria (PRS) continue to live in the country, after almost a decade of displacement. PRS continue to be exposed to multi-dimensional challenges, including poverty, food insecurity, protection risks and concerns around their legal status in Jordan. The COVID-19 outbreak further increased these vulnerabilities. Findings from an UNRWA multi-sectoral Rapid Survey on the impact of COVID-19 showed that 62 per cent of surveyed PRS families were concerned about not having enough food to eat, while 90 percent did not have enough cash to sustain their family for two weeks. Almost half of the respondents (49.6 per cent) had their work disrupted by COVID-19 with women particularly affected (75 percent compared to 27 per cent of men). In 2018 UNRWA reported that approximately 96 per cent of PRS families stated that UNRWA cash assistance was their main source of income; the poverty rate among PRS families was estimated at 89 per cent, and almost 95 per cent of PRS households were food insecure.<sup>26</sup> A staggering 32 per cent of PRS households in Jordan are female headed.<sup>27</sup>

While most Palestine refugees have Jordanian civil documents and can access national services and benefit from government-led initiatives, those without Jordanian citizenship or facing legal status issues are particularly vulnerable and are excluded from such services. In addition to many PRS, this includes the so-called “ex- Gazans”, i.e. Palestine refugees who fled Gaza to Jordan during the 1967 hostilities and who do not hold Jordanian citizenship. Ex-Gazans registered in the Agency’s Social Safety Net Programme (SSNP) rely almost entirely on UNRWA for the provision of basic services.

As per the Agency’s records, approximately 170,485 ex-Gazans (38,457 households) are residing in Jordan with 31.4 per cent in Palestine refugee camps and the remaining 68.6 per cent living around the camps and across the country with other Palestine refugees.

In 2021, UNRWA, as part of the UN Country Team (UNCT) in Jordan and in line with its mandate, will continue to support the government’s efforts to mitigate and respond to the COVID-19 pandemic through three tiers: support to the health response, humanitarian

assistance to the most vulnerable and mitigating the socio-economic hardship created by the COVID-19 pandemic.

Under this Emergency Appeal, UNRWA will provide PRS with regular unconditional cash assistance, disbursed on a quarterly basis, and a top-up one-off cash assistance to help them cope with the additional burden caused by COVID-19. Some 138,184 vulnerable ex-Gazan individuals and 156 Palestine refugees from Iraq (PRI) will also receive cash assistance to support their basic needs during the COVID-19 pandemic.

In 2021, UNRWA will continue providing primary health services, and support for secondary and tertiary medical care, to Palestine refugees in Jordan including PRS. The Agency will continue to provide all health frontline staff with PPE, and adequate cleaning and disinfection will be maintained at UNRWA health facilities to contain the spread of COVID-19. Daily paid health workers will be hired to ensure the continuity of service in case existing staff contract the virus and/or need to self-isolate.

UNRWA foresees that the blended-learning modality will continue in all its schools and VTCs throughout the school year, in line with the Government of Jordan's

instructions. To ensure continuity of learning for almost 123,300 students, investments to further develop its online education platform are needed. To further ensure that all Palestine refugee students, including PRS, enrolled in UNRWA schools in Jordan enjoy the same right to quality education, more training of UNRWA teachers on the self-learning approach is essential. Hiring of additional daily paid teachers will be required to support the catch-up classes and to mitigate any gap in the education workforce due to COVID-19.

Protection services continue to be sought by Palestine refugees including child protection, GBV response, disability inclusion as well as legal counselling. In GBV cases reported to UNRWA from quarter one to quarter three of 2020, 95 per cent were women and girls.

In 2021, depending on the availability of funds, UNRWA will make plans to join a multifaceted vulnerability assessment that will be conducted by the UNCT in Jordan. The outcome will guide Jordan Field Office towards a comprehensive and context-related understanding of the vulnerability of the Palestine refugee community in Jordan, to better inform programming.

# jordan: sector-specific interventions

UNRWA provides emergency cash assistance to PRS families in Jordan to help them meet their basic needs  
@2020 UNRWA photo by Lubna Hashem

## strategic priority 1

Preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

### emergency cash assistance

cover the basic needs through cash assistance for

17,800

Palestinian refugees from Syria, with a focus on the most vulnerable

### winterization assistance

provide winterization assistance for

4,500

PRS families

### emergency cash assistance

to

156,140

ex-Gazan, PRS and PRI to mitigate the economic impacts of COVID-19

## Cash assistance for essential needs

Outcome/Output	Indicators	Target (2021)
PRS, ex-Gazans and PRI are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS, ex-Gazans and PRI receiving one or more UNRWA emergency assistance interventions	PRS:100% ex-Gazans: 100% PRI: 100%
<b>Outputs</b>		
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance)	Number of PRS provided with unconditional cash assistance during the last distribution round (disaggregated by sex and disability)	17,800 (9,256 female, 8,544 male, 453 persons with disabilities)
PRS cases identified as facing major crises are provided with emergency cash assistance	Number of PRS families receiving one-time emergency cash assistance	700
PRS in Jordan are provided with winterization cash assistance to better cope with the hardships of the winter season	Number of PRS families provided with winterization assistance	4,500
PRS, ex-Gazans and PRI are provided with COVID-19 cash assistance to mitigate the negative impact of the pandemic	Number of PRS, ex-Gazans and PRI provided with COVID-19 cash assistance disaggregated by category (PRS/ PRI/ex-Gazans SSN/ non SSN) and sex	PRS: 17,800 ex-Gazans and PRI: 138,340 individuals (27,635 households) comprising 10,380 SSN ex-Gazans (1,997 households) 127,804 non-SSN ex-Gazans (25,603 households) 156 PRI individuals (35 households)

In 2021, UNRWA will continue to provide cash assistance to PRS through a targeted approach prioritizing the most vulnerable with a higher cash transfer. PRS households where the head of family does not hold a Jordanian document receive US\$ 40 per person per month, while PRS belonging to families where the head of household holds Jordanian documents, and who are hence more likely to have access to public services and other entitlements for Jordanian citizens, receive US\$ 25 per person per month. Some 460 PRS and 152 Syrian refugees in King Abdullah Park (KAP), who are considered extremely vulnerable, will also continue to receive regular cash assistance.

In 2021, to further support the resilience of PRS families, UNRWA will continue to provide a one-off emergency cash assistance with an average value of US\$ 200. This support will be provided to an estimated 700 PRS families who experience a major shock or a crisis with distressing consequences on their economic situation. In 2021, UNRWA expects that more families will need this assistance due to the additional shocks created by COVID-19 and has increased the planned caseload from 2020 (passing from 450 families in 2020 to 700 in 2021).

During the last quarter of 2021, winterization assistance will also be provided to all PRS. This assistance is provided based on family size, with families receiving between US\$ 277 and US\$ 453 depending on the number of members. This methodology is in line with the winterization assistance provided by the international community to non-PRS in Jordan. According to the 2019 Winterization Post Distribution Monitoring (PDM) conducted in the first quarter of 2020, 82 per cent of respondents reported that winterization assistance helped them to cope with the harsh winter season.

To mitigate the additional socioeconomic hardship created by COVID-19, UNRWA will complement the regular assistance provided to PRS with two rounds of COVID-19 top-up cash assistance of US\$ 100 per person per round for all PRS in Jordan, including those in KAP. According to the PDM conducted in September 2020, 30 per cent of respondents confirmed that the COVID-19 cash assistance provided by UNRWA was enough to cover their basic food and NFI needs. 56.7 per cent stated that the cash assistance had moderately helped to improve their living conditions post COVID-19 lockdown; and 59.2 per cent confirmed

that the cash assistance had moderately reduced their financial burden.

In 2021, UNRWA will also distribute cash assistance to the most vulnerable ex-Gazans and PRI who are struggling with the socioeconomic consequences of COVID-19 and who do not have access to the social safety net services provided by the government. Through this intervention, UNRWA plans to assist 27,635 households, comprising SSN and non-SSN ex-Gazans and PRI, with US\$ 282.5 per household, disbursed in two rounds of US\$ 141.5 per household per round. This includes 138,184 ex-Gazans (27,600 households) and 156 Palestine refugees from Iraq

(35 households). UNRWA foresees an increase in the number of ex-Gazans applying for UNRWA COVID-19 assistance. Upon the availability of funds, and after verifying the eligibility of the applicants, UNRWA may need to adjust this intervention based on the number of beneficiaries.

In 2021, should funding become available, UNRWA plans to join an inter-agency assessment of refugees in Jordan. The outcome will guide Jordan Field Office towards a comprehensive and context-related understanding of the vulnerabilities of Palestine refugees in Jordan, including PRS, to better inform planning.

A PRS patient taking a blood test at an UNRWA health centre in Jordan  
@2020 UNRWA photo by Daniah Al-Batayneh

## strategic priority 2

Contribute to a protective environment for Palestine refugees by maintaining access to basic services

### emergency health

meet the health care needs of Palestine refugees ensuring that COVID-19 prevention measures are in place

### education in emergencies

ensure continuity of learning for PRS and PRJ students in UNRWA schools during COVID-19

### protection

strengthen prevention and protection response for PRS and vulnerable PRJ

### environmental health

WASH services are enhanced to mitigate additional public health hazards during COVID-19

## Emergency Health

Outcome/Output	Indicators	Target (2021)
<b>Outcome</b>		
The impact of the displacement crisis on health services for refugees is mitigated	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	15,840 PRS
<b>Outputs</b>		
PRS have access to primary health care services	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	10,000 PRS (5,750 female, 4,250 male)
	Number of operational Agency health centres and mobile health points	29
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA non-COVID-19 hospitalizations accessed by PRS patients (disaggregated by sex)	500 PRS (200 female, 300 male)
Palestine refugees in Jordan, including PRS, have access to essential drugs and medication supplies, both at UNRWA health centres or through telemedicine	Number of NCD patients receiving home delivery of medicines	1,600 PRS 77,417 PRJ
	Number of NCD patients benefiting from UNRWA telemedicine services	1,000 PRS 35,000 PRJ
PRS in KAP receive comprehensive healthcare	Number of PRS consultations provided by Jordan Health Aid Society (JHAS) clinic	5,000 PRS (2,500 female, 2,500 male)
	Number PRS consultations provided by KAP mobile dental clinic	340 PRS (157 female, 183 male)
UNRWA healthcare workers are protected while providing health services	Number of UNRWA healthcare workers receiving PPE and hygiene supplies	680
Public health threat at UNRWA facilities, including HCs is reduced	Number of UNRWA facilities including HCs provided at regular basis with disinfection and hygiene materials	210

In 2021, UNRWA will ensure that all PRS in Jordan continue to have unrestricted access to the Agency's primary health care services, including preventive and curative care, through the Agency's 25 HCs and four mobile units across Jordan. Such services will be made available to all PRS, including those who face protection issues, as well as those whose freedom of movement is limited, including PRS in KAP who will continue to be assisted through a partnership with the Jordan Health Aid Society (JHAS). Secondary and tertiary health care to PRS, with UNRWA covering verified hospitalization costs, will also be facilitated through the Agency's referral system to external service providers.

The number of COVID-19 cases in Jordan has increased rapidly since August 2020. As of 8 December 2020, 246,131 COVID-19 cases had been reported in Jordan. 501 UNRWA staff, including 125 health staff, have also contracted the virus.

In response, the Agency will continue to implement all the necessary COVID-19 prevention measures at its health centres and facilities. This will include the provision of PPE to UNRWA health staff, cleaning and disinfection of UNRWA installations and continued availability of hygiene supplies. Non-health frontline staff, including teachers, social and relief workers, and staff members working at UNRWA Area Offices across Jordan, will also be provided with PPE and hygiene supplies, to protect their health and wellbeing as well as that of the Palestine refugees visiting UNRWA installations. Furthermore, disinfectants and hygiene supplies will be provided to all UNRWA installations in Jordan.

In order to reduce overcrowding at health centres, ticketing machines will be provided in all health centres to control patient flows. In October 2020, UNRWA health centres in Jordan piloted a telemedicine

approach to provide remote clinical services including provisional diagnosis, monitoring, awareness, essential health-specific reminders, modification of doses of NCD medicines, booking appointments and referrals to hospital. This approach will also continue to be implemented to reduce foot traffic at health centres.

In the case of prolonged lockdowns, UNRWA will continue distributing NCD medicines to Palestine refugees who are registered with UNRWA HCs through a home delivery service.

Following a long period of lockdown and quarantine, during which only emergency secondary and tertiary

health services were available, the Agency expects that a higher number of patients with underlying medical conditions needing secondary and tertiary healthcare services will approach UNRWA for referrals. Under this appeal, UNRWA will provide hospitalization support to cover up to 500 PRS hospital admissions per year at an estimated cost of US\$ 275 per admission.

Additional daily paid health staff will also be hired to replace staff who need to self-isolate. UNRWA will prioritize the hiring of health workers residing in the ten Palestine refugee camps to create short-term employment opportunities among vulnerable Palestine refugees.

## Education in Emergencies

Outcome/Output	Indicators	Target (2021)
<b>Outcome</b>		
Palestine refugee students in Jordan are able to continue their education despite the crisis	Percentage of PRS and Syrian <sup>28</sup> students graduating from basic education (disaggregated by sex)	100% (56% girls, 44% boys)
<b>Outputs</b>		
The quality of teaching and learning is sustained even during emergencies	Number of PRS and Syrian students enrolled in UNRWA schools (disaggregated by sex)	1,063 (531 girls, 532 boys)
	Number of PRS students admitted to vocational training centres and Faculty of Educational Sciences and Arts (disaggregated by sex)	20 (12 girls, 8 boys)
	Number of daily paid teachers hired to ensure continuity of services (disaggregated by sex)	240 (120 female, 120 male)
	Number of daily paid school attendants hired to ensure continuity of services (disaggregated by sex)	181 (90 female, 91 male)
The psychosocial well-being of students affected by the crisis is supported	Number of PRS and Syrian students who have attended at least one counselling session (disaggregated by sex)	1,063 (531 girls, 532 boys)
	Number of newly appointed school counsellors trained on the Agency's PSS framework (disaggregated by sex)	43 (20 female, 23 male)
	Number of PRS and Syrian students participating in at least one recreational (and/or) extra-curricular activity during the year (disaggregated by sex)	1,063 (531 girls, 532 boys)
Barriers to accessing education are reduced	Number of students provided with tablets (disaggregated by sex)	3,555 (1,778 girls, 1,777 boys)
	Number of students provided with educational/recreational materials (back-to-school kits, PSS/recreational kits, stationery) (disaggregated by sex)	PRS students 1,063 (531 girls, 532 boys) PRJ students 119,056 (57,691 girls, 61,365 boys)
Most vulnerable students enrolled in UNRWA schools and VTCs have unrestricted access to distance learning	Number of students and teachers provided with internet access and devices to enable remote learning (disaggregated by sex)	27,255 students (13,627 girls, 13,628 boys) 399 teachers (206 female, 193 male)
	Number of VTC SSN students provided with laptops (disaggregated by sex)	600 (439 girls, 161 boys)
	Number of students provided with self-learning materials (disaggregated by sex)	27,255 (13,627 girls, 13,628 boys)

On 1 September 2020, UNRWA schools re-opened using a blended learning modality that combined face to face and distance learning models. Based on this, Palestine refugee students, including PRS, attended school for 2.5 days per week and studied from home on set assignments for the remaining days. On 18 September 2020, the MoE announced the suspension of class attendance for all students except for grades one through three and shortly thereafter suspended all face to face classes for the entire semester, with a transfer to complete distance learning. Under this appeal, UNRWA will focus its education intervention on the following components:

## 1) Continuity of Learning

### Students and Installations

UNRWA strives to ensure access to continuous, quality, inclusive and safe education for more than 115,000 children in 169 schools and for more than 3,500 youth in two TVET Centres and one teacher training facility.

### Nature of Learning

UNRWA foresees that blended learning or remote learning modalities will be implemented throughout the 2020/2021 school year. As such, investments are deemed essential in IT infrastructure (including further development of the online education platform), training of UNRWA teachers and the production of printed Self Learning Materials (SLM) to ensure that all Palestine refugee students, including PRS, enrolled in UNRWA schools in Jordan are able to access quality education.

In May 2020, UNRWA conducted an Agency-wide phone-based Parent Survey. Results revealed that 97% of students had used at least one of the types of SLM available at least once during the period of school closures between March-May 2020. The same survey showed that three percent of students (approximately 3,555 students in Jordan) were not able to sustain their participation due to the limited- or, in some cases, complete lack of- access to technology and IT tools.



An UNRWA teacher provides a lesson on-line during the COVID-19 pandemic  
@2020 UNRWA photo

Therefore, to ensure that Palestine refugees, including PRS, benefit from universal access to UNRWA education services, Jordan Field Office (JFO) plans to procure and distribute tablets to 3,570 students attending the Agency's schools. Internet bundles for 27,255 students will also be provided. Internet packages will be provided to School Principals and their deputies as well as to School Counsellors to ensure adequate follow-up by school management with parents and the students.

In addition, up to 240 daily paid teachers will be hired, if needed, to mitigate any disruption in the educational process due to the increased number of teachers infected with COVID-19. These teachers will also support existing staff in organizing catch-up classes for students who are at risk of failing and/or dropping out of school. UNRWA will prioritize the hiring of teachers residing in Palestine refugee camps to create learning opportunities among vulnerable Palestine refugees.

## 2) Hygiene and Physical Safety

UNRWA will also ensure that schools in Jordan are hygienic and safe. Regular disinfection of school premises will be carried out throughout the year. Under the current remote learning arrangements, the schools are open for teachers and UNRWA will ensure that additional hygiene supplies and cleaning materials are available in all education facilities.

Awareness campaigns for students and staff will also be organized. The cleaning and deep disinfection of the premises will require hiring an additional 181 daily paid school attendants to support the existing staff.

## 3) Psychosocial Support (PSS)

The need for psychosocial support has increased among students due to the COVID-19 pandemic. PSS activities are currently implemented by 52 school counsellors benefitting approximately 119,000 students. An additional 43 school counsellors are needed to ensure adequate services are provided in the current circumstances. At the same time, additional recreational materials will also be procured to support student wellbeing under strict health and hygiene safety conditions.

## 4) Technical and Vocational Training (TVET)

UNRWA will support the continuation of learning for Palestine refugee students, including PRS, who are enrolled with the Agency VTCs. A total of 3,000 students will receive internet bundles. Up to 600 Palestine refugee students who are registered with the Agency SSNP will receive laptops in addition to internet access. Laptops will also be made available to VTC instructors to facilitate the distance-learning modality and the uploading of the curriculum onto the platform.

## Protection

Outcome/Output	Indicators	Target (2021)
<b>Outputs</b>		
Strengthened prevention and protection response for PRS/PRJ	Number of PRS/PRJ individuals referred to external partners for legal counselling	75 PRS 22 PRJ
Protection mechanisms targeting Palestine refugee children, women and men (general protection, child protection and GBV cases) are strengthened, through identification and referrals	Percentage of GBV survivors assisted (PRS and PRJ)	100%
	Percentage of child protection cases recorded that received assistance (PRS and PRJ)	100%
Palestine refugees in Jordan, including Palestine refugees from Syria, receive psychosocial support, through medical consultations, by educational staff and other frontline staff, including remotely	Percentage of PRJ and PRS in need receiving psychosocial support	100%

During the COVID-19 pandemic, vulnerable Palestine refugees, in particular women and children, are further exposed to heightened protection-related risks, including but not limited to gender-based violence (GBV), abuse and isolation. Greater difficulties in accessing health services, separation from caregivers and the increased burden resulting from mobility restrictions and quarantine negatively affect their wellbeing. Disrupted access to livelihood and economic opportunities, induced by lengthy periods of lockdown, can also increase vulnerabilities and lead to negative coping strategies, increasing protection risks. The enforcement of isolation measures also limits access to information and contributes to psychological distress, particularly for GBV survivors.

UNRWA will ensure that the most vulnerable refugee groups, including PRS, have access to protection services. In particular, the delivery of GBV services will be adapted to the current operational context. Hotlines will remain available to enable persons of concern, including PRS, to request and receive timely support. Protection specific messages will continue to be disseminated on a regular basis via UNRWA's communication channels, including Facebook and WhatsApp, and online care services will be provided to specific groups such as children with disabilities and their parents. In 2021, UNRWA will continue to adjust the delivery of its protection services to a remote modality, integrating protection principles within programmes and ensuring that protection services are inclusive and accessible.

In 2021, many PRS in Jordan will continue to face a range of protection risks due to their irregular legal status. PRS living below the poverty line, women and children (47 per cent of PRS in Jordan), and persons with disabilities are particularly vulnerable and are exposed to different forms of violence including GBV and social exclusion.

The Agency will further strengthen its protection intervention by increasing coordination with the Protection cluster, duty bearers and other partners, ensuring quality assurance, timely planning and monitoring and reporting. Legal assistance services will be reinforced through a dedicated legal firm, which will provide legal advice and counselling and representation to PRS on protection issues such as lack of documentation and registration with authorities, possible deportation and the potential for refoulement, personal status and other urgent issues, as well as follow-up and liaison with external service providers and authorities. UNRWA will continue to prioritize the provision of protection services to vulnerable PRS families and children who face protection concerns, such as child labour, children in conflict with the law, child abuse and neglect, and childbirth registration and documentation in relation to identification/legal status, amongst others.

A protection coordinator will oversee the implementation of activities and initiatives targeting PRS in Jordan, as well as support for PRS facing major protection risks.



A PRS family in front of their shelter in Tag area in Jordan  
 @2020 UNRWA photo by Dania Batayneh

## Environmental Health

Outcome/Output	Indicators	Target (2021)
<b>Outputs</b>		
WASH services are enhanced to mitigate additional public health hazards during COVID-19	Number of Palestine refugee camps benefitting from continued and increased regular solid waste and/or water supply management services	10
	Number of additional sanitation workers hired	90

Proper waste management is one of the essential services that UNRWA provides to the Palestine refugees residing in the ten Palestine refugee camps in Jordan. Refuse collection and disposal remains among the top priority interventions as part of the COVID-19 response, aiming at protecting the health and safety of approximately 410,000 Palestine refugees residing in the camps.

In 2021, UNRWA will continue to ensure that daily solid waste operations and environmental health services

are sustained in Palestine refugee camps. The Agency will ensure the daily collection, transportation and disposal of refuse from the camps to governmental dumping sites. All sanitation labourers will be provided with PPE and additional personnel will be hired to avoid any disruption in services. UNRWA will prioritize the hiring of the daily paid sanitation labourers residing in the ten Palestine refugee camps to create short-term employment opportunities among vulnerable Palestine refugees already affected by the economic hardship created by COVID-19.

# Strategic Priority 3

## Improve the effectiveness and efficiency of emergency programme delivery

### Capacity and Management Support

Staff capacity and management support are required to ensure a timely and effective response to the needs of PRS. The Emergency Coordination Unit (ECU) will continue to provide coordination, capacity and management support to the JFO emergency response. ECU will work closely with the national and international humanitarian community in Jordan to work on harmonizing, as appropriate, the Agency's emergency response for PRS with the response provided by other actors to non-PRS. ECU will oversee the implementation of response plans at the field level and incorporate minimum Sphere standards (education, health, protection and cash-for-food)

into programme delivery at the field level. At the Agency level, ECU will support UNRWA through the development and rollout of tools such as refugee registration and cash distribution SOPs and systems, especially information management and monitoring, to improve the overall efficiency of the region-wide response.

During 2021, additional support staff will be recruited to ensure adequate delivery of services and the overall management of the appeal. Four mobile security officers will be hired to ensure timely and professional liaison with the Jordanian authorities inside and outside the ten Palestine refugee camps and in the three unofficial gatherings in Jordan.

# Regional Response



UNRWA provides Palestine refugees in Syria with hygiene kits to safeguard their health and wellbeing during COVID-19. UNRWA distribution centre, Alliance, Damascus ©2021 UNRWA photo

Output	Indicator	Target (2021)
The response, as funded, is effectively implemented and managed	Number of times EA implementation is reviewed within the context of mid-year and annual results reviews	2
	Number of days from the end of the reporting period until the issuance of the mid-year EA progress report	120
	Number of days from the end of the reporting period until the issuance of the draft annual EA report	120

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria Regional Crisis Response. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, and the production of key documents and appeals and reporting and monitoring against these appeals. UNRWA participates actively in the Humanitarian Response Plan (HRP) for the whole of Syria and in the Regional Refugee and Resilience Plan (3RP) and related technical and senior-level working groups.<sup>29</sup> When PRS are identified as requiring assistance outside of the

Agency's fields of operations, the Agency liaises with and refers cases to relevant partners for their follow up, in accordance with their relevant mandates and the status of PRS under international law. In 2021, through its liaison office in Egypt, UNRWA will continue its efforts to coordinate support through partners to some 3,000 PRS in the country whose vulnerability has further increased due to the impacts of COVID-19, through the provision of health, cash assistance and advocacy.

Under this appeal, UNRWA also plans to provide emergency cash assistance to some 681 PRS who have fled to Gaza. This assistance was discontinued in the past two years due to lack of funds; however, in light

of the high vulnerability faced by PRS in Gaza, further exacerbated by the impacts of COVID-19, the Agency is striving to re-instate this support in 2021.

Under this Appeal, a senior emergency officer<sup>30</sup> maintains day-to-day oversight of the Agency's response to the crisis and to ensure that dedicated capacity is available for political advice, emergency preparedness and response. A statistician will be retained, to ensure the appropriate level of technical capacity for data monitoring analysis.<sup>31</sup> In addition, a regional cash assistance specialist will reinforce the Agency's technical capacity on cash transfers, contributing to improve both the effectiveness and the efficiency of UNRWA cash-based interventions.

The Department of Planning will oversee monitoring and reporting on emergency activities using an Agency-wide results-based monitoring (RBM) framework. The three field offices covered under this appeal continue

to collect data on a daily basis and report to the RBM system on a quarterly basis. Progress on anticipated results will be reviewed at the field and Agency levels on a quarterly and semi-annual basis, respectively. External reporting will be provided twice a year through semi-annual and annual reporting. UNRWA will also maintain other headquarter functions in support of emergency operations, including engagement with international human rights mechanisms led by the Department of Legal Affairs.

To ensure health standards are met at its HQ premises to prevent the spread of COVID-19, UNRWA will continue to equip its facilities with adequate hygiene and sanitation items. Additional PPE will be made available for staff in direct contact with the public.<sup>32</sup> Where necessary, telecommuting modalities will be implemented as a risk mitigation measure, in line with the host government and UNCT recommendations.

# endnotes

- 1 As compared to 653,726 persons registered with UNRWA in Syria as of Q3 2020. For the purpose of this document, the term Palestine refugees refers to: registered Palestine refugees, other registered persons and services only persons.
- 2 UNRWA socio-economic assessment of living conditions of Palestine refugees in Syria, December 2017.
- 3 In 2020, UNRWA issued two standalone appeals covering the requirements for its COVID-19 response. A report against the March-July 2020 COVID-19 Appeal can be found at <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>. A report against the August-December 2020 COVID-19 Appeal, including the relevant funding overview, will be included in the Agency's Annual Operational Report (AOR) for 2020.
- 4 WFP: Market Price Watch Bulletin, September 2020 - ISSUE 70.
- 5 WFP: September 2020 Price Overview.
- 6 UNRWA internal data, 2020
- 7 UNRWA Annual Operational Reports, 2016 and 2019
- 8 UNRWA is measuring food consumption through a methodology aligned with WFP and following the Food Security Sector's recommendations. Food consumption measuring is part of the Post Distribution Monitoring (PDM) introduced by the Agency in 2018. It includes the following categories: i) poor food consumption: households that are not consuming staples and vegetables every day and never or very seldom consume protein-rich food such as meat and dairy. ii) borderline food consumption: households that are consuming staples and vegetables every day, accompanied by oils and pulses a few times a week; iii) acceptable food consumption: households that are consuming staples and vegetables every day, frequently accompanied by oils and pulses and occasionally meat, fish and dairy.
- 9 Each food basket includes: 25 kg of flour, 2 kg of rice, 2 litres of oil, 1 kg of sugar, 2 kg of chickpeas, 2 kg of lentils, milk bags (quantity varies based on vulnerability).
- 10 For some of the indicators included in this Appeal, the gender and disability breakdown is not available at the planning stage. This is mainly due to the fact that some services are demand-driven. However, gender and disability data will be provided at mid-year report, based on the actual population assisted.
- 11 For the first months of 2020, UNRWA was able to conduct PSS support activities targeting large groups. However, large group activities will no longer be possible in 2021 due to COVID-19. The target for this intervention has been adjusted downwards to reflect the operational context.
- 12 These include protection mainstreaming, disability inclusion, AVAC and SEA.
- 13 ILO (2015), Towards Decent Work in Lebanon: Issues and Challenges in Light of the Syrian Refugee Crisis, [https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms\\_374826.pdf](https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms_374826.pdf).
- 14 World Bank/EU/UN (2020). Beirut Rapid Damage and Needs Assessment (RDNA).
- 15 ESCWA (2020). Poverty in Lebanon: Solidarity is vital to address the impact of multiple overlapping shocks.
- 16 Reference: Lebanon Nutrition Taskforce/Lebanon food security sector (2020). Call for action on Infant and Young Child Feeding and Nutrition in the response to the Beirut port explosion. [https://fscluster.org/sites/default/files/documents/lebanon\\_nutrition\\_taskforce\\_final.pdf](https://fscluster.org/sites/default/files/documents/lebanon_nutrition_taskforce_final.pdf).
- 17 COVID-19 Rapid Needs Assessment in the Palestinian Camps of Lebanon, Terre des hommes Foundation, June 2020; UNRWA focus groups October and November 2020.
- 18 In May 2020, 80 per cent of PRL and PRS interviewed said that they had lost their livelihood or a considerable part of their income before or during the COVID-19 outbreak. UNHCR, (2020), Interagency Coordination Lebanon (2020), In Focus: Rise in evictions due to increased economic vulnerability, <https://data2.unhcr.org/en/documents/download/77872>.
- 19 UNDP (2020), 'Nothing and Everything to Lose: Results from a Qualitative WhatsApp Survey of Palestinian Camps and Gatherings in Lebanon', <https://www.lb.undp.org/content/lebanon/en/home/library/nothing-and-everything-to-lose--results-from-a-qualitative-whats.html>.
- 20 WFP is monitoring the cost of the SMEB regularly on the market and the entitlement per beneficiary will continue to be amended accordingly.
- 21 Note: Figures are based on the 2019 class formation figures. 2020 figures are still being finalized.
- 22 UNDP social stability monitoring.
- 23 COVID-19 Rapid Needs Assessment in the Palestinian Camps of Lebanon, Terre des hommes Foundation, June 2020; UNRWA focus groups October and November 2020.
- 24 Ibid.
- 25 Impact of the COVID-19 pandemic on enterprises in Jordan [https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms\\_749136.pdf](https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms_749136.pdf)
- 26 UNRWA 2018 Syria Regional Response
- 27 UNRWA Jordan Field Office's records
- 28 Syrian refugee students were enrolled in UNRWA schools at the beginning of the crisis in a spirit of solidarity with the refugees, but this practice was stopped in 2013 due to the strain on resources. PRS continue to be enrolled and the non-Palestine refugees who are already enrolled will continue their education until the completion of Grade 10.
- 29 The Agency's humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered in the 3RP.
- 30 Costs are shared between this appeal and the 2021 oPt Emergency Appeal.
- 31 Costs are shared between this appeal and the 2021 oPt Emergency Appeal.
- 32 Costs of this intervention are shared between this Appeal and the 2021 oPt Emergency Appeal.



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