



occupied palestinian territory emergency appeal 2023

© UNRWA 2023

The development of the 2023 occupied Palestinian territory emergency appeal was facilitated by the Department of Planning, UNRWA

About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 with a mandate to provide humanitarian assistance and protection to registered Palestine refugees in the Agency's area of operations, namely the West Bank, including East Jerusalem, Gaza, Jordan, Lebanon and Syria, pending a just and lasting solution to their plight. Thousands of Palestine refugees who lost both their homes and livelihood because of the 1948 conflict have remained displaced and in need of significant support for over seventy years. UNRWA helps them achieve their full potential in human development through quality services it provides in education, health care, relief and social services, protection, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

UNRWA Headquarters – Amman

Amman, Jordan

Tel: +962 (6) 580 2512

www.unrwa.org

Cover photo: A Palestine refugee woman receives her food assistance packages at the UNRWA Jabalia distribution centre in Gaza. © 2021 UNRWA. Photo by Mohamed Hinnawi

table of contents

acronyms and abbreviations	4
foreword by the directors of unrwa affairs in gaza and the west bank	5
humanitarian dashboard	6
fields of operation	6
gaza: 2023 EA highlights	7
west bank: 2023 EA highlights	8
funding requirements	9
executive summary	10
gaza: context and needs analysis	12
west bank: context and needs analysis	13
gaza: sector-specific interventions	14
strategic priority 1	14
strategic priority 2	16
west bank: sector-specific interventions	25
strategic priority 1	25
strategic priority 2	27
gaza, west bank and headquarters	35
strategic priority 3	35
endnotes	39

acronyms and abbreviations

AAR	After Action Review	oPt	occupied Palestinian territory
AWG	Advocacy Working Group	PA	Palestinian Authority
CBO	Community-based organization	PCBS	Palestinian Central Bureau of Statistics
CBRC	Community-based rehabilitation centre	PFA	Psychological first aid
CfW	Cash-for-work	PHC	Primary health care
CIU	Crisis Intervention Unit	PPE	Personal protective equipment
CWG	Cash Working Group	PRCS	Palestine Red Crescent Society
DES	Designated Emergency Shelter	PSEA	Prevention of sexual exploitation and abuse
DLP	Digital Learning Platform	PMTF	Proxy Means Test Formula
EA	Emergency Appeal	PSS	Psychosocial support
EiE	Education in Emergencies	RBM	Results-based monitoring
EOU	Emergency Outreach Unit	RCCE	Risk communication and community engagement
ERW	Explosive Remnants of War	RSSP	Relief and Social Services Programme
GBV	Gender-based violence	SEA	Sexual exploitation and abuse
GFO	Gaza Field Office	SLM	Self-Learning Material
HRP	Humanitarian Response Plan	SRM	Security risk management
HQ	Headquarters	SSNP	Social Safety Net Programme
ICCG	Inter-Cluster Coordination Group	TSCA	Transitional Shelter Cash Assistance
ICT	Information communication technology	UN	United Nations
IDP	Internally displaced person	UNMAS	United Nations Mine Action Service
IHL	International Humanitarian Law	UNCT	UN Country Team
IHRL	International Human Rights Law	UNEP	United Nations Environment Programme
ISF	Israeli Security Forces	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
LED	Light-emitting diode	VTC	Vocational Training Centre
MES	Mobile Emergency Shelter	WASH	Water, Sanitation and Hygiene
MHPSS	Mental health and psychosocial support	WBFO	West Bank Field Office
MSNA	Multisectoral Needs Assessment	WFP	World Food Programme
MoH	Ministry of Health	WHO	World Health Organization
NCD	Non-communicable disease	WPC	Women's programme centre
NFI	Non-food item		
OCHA	United Nations Office for the Coordination of Humanitarian Affairs		

foreword by the directors of unrwa affairs in gaza and the west bank

As the Directors of UNRWA Affairs in Gaza and the West Bank we are submitting this Emergency Appeal for 2023 that outlines the minimum assistance required to mitigate the worst effects of the humanitarian situation for over a million vulnerable Palestine refugees in the occupied Palestinian territory. While the conditions and challenges in Gaza and the West Bank are quite different, the overall situation throughout the occupied Palestinian territory is deteriorating with no indication that conditions will improve in 2023.

The situation in Gaza is critical. After 15-years of blockade, poverty rates in the Palestine refugee community, who make up the majority of Gaza's population, are at around 81.5 per cent. The per capita GDP of Gaza is now three to four times lower than in neighbouring countries. This dire situation has been compounded by repeated cycles of hostilities, heightened tensions and violence, political instability, and the COVID-19 pandemic. Together, these factors have destabilised the lives of individuals and communities and have further increased the hardships they are facing. Having witnessed death and injury and damage or loss of property caused by four major rounds of violence over the past 16 years, many Gazans – especially children – exhibit signs of trauma.

Gaza is on 'life support' with 80 per cent of the population dependent on humanitarian assistance. Three out of four Gazans rely on emergency food assistance – and despite this support, the rate of severe food insecurity is rising. The people of Gaza have exhausted all their financial coping mechanisms and humanitarian aid is their primary lifeline, but not a long-term solution. A viable and sustainable solution is only possible through ending the blockade and opening up opportunities that will lay the groundwork for future economic development. In the meantime, UNRWA remains a lifeline for Palestine refugees, providing humanitarian assistance and ensuring Gaza's large refugee community can survive.

Palestine refugees in the West Bank, including East Jerusalem, continue to face a protracted protection crisis as a result of decades of Israeli occupation. Recurring violence, which intensified in 2022, is creating a complex political and humanitarian emergency. In the last year, UNRWA recorded an increase in Israeli Security Forces operations in and around Palestine refugee camps, unchecked settler violence, and high numbers of detentions and fatalities in the West Bank as a whole. Palestine refugees are particularly vulnerable and the refugee camps have become increasingly insecure places to live. Already weak in terms of governance and security,

some of the camps have experienced an escalation in armed confrontations between Palestinian militant groups and the Israeli Security Forces in 2022.

Against this background, vulnerable Palestine refugee families in the West Bank remain at high risk of experiencing violence and poverty. Suffocating movement restrictions caused by fixed as well as 'flying' checkpoints and the unreliability of Israeli work permits being issued, have resulted in a loss of livelihoods. This has put a strain on already fragile coping mechanisms. The mental health impact of increasing tensions, escalations of hostilities, and the demeaning and disempowering nature of the occupation should not be underestimated, with children and the most vulnerable refugees continuing to pay the highest price. In this context, UNRWA has had to adjust its operations in response to the over 9,000 military incursions in 2022 alone to ensure that Agency services are accessible for all Palestine refugees and that the most vulnerable can continue to receive critical humanitarian assistance.

Under the 2023 oPt Emergency Appeal the priority in Gaza is to provide emergency food assistance to 1.2 million refugees and emergency cash assistance for those worst affected by the economic crisis. Emergency preparedness will be strengthened through improvements to existing Designated Emergency Shelters and new Mobile Emergency Shelters. In the West Bank, emergency food and cash assistance to the most vulnerable will continue. Emergency response will be scaled-up to include mobile health teams and cash-based support to Palestine refugees under imminent risk of forcible displacement, particularly in Area C, and those affected by Israeli Security Forces operations and settler violence, conflict, evictions, and demolitions. In both Gaza and the West Bank, additional provision will be made to ensure that children in UNRWA schools receive the needed mental health and psychosocial support and counselling to help them cope with the crises.

Thanks to the generous donor contributions in 2022, the Agency was able to provide humanitarian assistance during challenging circumstances and amid difficult financial constraints.

In 2023, UNRWA appeals to the Member States and all partners on whose solidarity the refugees count. We ask for shared responsibility to enable UNRWA to continue supporting the most vulnerable Palestine refugees and to leave no one behind by providing vital humanitarian assistance and essential basic services.

Adam Bouloukos
Director
UNRWA Affairs West Bank



Thomas White
Director
UNRWA Affairs Gaza



humanitarian dashboard

fields of operation

gaza



1.2 million

Palestine refugees targeted for emergency food assistance under the 2023 EA



180,000

extremely vulnerable refugees targeted for cash assistance under the 2023 EA



46,000

refugees benefit from short-term cash-for-work employment



81.5%

of Gaza's population lives below the national poverty line, 71% of whom are Palestine refugees¹



46.6%

of Gaza's working-age population is unemployed²



8

official Palestine refugee camps

Gaza EA funding requirements
US\$ 311.4 million

west bank



38,350

vulnerable individuals in Bedouin and herder communities in Area C targeted for food assistance under the 2023 EA



20,509

abject poor refugees targeted for cash assistance under the 2023 EA



776

Palestinian structures demolished by the Israeli authorities from January–September 2022



19

official Palestine refugee camps

West Bank EA funding requirements
US\$ 32.9 million

Gaza Strip
UNRWA Gaza Field Office (GFO), Gaza City

West Bank
UNRWA West Bank Field Office (WBFO), East Jerusalem

total funding **US\$ 344.9 million³**

Notes: In addition to referenced data, all other information is based on UNRWA statistics.

1. UNRWA. Gaza – 15 years of blockade. <https://www.unrwa.org/gaza15-years-blockade>

2. Palestinian Central Bureau of Statistics (PCBS) (August 2022). https://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_LFSQ022022E.pdf

3. This amount includes US\$ 511,100 for regional support.

Credit: Humanitarian icons courtesy of OCHA.

Disclaimer: The boundaries and names shown on this map do not imply official endorsement or acceptance by the United Nations.

gaza: 2023 EA highlights

strategic priority 1

increased economic access to food for crisis-affected Palestine refugees



emergency food assistance

1.2 million

refugees targeted for in-kind food assistance under the EA



emergency cash-for-work

46,000

refugees benefit from short-term cash-for-work employment



emergency cash assistance

180,000

extremely vulnerable refugees targeted for cash assistance

strategic priority 2

maintaining access to critical services



emergency health

Palestine refugee health care needs are supported through 22 UNRWA health facilities and 20,000 UNRWA-supported hospitalisations



education in emergencies

294,086

students in UNRWA schools receive basic education and back-to-school kits

50,000

vulnerable students receive after-school recreational activities



mental health and psychosocial support

120,000

students participate in summer recreational programmes

15,000

vulnerable refugees receive MHPSS counselling



shelter rehabilitation/reconstruction

583

refugee families supported with minor/major shelter repairs

88

severely damaged or totally destroyed refugee shelters receive reconstruction support



protection

50,000

students receive explosive ordnance risk education

2,000

GBV survivors receive legal support

strategic priority 3

effective coordination and management of the emergency response



emergency preparedness

13,000

refugee families affected by small-scale sudden-onset disasters targeted for NFI support

2,000

staff trained on emergency preparedness

54

Designated Emergency Shelters (DESs) and 25 Mobile Emergency Shelters (MESs) maintained and kept ready for any future emergencies



coordination and management

staffing capacities in GFO maintained and strengthened to ensure effective coordination and delivery of emergency response in Gaza

west bank: 2023 EA highlights

strategic priority 1

increased economic access to food for crisis-affected Palestine refugees



emergency food assistance

38,350

vulnerable Bedouin and herders in Area C targeted for joint WFP-UNRWA food assistance



emergency cash assistance

20,509

refugees targeted for cash assistance

strategic priority 2

maintaining access to basic services



emergency health

primary, secondary and tertiary health care needs of Palestine refugees are supported

1,500

NCD patients receive medications through home visits from 4 mobile health teams and 3 emergency outreach units



education in emergencies

12,848

refugee students and staff in vulnerable areas supported to access schools

20,560

students attend catch-up classes

40,000

students attend at least one counselling session



shelter rehabilitation

1,140

abject poor refugees benefit from shelter rehabilitation through the self-help approach



protection

7,800

refugees affected by conflict provided with emergency responses

460

displaced refugees receive temporary shelter assistance



environmental health

19

Palestine refugee camps have improved sanitation, solid waste management and hygiene services

200

refugee households in Aqbat Jabr camp connected to sewerage network

strategic priority 3

effective coordination and management of the emergency response



safety and security

UNRWA security measures reviewed and adjusted to the changing context to ensure continued provision of humanitarian aid



emergency preparedness

120

refugee families affected by sudden-onset emergencies targeted for cash assistance

600

staff trained on emergency preparedness















coordination and management

staffing capacities in WBFO maintained and strengthened to ensure effective coordination and delivery of emergency response in the West Bank

funding requirements

2023 oPt emergency appeal (in US\$)¹

programme interventions		gaza	west bank	hq	totals
	emergency food assistance	174,818,665	5,269,320	—	180,087,985
	emergency cash-for-work	66,600,000	—	—	66,600,000
	emergency cash assistance	7,992,000	3,530,910	—	11,522,910
	emergency health	21,300,623	3,964,373	55,500	25,320,496
	education in emergencies	10,205,350	3,599,064	—	13,804,414
	mental health and psychosocial support	13,082,016	—	—	13,082,016
	shelter, including transitional cash assistance (gaza) and shelter repairs (gaza and west bank)	4,307,078	2,549,359	—	6,856,437
	protection	2,220,000	4,758,123	—	6,978,123
	environmental health	—	5,277,606	—	5,277,606
	coordination and management	3,805,302	1,034,520	500,000	5,339,822
	emergency preparedness	6,513,922	1,702,470	—	8,216,662
	safety and security	575,868	1,312,730	—	1,888,598
totals ²		311,420,824	32,998,745	555,500	344,975,069

executive summary

The cumulative impact of the 15-year blockade of Gaza, recurrent hostilities and the humanitarian, protection and human rights consequences of the occupation in the West Bank increases vulnerabilities, stress and trauma for Palestine refugees in the oPt. The second report by the UN Independent International Commission of Inquiry on the Occupied Palestinian Territory, including East Jerusalem, and Israel, found that “there are reasonable grounds to conclude that the Israeli occupation of Palestinian territory is now unlawful under international law owing to its permanence and to actions undertaken by Israel to annex parts of the land *de facto* and *de jure*.”³

There are now very few options left for the people of Gaza, who have been living under collective punishment as a result of the ongoing land, air, and sea blockade since 2007, which is illegal under international law. A new round of hostilities in August 2022, while Gaza's population was still recovering from the May 2021 devastation, resulted in civilian deaths, including of children, and further damage to homes and infrastructure. With exceptionally high poverty and unemployment rates, an already fragile humanitarian situation in Gaza threatens to deteriorate further. Food security has deteriorated and the percentage of households experiencing severe or moderate food insecurity rose to 64.4 per cent in 2022.⁴ More refugee families will become food insecure in 2023 if prices for basic commodities continue to increase.

The humanitarian and protection needs of Palestinians in the West Bank, including East Jerusalem, rose significantly in 2022.⁵ Conflict-related violence has seen the number of Palestinians injured, killed and detained increase, with Palestine refugees living in camps disproportionately affected. During the first nine months of the year, 5,844 Palestinians were detained, including 427 children and more than 5,260 injured. Some 104 Palestinian deaths resulted from Israeli military operations and settler violence, exceeding the highest year-to-date figure that the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA, or the Agency) has recorded in the past decade.

The protection threats stemming from the discriminatory treatment of Palestinians are cause for considerable concern.⁶ Israeli-imposed closures and movement and access restrictions on large parts of the West Bank, including refugee camps, negatively impact on refugee livelihoods, access to safe education and psychosocial well-being. Rates of displacement have also risen in 2022, primarily as a result of Israeli settlement expansion, with 720 Palestinians displaced between January and September, one third of whom are refugees. Occupation policies and practices seriously impeded access to UNRWA's essential health, education and social services, particularly in refugee camps.

Under the oPt Emergency Appeal 2023 (EA) UNRWA has set out a strategy for a needs-based response to deliver

humanitarian assistance to Palestine refugees in accordance with its mandate and the humanitarian principles of humanity, neutrality, impartiality and independence.⁷

In 2023, UNRWA is seeking US\$ 345 million to provide life-saving support as well as other emergency interventions to prevent Palestine refugees from falling into deeper poverty, reduce their suffering and strengthen their resilience to help them cope with ongoing crises. EA requirements reflect the humanitarian needs of Palestine refugees in Gaza and the West Bank and have been adjusted to the changing context. The Agency will continue to prioritise the provision of food assistance to 1.2 million refugees in Gaza who depend on the Agency's assistance to stabilize their food security and cover essential needs. Cash-for-work (CfW) opportunities and mental health and psychosocial support (MHPPS) will also remain core interventions under this EA. Support for the rehabilitation of shelters affected by the May 2021 hostilities in Gaza has been progressively phased out in 2022. However, in 2023, UNRWA will provide shelter support to a smaller number of families affected in the August 2022 hostilities.

In the West Bank, UNRWA has focused its emergency programming to respond to the rise in security and protection challenges. To this end, more emphasis will be placed on ensuring that access to basic services, such as health and education, is maintained, even in times of crisis. Health trauma support will be strengthened for vulnerable communities, UNRWA installations will be upgraded to ensure there are safe evacuation routes, and staff capacity to respond to crises will be strengthened. To mitigate the socio-economic vulnerabilities brought on by the protracted occupation, the Agency will also continue to provide food assistance to vulnerable Bedouin and herder communities, the majority of whom are refugees, in Area C, in partnership with the World Food Programme (WFP). Cash-based assistance programming will continue to target shock-affected and abject poor refugees.

Across the oPt, the Agency has reviewed its COVID-19 interventions to adapt to the evolving context, maintaining infection control measures as well as the necessary readiness to respond to any new spike in the virus. In both fields, the emergency preparedness components of the EA have been strengthened to ensure that the appropriate infrastructure and staffing are in place to respond to the evolving situation.

UNRWA is committed to making the Sustainable Development Goals (SDGs) a reality for Palestine refugees in the Agency's fields of operation, taking into consideration protection of the environment and an environmental sustainability approach to emergency assistance. In 2022 UNRWA issued an Environmental Sustainability Policy and launched an Agency-wide Environmental and Social Management Framework to promote environmental and social sustainability and to better manage the environmental and social risks and impacts associated with all its construction and maintenance

activities. More UNRWA installations are being equipped with photovoltaic solar systems, and recycling of paper and plastic continues to expand where recycling infrastructure is in place. Sustainable and energy saving features are integrated into new construction and maintenance works, such as the use of light-emitting diode (LED) light tubes and bulbs instead of fluorescent lights. UNRWA field offices in Gaza and the West Bank are undertaking a number of initiatives in 2023, including with the refugee communities UNRWA serves, to promote sound environmental practices. In Gaza, environmental health awareness sessions in the camps will promote water saving and better household waste management practices; in addition, more environmentally friendly options will be explored for the packaging used for food distribution. The planned procurement of hybrid vehicles, initially in the West Bank but extending to other fields in the future, will reduce fuel consumption.

UNRWA will ensure that procurement processes for this EA incorporate sustainable procurement considerations as early as the programme design stage and throughout the supply chain cycle. All procurement carried out by UNRWA is guided by the key principles of: (i) best value for money; (ii) fairness, integrity and transparency; (iii) effective competition; and (iv) in the best interest of UNRWA and the Palestine refugees. By integrating sustainable procurement in the requirements, specifications and criteria for goods and services, UNRWA can continue to contribute to the protection of the environment while supporting the socio-economic development of Palestine refugees.

UNRWA's response to heightened needs through the 2023 EA has been strengthened as a result of addressing recommendations from the 2021 After Action Review (AAR), including maintaining Designated Emergency Shelters (DESS)

in UNRWA schools and having on standby Mobile Emergency Shelters (MESs) for use in more remote areas in Gaza. The assistance provided through this appeal will support the most vulnerable Palestine refugees who depend on UNRWA to meet their most basic food and non-food needs. All emergency interventions in Gaza and the West Bank aim to provide targeted support to particularly vulnerable groups, including women and children, older persons and persons with disabilities. EA interventions are also consistent with the priorities identified in the Humanitarian Response Plan (HRP) for the oPt and relevant inter-agency coordination mechanisms.

Advancing gender mainstreaming, including in emergency situations, enables UNRWA to continue to better plan and target interventions to meet the specific needs of women, girls, men and boys and ensure equitable access to Agency services. Continuing the collection of sex, age and disability disaggregated data for the EA interventions allows the Agency to better monitor the impact of its response and adjust it to ensure that no one is left behind.

UNRWA is launching this appeal as it begins implementing a new Strategic Plan, covering the years 2023–2028, to meet the human development, humanitarian and protection needs of Palestine refugees. The priorities and interventions in this appeal are aligned with the Agency's strategic direction over the coming years and will contribute to the objectives described in the Strategic Plan.

Ensuring stable funding to UNRWA emergency operations in the oPt is critical to address the priority humanitarian needs of Palestine refugees and prevent any further deterioration in their living conditions that could lead to further instability throughout the region.



The oPt Emergency Appeal 2023 will provide critical assistance to Palestine refugee families, supporting particularly vulnerable women and children. Khan Younis, Gaza. © 2022 UNRWA. Photo by Mohamed Hinnawi

gaza: context and needs analysis

In Gaza, the humanitarian situation is becoming increasingly dire. A further escalation of hostilities on 5–8 August 2022, coupled with the blockade, recurrent cycles of conflict and the impact of COVID-19, created additional stress and trauma for the people of Gaza who are confined to living in untenable conditions. Rising prices for basic goods and fuel have further increased hardship for a population facing chronic energy and water crises. The Palestinian internal political divide, combined with the absence of any prospect for real political and economic change for Gaza, raises uncertainty and the real possibility of an even greater deterioration of the situation in 2023.

While Gaza was still recovering from the May 2021 hostilities, the last round of hostilities in August 2022 resulted in the death of 49 Palestinians, of whom at least 22 were civilians, including 17 children and four women, and 360 were injured.⁸ Approximately 2,000 housing units were damaged.⁹ This new escalation, after a relatively calm first half of the year, demonstrates how volatile and unpredictable the situation in the Gaza Strip is.

In 2022, the Israeli Authorities increased the exit permit quota for Palestinians in the Gaza Strip to 20,000 (for the permit category 'traders' or 'economic needs'). The number of Palestinians with permits under this category, as of October 2022, reached 17,134, most of whom were employed as day labourers inside Israel. This resulted in an increase in the 2022 monthly average of exits to Israel, with 41,370 recorded in October 2022; around 89 per cent of these came under the economic category. However, this is only about 8 per cent of the monthly average of exits in 2000, before Israel's imposition of the category-based access restrictions. Furthermore, almost one out of three exit permit applications for medical appointments scheduled for October 2022 were not approved

on time.¹⁰ The number of commercial trucks entering Gaza in the first five months of 2022, around 8,000 per month, was almost 30 per cent below the monthly average for the first half of 2007, while the population has grown by more than 50 per cent during the same period.¹¹ The 15 years of blockade have severely impacted the daily lives of all Palestinian residents in Gaza, restricting their basic human rights and contributing to the extensive de-development in Gaza.

With 81.5 per cent of the population living in poverty,¹² an overall unemployment rate of 46.6 per cent (48.1 per cent for refugees in camps) at the end of the third quarter of 2022,¹³ and 62.3 per cent unemployment among youth (15-29 years, refugees and non-refugees)¹⁴ the already fragile humanitarian situation in Gaza threatens to deteriorate further. Wheat flour prices increased by 49 per cent between July 2021 and July 2022 and by 33 per cent from February (at the beginning of the crisis in Ukraine) to July 2022.¹⁵ As a result, food security has deteriorated. The percentage of severely food insecure households in Gaza reached 40.7 per cent, bringing the total share of households experiencing severe or moderate food insecurity to 64.4 per cent.¹⁶ If prices continue to rise, additional households will experience food insecurity in 2023. According to the Multisectoral Needs Assessment (MSNA) conducted in July 2022 and coordinated by the UN Office for the Coordination of Humanitarian Affairs (OCHA), 73.2 per cent of Gaza households reported having received humanitarian assistance in the six months prior to the data collection and 1.32 million people are in need of humanitarian assistance.¹⁷ This indicates that UNRWA's emergency assistance is a vital social safety net for Palestine refugees. Under these circumstances, the continuation of food assistance to 1.2 million refugees – more than half of the population in Gaza – is UNRWA's number one strategic priority under this EA in 2023.

west bank: context and needs analysis¹⁸

The humanitarian and protection needs of Palestinians in the West Bank, including East Jerusalem, rose significantly in 2022. By the end of September 2022, 104 Palestinians had lost their lives as a result of ISF operations or Israeli settler violence. This number far surpasses the 84 fatalities during the whole of 2021 and represents the highest year-to-date number since UNRWA began keeping these records a decade ago. Agency data also shows a significant increase in the use of live ammunition by the ISF, particularly when carrying out operations in refugee camps. A disproportionately high number of the fatalities, 37 during the first nine months of 2022, were Palestine refugees and 24 were children. The northern West Bank suffered the most from ISF incursions in 2022 with Jenin and Nablus governorates alone accounting for more than half of Palestinian fatalities. On average, there were 14 ISF operations per week inside refugee camps (as of 24 October 2022). ISF operations were often marked by disproportionate violence through the use of sound bombs, tear gas, the destruction of private property, harassment and intimidation, traumatizing the residents of densely populated camps. UNRWA staff and operations are also regularly impacted by ISF activities, which often cause schools and health centres to close for lengthy periods. In September 2022, an ISF operation in Jenin camp quickly escalated into heavy exchange of fire between the ISF and armed Palestinian groups and clashes with camps residents, leaving four Palestinians dead and four injured. Several bullets penetrated UNRWA's Jenin health centre which, together with other UNRWA installations in the camp, was forced to suspend operations that day. The four UNRWA schools in the camp had to go into lockdown in accordance with the Agency's emergency procedures and around 1,600 students had to seek shelter in their classrooms during the operation.

During the first nine months of 2022, 5,844 Palestinians were detained, the highest number recorded by UNRWA in the last decade. Of those detained, 427 were children, including 63 Palestine refugee children. The Agency has also recorded high levels of settler violence – such as physical attacks against Palestinians, the uprooting of trees and destruction of private property. These illegal activities are usually carried out with impunity, even if the ISF is present. From January to September 2022, 1,566 violent settler incidents were recorded, resulting in 348 Palestinians injured.

While new Israeli settlements, which are illegal under international law, are being established, it is extremely difficult

for Palestinians in the occupied West Bank to obtain the appropriate building permits. In the first nine months of 2022, the Israeli authorities demolished 683 Palestinian structures, the highest figure UNRWA has recorded since 2016, with 776 Palestinians displaced as a result of the demolitions. Over half of those displaced were children (467), including 206 girls, and 271 (35 per cent) were Palestine refugees.

The increase in conflict-related violence and protection threats, resulting from discriminatory occupation policies and practices, including access restrictions, negatively impact Palestine refugee livelihoods, access to safe education and their psychosocial well-being. According to the 2022 oPt MSNA,¹⁹ 52.1 per cent of refugee households in Areas A and B sent their children to live elsewhere on at least one occasion as a coping strategy to avoid threats, including settler violence. In addition, more than half of refugee households reported at least one child showing signs of psychosocial distress. Palestine refugees in the West Bank, including in East Jerusalem, residing in and outside of refugee camps, are extremely vulnerable due to the protracted crisis, the overall socio-economic impact of COVID-19 and the global economic downturn.

The official unemployment rate amongst Palestine refugees in the West Bank was 13.4 per cent in the third quarter (compared to 12.4 per cent for non-refugees).²⁰ Among the 15–29 age group (refugees and non-refugees), the rate was almost double at 20.3 per cent.²¹ According to the 2022 MSNA, 34.41 per cent of Palestine refugee households inside camps in the West Bank and 35.9 per cent outside camps reduced their food consumption as a coping measure, while 17 per cent of refugee households resorted to limiting portion sizes.

The deterioration of the security situation in the West Bank, including East Jerusalem, compounds existing vulnerabilities, particularly for Palestine refugees residing in areas where tensions run high. In this regard, the 2022 MSNA found that: (i) 12.4 per cent of refugees inside camps faced restrictions in accessing work due to checkpoints / the lack of permits; (ii) 26 per cent of registered refugee households included a member who was unemployed and looking for work; and (iii) 11.5 per cent of Palestine refugee households in Area C could not access health care in the three months prior to data collection due to movement restrictions, including the lack of permits to cross checkpoints.

gaza | sector-specific interventions

strategic priority 1: crisis-affected Palestine refugee households facing acute shocks have increased economic access to food

Emergency Food Assistance

Outcome: Families' basic needs are supported, tempering food insecurity and improving access to food

Output	Indicator	Target (2023)
Basic food commodities remain stable and accessible to refugee households in Gaza under the economic and social blockade	Number of eligible individuals receiving emergency food assistance	1,200,000 (594,360 females, 605,640 males, incl. 47,000 persons with disabilities)

The UNRWA emergency food assistance operation in Gaza provides a critical humanitarian lifeline to Palestine refugees, including supporting price stability under the distorting conditions of the blockade. In 2023, UNRWA will provide in-kind food assistance to 1.2 million refugees. Women will represent nearly half of the total caseload, including 28,475 female-headed households. Around 47,000 persons with disabilities will also receive assistance under this intervention. The food basket contains wheat flour, rice, sunflower oil, sugar, whole milk, lentils and chickpeas and is distributed on a quarterly basis. The broader collective impact of this sustained relief is relied upon to protect against market volatility and contributes to stability in ensuring that the most basic food needs of Palestine refugees are met.

UNRWA will continue to ensure that food assistance is provided under safe conditions, incorporating enhanced hygiene and crowd control measures at UNRWA distribution points. An increased number of distribution points (from 10 to 15) will continue to be in place in 2023, combined with a strict appointment system, implemented as a COVID-19 prevention

measure to limit the number of refugees attending at any one time. Families will be provided with specific distribution dates through SMS messages.

The impact of COVID-19 and the Ukraine crisis have negatively affected global food prices and logistics costs. In response, the Agency will continue to use its global and local procurement channels to provide high quality food in the most cost-effective manner. Increased funding being sought for this intervention in 2023 reflects global supply chain disruptions and increasing commodity and logistical costs.

Under this appeal, UNRWA is exploring more environmentally friendly options for packaging used for the food distribution, and the packaging of procured goods, such as food items, will be recycled as much as possible.

Through its well-established monitoring and evaluation system, UNRWA will implement quality assurance measures,²² actively engaging with Palestine refugees to inform future planning while ensuring continuous improvement in its food assistance operations.



With regular food assistance from UNRWA, Palestine refugees in Gaza are able to meet their daily food needs. © 2022 UNRWA. Photo by Mohamed Hinnawi



To mitigate food insecurity, Palestine refugees are provided with short-term employment opportunities, such as sanitation work, under the Cash-for-Work initiative. Beach camp, Gaza. © 2022 UNRWA. Photo by Mohamed Hinnawi

Emergency Cash-for-Work

Outcome: Families' basic needs are supported, tempering food insecurity and improving access to food		
Output	Indicators	Target (2023)
Palestine refugees earn wages to cover their basic food needs	Number of workdays generated	4,600,000
	Number of full-time job equivalents created	16,000
	Number of refugees benefiting from short-term CfW	46,000 (10,000 females, 36,000 males)
	Total value provided to CfW beneficiaries	US\$ 59,000,000

Under its CfW intervention, UNRWA will continue supporting Palestine refugees struggling to cope with the protracted economic crisis and high unemployment caused by over 15 years of blockade. In 2023, the Agency aims to mitigate food insecurity for approximately 46,000 Palestine refugees by offering short-term employment opportunities. This will translate into more than 4,600,000 workdays, generating almost 16,000 full-time job equivalents and injecting US\$ 59 million into the local economy. CfW opportunities will include 34,000 unskilled positions, 11,450 skilled positions and 550 professional positions – opportunities that will benefit those directly employed and their families. In 2023, UNRWA aims to provide 40 per cent of skilled and professional job opportunities to women. In addition, about 40 per cent of all CfW opportunities will target youth and young adults (aged 19–29) to provide them with work experience.

Unskilled CfW opportunities will be offered for periods of three to four months, skilled positions for six to nine months and professional positions for up to twelve months. With increasing needs and limited opportunities, there will be a minimum 12-month period between the expiration of a

contract and another member from the same family being signed up to a new contract. Due to the lack of jobs in the local market and high demand, the average waiting time for a family to have a CfW opportunity is over four years. The cash transfer amount will be paid in the local currency and will range from the equivalent of US\$ 10 to US\$ 20 per day,²³ depending on the skill level, number of working days per week and type of work. Payment in the local currency will mitigate any potential impact of fluctuations in the exchange rate that has been experienced in recent months. A dedicated CfW team will be responsible for administering this intervention and will ensure quality standards in fair recruitment and the disbursement of wages.

In 2023, being COVID-19 vaccinated will form a condition of employment through CfW programming. Palestine refugees benefitting from CfW, who may need to suspend their assignment due to exposure to COVID-19, will be offered the opportunity to complete their assignment in a subsequent period once they have completed their self-isolation period and/or received the necessary COVID-19 treatment.

Emergency Cash Assistance

Outcome: Families' basic needs are supported, tempering food insecurity and improving access to food		
Output	Indicator	Target (2023)
Crisis affected refugee families meet their basic needs	Number of Palestine refugees receiving cash assistance to mitigate additional socio-economic hardship due to the on-going crisis	180,000²⁴

The blockade, with its severe restrictions on movement, imports/exports and fishing zones, continues to be one of the main factors in the economic de-development of Gaza. While people continue to struggle to cope with the impact of COVID-19 and recurrent hostilities, most recently in August 2022, the economic situation has further deteriorated as a result of global increases in food and fuel prices. Unemployment continues to be unacceptably high and small and medium-size businesses struggle to survive. Poor infrastructure, electricity outages (owing to damage to Gaza's only power plant in previous rounds of hostilities and the plant's reliance on fuel imports, which are irregular), outdated Information Communication Technology (ICT) and water scarcity all contribute to deteriorating living conditions in Gaza. In this context, an already impoverished Palestine refugee population, almost two-thirds of Gaza's total population, faces increased vulnerabilities.

Over one million Palestine refugees already rely on UNRWA food assistance to cover part of their daily caloric needs with many accepting daily paid labour and casual work, if available, to secure minimum subsistence requirements. To help mitigate socio-economic hardship in 2023, the Agency plans, through this EA, to provide a one-off multi-sectoral cash transfer of US\$ 40 per person to 180,000 extremely vulnerable Palestine refugees (45,000 refugees per quarter) to help cover essential needs. The volume of cash assistance UNRWA can provide will depend on available funding. Priority will be given to families identified by UNRWA's multi-dimensional vulnerability criteria, including households headed by: (i) women; (ii) older persons or adolescents; and (iii) persons with disabilities, and selection will be verified by Agency relief workers.

strategic priority 2: Palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis

Emergency Health

Outcome: Crisis-affected refugees enjoy their right to health		
Outputs	Indicators	Target (2023)
Crisis-affected refugees have access to secondary and tertiary health care	Number of UNRWA-supported hospitalisations accessed by Palestine refugee patients	20,000 (12,000 females, 8,000 males)
Crisis-affected refugees have access to primary health care	Number of patients provided with critical medicines	4,700
	Number of additional health worker posts covered (incl. medical officers, practical nurses, and midwives for telemedicine, home visits and emergency response)	400
	Number of medical consultations provided via hotlines	300,000
Infection control measures are in place based on World Health Organization (WHO) guidelines	Number of health centres that undergo regular disinfection as part of Infection Prevention Control Protocols, including medical waste management	22
The emergency capacity of UNRWA health centres is enhanced	Number of health centres equipped with emergency equipment	22
	Percentage of UNRWA health staff trained on emergency response (trauma life support)	25%
Vulnerable refugee patients receive adequate medical support	Number of home visits conducted by health staff for vulnerable patients	3,600
Vulnerable refugee students receive medical support	Percentage of identified students provided with necessary assistive devices and tools based on screenings ²⁵	100%

The economic situation in Gaza continues to strain the entire population, impacting an already overstretched health system, meaning that UNRWA primary health care (PHC) services are increasingly becoming the only reliable health care option. The 2022 MSNA found that a majority of households (59.2 per cent) in Gaza seek PHC at UNRWA health centres because of the availability of medicines, the quality of services provided and because they cannot afford other options.²⁶ To meet increasing demand for UNRWA health services, the Agency plans to strengthen its emergency health capacity through this appeal.

Hospitalisation support, through referrals to a network of contracted private hospitals, will be offered to around 20,000 vulnerable Palestine refugees (in addition to the caseload already supported under the UNRWA programme budget) who do not have the means to cover the cost of secondary and/or tertiary health care. Also, responding to increased demands on the public health system in Gaza, UNRWA aims to cover the hospitalization needs of patients with life-impacting diseases who are on the Ministry of Health (MoH) waiting list. Critical medications will also be provided to around 4,700 poor Palestine refugees who would otherwise not be able to afford care.

UNRWA will also contribute to alleviating the burden on the under-resourced public health sector by supporting the health needs of Palestine refugees through its 22 health centres in Gaza. The Agency will ensure that additional staff capacity is available to respond to increasing needs, ensure temporary cover for staff affected by COVID-19 and provide emergency response, as needed. Telemedicine will continue to be available to reduce foot traffic in health facilities and enhance the efficiency of services through follow-up calls and the provision of remote health care advice.

In 2023, UNRWA will continue to integrate measures to mitigate the transmission risk of COVID-19 and other types

of infection diseases, as a part of the Agency's infection prevention control protocols and environmental sustainability in relation to medical waste management.

Given the unpredictability of the security situation and the increasing health needs observed during recent hostilities, there is an urgent need to strengthen emergency response capacity. To this end, under EA support, the Agency will equip each of its 22 health centres with life-saving emergency equipment (including monitors and laryngoscopes). In addition, 25 percent of UNRWA health staff, mainly medical officers and nurses, will be trained on trauma life support. This will ensure that emergency first aid will be readily available and, by managing minor casualties, Agency health centres will be able to take the strain off hospitals during times of crisis.

To ensure that the most vulnerable are provided with adequate health care support, UNRWA plans to conduct at least 3,600 home visits to Palestine refugee patients unable to reach Agency health centres, mainly bed-ridden patients with non-communicable diseases (NCD) and persons with disabilities. Offering a valuable opportunity to understand patient needs and to increase patient engagement in managing care, home visit teams will also provide psychosocial support (PSS) to patients and counselling and health education to care givers.

As part of the school health activities, the Agency will continue medical screenings in UNRWA schools for all Palestine refugee children to identify those with special needs, including those with disabilities, providing assistive devices to children from vulnerable families.

UNRWA continues to provide environmental awareness sessions in all Palestine refugee camps in Gaza, including on saving the limited water resources available and managing household waste to promote a healthier environment.



An UNRWA nurse prepares to vaccinate a Palestine refugee baby in one of UNRWA's 22 health centres in Gaza. © 2021 UNRWA. Photo by Mohamed Hinnawi

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence, compounded by COVID-19, are countered through a supportive learning environment where refugee students can realize their potential		
Outputs	Indicators	Target (2023)
The quality of teaching and learning is sustained and barriers to access learning are reduced, including during crises	Percentage of UNRWA students receiving additional learning support to enhance their literacy and numeracy skills	22% (48% girls, 52% boys, incl. 3% children with disabilities)
	Number of students provided with at least one item of material support (stationery), enabling them to access education at an UNRWA school/ learning space	294,086 (142,374 girls, 151,712 boys, incl. 8,178 children with disabilities)
	Number of students who participate in structured after-school activities	50,000 (24,000 girls, 26,000 boys, incl. 1,390 children with disabilities)
Schools adhere to health and safety measures that prevent the spread of infectious diseases	Number of schools/learning spaces supplied with cleaning supplies and materials	284
Vulnerable Palestine refugee children are provided with inclusive education through partnered special education providers	Number of children with disabilities receiving specialized education services through community-based organizations (CBOs) as part of inclusive education	573 (240 girls, 333 boys)

In 2023, UNRWA will continue to provide basic education to 294,086 elementary and preparatory school students in 284 Agency schools in Gaza, providing a quality, inclusive and equitable education to Palestine refugee students. The Agency will continue to apply its Education in Emergencies (EiE) approach, which was designed to ensure the continued provision of education to children impacted by crises, such as COVID-19 and the recurring hostilities. While face-to-face teaching resumed in the 2021/22 school year, the learning loss created by the pandemic and the 2021 and 2022 hostilities remains a major challenge.

The UNRWA Education Programme has taken further steps to ensure continuous access to education through the Agency-wide Digital Learning Platform (DLP). The platform serves as an additional resource to complement the teaching/ learning process and to support children to continue their education during emergencies. The DLP, supported through non-EA funds, provides a host of online learning materials.²⁷ To support students in meeting minimum academic standards in core subjects, such as Arabic and mathematics, additional educational support will be provided during both normal and after-school hours. This intervention will mainly target the estimated 65,000 UNRWA students who have been impacted by learning loss due to COVID-19 and the May 2021 and August 2022 hostilities.

In the context of deepening poverty, many parents are struggling to secure the required materials for their children to attend school. To safeguard the right to education, the Agency aims to provide 294,086 students with back-to-school supplies, including stationery and school bags. In addition, UNRWA will implement structured recreational activities during after-school hours for up to 50,000 students to mitigate the effect of multiple stressors that affect learning. This initiative will create a safe space for students to play and develop new skills through their participation in sports, arts and cultural activities.

To ensure access to education for Palestine refugee children with certain disabilities who require specialized learning modules that are unavailable in Agency schools, UNRWA will continue partnering with community-based rehabilitation centres (CBRCs). Here, the aim will be to provide basic education for at least 573 children with disabilities in line with UNRWA's inclusive education principles.

Throughout the 2022/23 school year, the Agency will ensure the continued implementation of hygiene and mitigation measures in all 284 UNRWA schools. This will include the continued provision of cleaning materials. Additional daily-paid school attendants will be hired to ensure that UNRWA education facilities are safe and comply with humanitarian principles.



Palestine refugee children receive quality education in UNRWA's 284 schools in Gaza. © 2021 UNRWA. Photo by Mohamed Hinnawi

Mental Health and Psychosocial Support

Outcome: The psychosocial well-being of Palestine refugees is enhanced		
Outputs	Indicators	Target (2023)
UNRWA students and parents receive PSS at UNRWA schools	Number of students receiving individual counselling	7,920 (3,800 girls, 4,120 boys, incl. 150 children with disabilities)
	Number of students receiving group interventions	7,200 (3,450 girls, 3,750 boys, incl. 140 children with disabilities)
	Number of public awareness sessions held for parents	573
UNRWA students participate in activities that promote physical and mental well-being	Number of UNRWA students who have participated at least once in UNRWA summer recreational programmes	120,000 (60,000 girls, 60,000 boys, incl. 2,400 children with disabilities)
Families and communities receive PSS at UNRWA health centres	Number of Palestine refugees receiving MHPSS, including remote counselling	15,000 (12,000 females, 3,000 males, incl. 200 persons with disabilities)
	Number of gender-based violence (GBV) survivors assisted by counselling support, including remote counselling	1,000 (950 females, 50 males, incl. 20 persons with disabilities)
	Number of cases consulted by psychiatrists	2,400 (80% females, 20% males)
UNRWA staff are provided with support services to mitigate psychosocial stress	Number of UNRWA staff who participate in staff well-being activities	13,000 (7,644 females, 5,356 males)

The August 2022 escalation of hostilities that took place as Palestine refugees in Gaza continued the gradual recovery process from the hostilities of May 2021, left many experiencing severe psychological trauma. To ensure the continuity of MHPSS during future escalations, UNRWA will continue to provide these services through its education and health programmes, both in person and remotely.

The Agency will also ensure that school psychosocial counsellors are deployed across all UNRWA schools in the Gaza Strip to provide both preventive and responsive PSS to students. Counsellors will employ a holistic and integrated approach to child and family well-being, providing consultations and guidance for students, parents and teachers. They will also stay in contact with parents to enhance their partnership in PSS for children. Through this intervention, 7,920 students will be offered individual counselling and 7,200 students will be offered group counselling. Counsellors will also be available for consultations with parents, by phone, online platforms and/or through 573 group counselling sessions.

Through summer activities in 2023, 120,000 students will be constructively engaged in a protective environment, building concrete life skills and positive values to support mental, physical and emotional well-being. With reference to differing vulnerability profiles and in recognition that crisis impacts individuals differently, girls will especially benefit from this

intervention as they generally have limited recreational opportunities outside of their homes. Summer activities will also ensure the continuity of counselling services for students receiving PSS during the school year. To promote environmental awareness among students, UNRWA will expand related activities, such as tree planting, during the Summer Fun Weeks.

Counsellors in the 22 UNRWA health centres will provide in-person MHPSS to critical cases identified by Agency health staff. In this regard, focused and structured MHPSS counselling will be provided to some 15,000 vulnerable refugees, including women of reproductive age, children, older persons and persons with disabilities. At least 1,000 GBV survivors, who will be identified through a referral system in health centres and through other UNRWA programmes, will receive PSS support. UNRWA will also hire two psychiatrists under this EA to meet the needs of an estimated 2,400 patients requiring advanced support. In 2023, staff well-being, including MHPSS services for Agency staff in Gaza, will be provided under this EA. Some 13,000 UNRWA staff in Gaza, the majority of whom are Palestine refugees themselves, are responsible for front-line service provision while being exposed to the same stressors as the rest of the population. To address this, the Agency will provide in-person and/or online well-being sessions targeting all staff. Sessions will be conducted by UNRWA MHPSS counsellors and/or external professionals.



Students in UNRWA Sabra Preparatory Girls' School in Gaza take part in psychosocial support activities to strengthen their resilience and well-being. © 2021 UNRWA. Photo by Mohamed Hinnawi

Shelter Rehabilitation/Reconstruction²⁸

Outcome: Impacted refugee families have access to sustainable shelters, including transitional shelter cash support for the displaced

Output	Indicators	Target (2023)
Refugee families affected by the August 2022 escalation are supported with shelter rehabilitation and reconstruction	Percentage of eligible displaced refugee families receiving TSCA	100%
	Number of uninhabitable shelters (severely damaged or totally destroyed) receiving reconstruction support	88
	Number of families receiving minor/major shelter repair support	583

Following the August 2022 hostilities, UNRWA identified a total of 671 Palestine refugee shelters in need of repair.²⁹ Under this appeal, UNRWA plans to support rehabilitation or reconstruction works for this initial estimate. Out of this caseload, as of the end of October 2022, UNRWA had completed the initial assessment of 88 uninhabitable refugee shelters (21 totally destroyed and 67 severely damaged) in coordination with the Shelter Cluster. The remaining 583 shelters were identified as in need of major repair (220 cases) and minor repair (363 cases). However, the number of cases for each damage category may change during final assessment and verification processes. Refugee families whose shelters have been damaged will receive cash grants and technical assistance for shelter rehabilitation and repair work. This assistance will be implemented through the self-help approach³⁰ or by a local company that may be contracted depending on the extent of the damage, as assessed by UNRWA engineers and verified in coordination with the Shelter Cluster. The Agency will also provide TSCA for up to 12 months to the families whose primary residence became uninhabitable. This

assistance will cover temporary accommodation and related costs while reconstruction work is being undertaken in 2023. Priority will be extended to vulnerable refugees, including female and adolescent-headed households and families that include persons with disabilities and/or the elderly.

The fragile political situation, unpredictable import restrictions and global shortages of raw materials mean there is a significant risk of building material and equipment shortages in 2023, affecting the overall cost of proposed interventions. UNRWA continues to monitor the availability and cost of materials in the local market in coordination with the Shelter Cluster. Before refugees are invited to sign an undertaking, the Agency will verify that the agreed repair cost is still valid.

Across all shelter interventions, UNRWA will continue to coordinate with the Shelter Cluster to ensure the non-duplication of assistance should any other Shelter Cluster member become involved in refugee shelter repairs.



Palestine refugees rebuild their destroyed shelter with support from UNRWA through the self-help approach.
© 2021 UNRWA. Photo by Mohamed Hinnawi

Protection

Outcome: The protection of Palestine refugees' human rights is enhanced		
Outputs	Indicators	Target (2023)
Children have an increased level of awareness and safe behaviours towards explosive ordnances	Number of students receiving explosive ordnance risk education	50,000 (25,000 girls, 25,000 boys)
Capacity of staff to mainstream protection and identify protection cases is enhanced	Number of UNRWA staff trained on protection (GBV, child protection, disability inclusion, protection mainstreaming and humanitarian principles)	1,200 (600 females, 600 males)
Awareness on prevention and response to sexual exploitation and abuse (SEA) is increased	Number of UNRWA personnel trained on prevention of sexual exploitation and abuse (PSEA)	1,800 (900 females, 900 males)
Community members are better able to promote their rights and address protection risks in their communities	Number of Palestine refugees actively participating in UNRWA-supported community-based protection organizations and initiatives	1,200 (600 females, 600 males, incl. 180 persons with disabilities)
Vulnerable Palestine refugees are provided with special protection interventions through CBOs	Number of GBV survivors receiving legal interventions	2,000

The risks related to explosive remnants of war (ERW) are high in Gaza as a result of the recurring hostilities. ERW contamination risks lives, impacts community life, hinders humanitarian operations and exposes everyone, especially children, to potential life-threatening injuries and long-term disabilities. To increase awareness and reduce the ERW risks, UNRWA will provide 50,000 students with explosive ordnance risk education (EORE) at Agency schools. This will be carried out in partnership with the United Nations Mine Action Service (UNMAS) that will provide technical advice and guidance.³¹

To further strengthen the Agency's capacity to provide protection support for vulnerable Palestine refugees, UNRWA will conduct targeted technical trainings for 1,200 non-specialized staff, including trainings on mainstreaming gender, GBV, child protection, disability, general protection and humanitarian principles. The Agency aims to improve knowledge and perceptions on protection amongst non-specialized staff to foster a 'Do No Harm' approach in the implementation of UNRWA programmes. In particular, emphasis will be placed on respecting confidential information and ensuring that refugees with protection concerns are supported in a safe and dignified manner while they are being referred to internal and/or external services.

As a UN agency, UNRWA has a zero-tolerance policy towards SEA. For the robust and effective implementation of its PSEA policy and the accompanying accountability framework, the Agency will further train 1,800 staff members on prevention

and response to SEA to ensure that all personnel understand: (i) their responsibilities as UN employees (as outlined in the Code of Conduct); (ii) the harm and consequences associated with SEA; (iii) their obligations when they come across suspected SEA cases; and (iv) safe reporting channels.

For a sustainable impact of planned protection interventions and to increase community resilience, UNRWA will conduct awareness raising sessions in the refugee community (for 1,200 individuals) that will empower them to identify protection risks in their communities, the rights of people at risk and the preventive and remedial services available. Awareness raising activities will also aim to mobilise the community and create positive behavioural changes to improve safety and well-being for everyone.

To assist vulnerable women in need of legal aid, including survivors of GBV, UNRWA will support the provision of legal consultation sessions and legal representation in the local courts, as well as certain referrals for other interventions, for approximately 2,000 Palestine refugees. This intervention will be provided in partnership with women's programme centres (WPCs), which provide legal consultations and awareness raising sessions. WPCs will be supported to raise awareness on different legal-related issues and will involve Palestine refugee communities in advocating for the protection of women against GBV, to encourage both response and prevention and to strengthen women's self-coping mechanisms.



UNRWA's neutrality and protection unit in Gaza supported a number of activities to promote the 16 days of activism against gender-based violence in November 2022. © 2021 UNRWA. Photo by Rami Bolbol

westbank | sector-specific interventions

strategic priority 1: crisis-affected Palestine refugee households facing acute shocks have increased economic access to food

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered		
Output	Indicator	Target (2023)
Food-insecure refugee households are provided with assistance to support their most basic food requirements	Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C	38,350 (est. 51% females, 49% males)

The rise in commodity prices due to the economic impact of COVID-19 and the conflict in Ukraine are contributing to a deepening fiscal and financial crisis in the oPt. The World Bank estimates that food inflation will disproportionately harm poorer households whose food consumption forms a larger proportion of total household expenditure compared to wealthier households.³² The rising prices of food and other essential goods and services reinforces the importance of UNRWA's humanitarian interventions in supporting the most vulnerable Palestine refugee families in the West Bank to cope with shocks.

In this context, the Agency will continue providing food-insecure Bedouin and herder communities in Area C (with refugees constituting 60 per cent of this population³³) with in-kind food assistance in partnership with WFP. Through this intervention, 38,350 individuals will receive food parcels on a quarterly basis, with food items procured by WFP

and UNRWA providing logistics. In Area C, household food insecurity levels (moderately to severely insecure) were 17 per cent (in 2020) while 32.1 per cent of households were only marginally food secure.³⁴ The vulnerability of communities in Area C is exacerbated by the increases in the prices of fuel and agricultural inputs (such as animal fodder), an increase in home and livelihood structure³⁵ demolitions and the ongoing threats of forcible displacement, which are further entrenching poverty, reducing livelihood opportunities and deepening aid dependency. Families benefitting from this support have repeatedly stressed the importance of this assistance and its positive impact on their daily lives. To ensure the continuity of this assistance, UNRWA will procure a new truck (to replace one that is no longer safe or reliable) and packaging equipment for food commodities. If WFP is unable to secure in-kind food supplies, UNRWA and WFP will endeavour to transition to cash-based assistance for the most vulnerable segment of this population.



Emergency food assistance is provided to food-insecure individuals from Bedouin and herder communities in Area C in partnership with WFP. © 2022 UNRWA. Photo by Lucrezia Vittori

Emergency Cash Assistance

Outcome: The severity of refugee food insecurity is tempered		
Output	Indicators	Target (2023)
Abject poor refugees receive emergency cash-based assistance to cover their basic needs	Number of abject poor refugee households in the West Bank receiving cash-based assistance through the e-card modality	3,198
	Number of abject poor refugee individuals in the West Bank receiving cash-based assistance through the e-card modality	20,509 (9,937 females, 10,572 males, incl. 632 elderly and 4,892 persons with disabilities)
	Total value disbursed as cash-based assistance to abject poor refugee households ³⁶	US\$ 3,120,000

Representing one-third of the West Bank population, including East Jerusalem, many of the 891,384 Palestine refugees registered with UNRWA continue to experience violence, land confiscation, forced displacement, administrative and punitive demolitions, as well as restrictions on access to services and markets. Those living on or owing land in Area C and in the Seam Zone are particularly vulnerable.³⁷ According to the oPt Socio-Economic Food Security Survey 2020,³⁸ food insecurity for refugees in the West Bank was high at 13.60 per cent, rising to 16.4 per cent for refugees living in camps, compared to 7.4 per cent amongst non-refugees.

COVID-19 brought unprecedented challenges to the oPt, including one of the largest economic contractions on record. In response, in 2023 UNRWA will provide unconditional cash-based assistance to 3,198 abject poor Palestine refugee households (20,509 individuals) in the West Bank through an e-card modality.³⁹ Under this intervention, beneficiary households will each receive a debit card linked to an account with the Bank of Palestine.⁴⁰ On a quarterly basis, each household's account will be credited with NIS 125 (approximately US\$ 39) per person. Beneficiary households will be notified electronically when funds are deposited and they can withdraw cash from ATMs, points of sale machines, or bank branches across the West Bank. UNRWA staff will seek beneficiary feedback in relation to this intervention and

advise family members on a range of matters, including PSEA and complaint mechanisms and referrals to complementary services, as needed.

For the purpose of assessing eligibility for cash assistance, the Agency assesses household poverty levels using a Proxy Means Test Formula (PMTF). In addition to consumption levels, this formula takes into consideration other aspects of vulnerability, such as the presence of people with chronic diseases in the family, housing conditions, education and health status, employment and household composition (e.g., the number of older persons, persons with disabilities and/or female-headed households). This is consistent with humanitarian targeting based on vulnerability. Refugees have regular opportunities to provide feedback and have access to the Agency's complaints mechanism. According to UNRWA post-monitoring assessments, emergency cash-based assistance contributes to alleviating food insecurity amongst the most vulnerable households and protects families from falling into even deeper poverty.

UNRWA will continue to develop cash-transfer modalities for use in the West Bank, in line with global best practice and in coordination with key humanitarian agencies operating in the oPt to improve the effectiveness and efficiency of cash assistance.

strategic priority 2: Palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis

Emergency Health

Outcome: Refugees, including in remote communities, have access to essential health support during sudden-onset events, including heightened conflict		
Outputs	Indicators	Target (2023)
Refugees benefit from continued access to primary health care, including during sudden-onset emergencies and conflict escalation	Number of NCD patients reached through the home distribution of medicines by mobile health teams and emergency outreach units (EOUs)	1,500 (900 females, 600 males)
	Percentage of incidents that are supported with the deployment of EOUs	70%
	Number of risk communication and community engagement (RCCE) events in which EOUs participate	10
	Number of consultations provided to beneficiaries in remote communities by UNRWA mobile health teams	1,000
Health teams are prepared for better response to sudden-onset emergencies, including conflict escalation	Number of health staff trained on basic trauma response (in health centres, Qalqilya Hospital and EOUs)	200 (120 females, 80 males)
	Number of EOUs operating	3
	Number of health staff trained on inclusive healthcare services (disability inclusion, GBV and at risk and vulnerable groups)	200 (120 females, 80 males)
	Number of health centres and EOUs with emergency first aid and trauma equipment for use during emergencies	33 (30 health centres, 3 EOUs)
	Number of static health centres, hospital and EOUs with generators for operational continuity during emergencies	14

The UNRWA West Bank Field Office (WBFO) will introduce three EOUs that can be readily deployed, as needed, in emergencies. These units will strengthen Agency health response capacities, ensuring access to medical care for Palestine refugees in emergency situations when they are unable to reach UNRWA health centres due to closures, lockdowns and/or conflict. Three vehicles, one in each area (North, Middle, South) of the West Bank, will be equipped with emergency medical materials and basic equipment, including defibrillators and essential medical supplies for basic life support and resuscitation. EOUs will assess casualties for hospital referrals, treat minor injuries to decrease the load on hospitals and trauma centres and provide life-saving medicines, especially for NCD patients and COVID-19 testing. UNRWA will hire around 25 surge staff to cope with increasing needs and will train both new hires and existing staff in targeted health centres. Each EOU will include a medical doctor, psychosocial counsellor, midwife, practical nurse and a driver, who will also provide basic administrative support. EOUs will respond to emergencies in localities not covered by mobile health teams in Area C. As the mobile health team service schedules will be developed and shared in advance, service duplications will not be an issue. When not responding to emergencies, EOUs may lend support to

certain fixed localities, including by: (i) visiting vulnerable patients unable to reach UNRWA health centres; (ii) providing additional MHPSS services, especially to women, vulnerable groups, refugees affected by conflict and Agency staff; (iii) providing essential primary health care services, including reproductive health education and screening for diabetes and hypertension; and (iv) engaging in RCCE campaigning to reduce disease risk and promote well-being.

To better prepare and respond to emergencies, the Agency will strengthen the capacity of health staff in UNRWA's existing 43 health centres and Qalqilya Hospital. To this end, Basic and Advanced Life Support training will be provided in cooperation with WHO and the Palestine Red Crescent Society (PRCS). Training will also be provided on trauma responsive MHPSS, disability inclusion and the safe identification and referral of GBV cases. Additional trauma response training will also be provided to relevant staff in Qalqilya Hospital. Thirty UNRWA health centres, located in refugee camps and areas where there are high numbers of clashes and closures, will be provided with trauma kits and additional supplies such as defibrillators, emergency delivery kits, stretchers and mobility assistance devices. Additional emergency medical supplies,

such as intravenous fluids and disposables (cotton bandages, sterile wound dressings), will be provided to select UNRWA health centres⁴¹ and Qalqilya Hospital. Fourteen UNRWA health facilities, including ten major health centres,⁴² Qalqilya Hospital and three EOUs will be provided with generators to ensure service continuity during emergencies when power supplies in camps can be unreliable. Finally, the prepositioning and rapid distribution of medical supplies and medicines across the West Bank will be facilitated by the procurement of a new vehicle.

To respond to the increased exposure to violence and related stress, five additional psychosocial counsellors will be deployed in UNRWA health centres. Through participation in the Health Cluster, UNRWA will also further develop partnerships to provide enhanced PSS to Palestine refugees and improve inter-agency coordination.

To address health access restrictions for vulnerable refugees, the Agency will continue to seek funding to operate four mobile health teams for remote and inaccessible communities

in Area C. These mobile health teams will provide health services to 65,169 persons, mainly from Bedouin and herder communities in Area C and, if needed, in other locations affected by significant access restrictions. Each mobile health team will include a medical doctor, assistant pharmacist, staff nurse, midwife, psychosocial counsellor, clerk and driver, supported by cleaners identified from the communities served. Mobile health teams will use specially equipped vans with relevant medical equipment and will carry NCD medications. Awareness raising materials on disease prevention measures and psychosocial well-being will be distributed along with information on the Agency's SEA complaints mechanism. The addition of psychosocial counsellors and midwives in mobile health teams will facilitate the provision of specialist MHPSS services, the identification of needs amongst the most vulnerable, referrals for GBV survivors and engagement with local communities on health issues. All health services to remote communities will be provided in consultation with the served communities, including through consultations, feedback and regular Health Programme monitoring.



UNRWA health staff provide essential primary health care services to Palestine refugees in the West Bank. UNRWA Biddu Health Centre. © 2022 UNRWA. Photo by Lucrezia Vittori

Education in Emergencies

Outcome: Ensuring access to education in emergencies for all UNRWA refugee students		
Output	Indicators	Target (2023)
UNRWA students continue to receive equitable, quality and inclusive education services	Number of students in vulnerable communities benefiting from UNRWA-provided safe and accessible transportation to schools ⁴³	550 (300 girls, 250 boys, incl. 38 children with disabilities)
	Number of students and school staff in vulnerable areas supported in accessing UNRWA schools	12,848 (12,375 students, 473 school staff) (6,138 girls, 6,237 boys, 308 women, 165 men, incl. 866 children with disabilities)
	Number of UNRWA students who have participated at least once in UNRWA summer/winter recreational programmes	4,200 (2,600 girls, 2,600 boys, incl. 294 children with disabilities)
	Number of UNRWA students who have attended at least one UNRWA catch-up class	20,560 (10,707 girls, 9,853 boys, incl. 1,439 children with disabilities)
	Number of school students who have attended at least one counselling session provided by UNRWA	40,000 (24,000 girls, 16,000 boys)
	Number of students who have participated in an awareness session on safety and security ⁴⁴	3,000
	Number of schools and vocational training centres (VTCs) supplied with materials to implement enhanced COVID-19 hygiene measures	99 (96 schools, 3 VTCs)
	Number of additional teachers hired to provide recreational learning opportunities for students, including music, art and physical education	42
	Number of teachers/other educational personnel trained on PSS	600

In the West Bank, including East Jerusalem, UNRWA provides basic education services for more than 46,000 children enrolled during the 2022/23 school year in 96 UNRWA schools.

Increases in violence and protection-related incidents, in addition to deteriorating socio-economic conditions, are negatively impacting children's education in the West Bank. According to the 2022 MSNA, over 50 per cent of refugee households in Areas A and B reported at least one child showing signs of psychosocial distress (compared to 15 per cent for non-refugee Palestinians). More than a quarter (26.6 per cent) of refugee households in the West Bank with school aged children reported protection risks while commuting to school as the main reason for children dropping out during the previous year. Amongst refugee households that reported the commute to and from school to be unsafe, a similar proportion (24.5 per cent) cited tear gas being fired on students and schools as their main concern, while 12.8 per cent were most concerned with ISF presence in proximity to schools.

In 2023, the Education Programme, through this EA, will aim to: (i) ensure that students and staff affected by conflict benefit from a protective school environment; (ii) safeguard equitable safe access to inclusive, quality educational services

for vulnerable children; and (iii) support children and staff in vulnerable schools to prepare for and respond to emergencies.

Forty-two of the 96 UNRWA schools in the West Bank are highly affected by frequent military incursions, clashes and settler violence in high-risk areas, which include East Jerusalem, Hebron H2, Area C and inside refugee camps heavily affected by conflict, such as Jenin and Balata camps. Access to UNRWA schools located in particularly vulnerable areas will be facilitated for some 12,848 students and school staff. This will be done through the provision of transportation (for an estimated 550 students) and staff, as needed (depending on closures and checkpoints). Additional staff will also be deployed (e.g., doorkeepers, school attendants) to provide a protective presence to school children living in close proximity to UNRWA schools. In this regard, these staff members will, for example, walk with children to and from school, monitor the situation, report incidents to school principals, and open and close school doors, particularly at schools affected by ISF incursions, the use of live ammunition and tear gas, and settler violence.

Under this EA, school-based MHPSS counselling will be provided for at least 40,000 students through the: (i)

deployment of 35 school counsellors at high-risk schools; (ii) provision of recreational activities through winter and school-based summer camps for 4,200 students; and (iii) establishment of MHPSS/recreational spaces utilising six multi-purpose rooms. Forty-two music, arts and physical education teachers will be hired to support the implementation of recreational/educational activities. In addition, UNRWA will provide MHPSS training for 600 staff, strengthening their capacity to support students. Outdoor recreational areas will also be upgraded at schools, providing safe spaces for students. In addition, the Agency will rehabilitate school facilities damaged by conflict and implement preventative measures to mitigate the impact of conflict on student and staff well-being.

In 2023, UNRWA will provide learning support through catch-up classes for at least 20,560 students (10,707 girls, 9,853 boys). This will benefit vulnerable students in the 42 targeted

schools who have experienced learning loss due to closures as a result of conflict and strikes. In addition, seventy daily paid teachers will be deployed to support students on Saturdays (for Arabic, English, mathematics and science). Child friendly spaces will be enhanced in these schools.

The Agency will also support students and staff in vulnerable schools to better prepare and respond to emergencies. Hygiene and cleaning kits will be provided to all 96 UNRWA schools and three VTCs in the West Bank, including East Jerusalem, and PSS kits will be provided to the 42 schools located in highly volatile areas. Awareness raising sessions on safety and security will be provided for 3,000 students. Finally, security improvements, such as the construction of fire exits and installation of security cameras will be introduced, as needed, and water, sanitation and hygiene (WASH) facilities will be upgraded to address hygiene and protection concerns.



The new school year 2022/23 will provide basic education for about 45,600 students in 96 Agency schools across the West Bank.
© 2022 UNRWA. Photo by Lucrezia Vittori

Shelter Rehabilitation

Outcome: Shelter rehabilitation secures decent standard of living for abject poor refugees		
Output	Indicators	Target (2023)
Abject poor refugees with urgent shelter needs receive emergency cash-based assistance for shelter rehabilitation through the self-help approach	Number of abject poor refugee households receiving emergency cash for shelter rehabilitation through the self-help approach	200
	Number of abject poor refugees benefiting from shelter rehabilitation through the self-help approach	1,140 (580 females, 560 males, incl. 397 persons with disabilities)

Palestine refugees residing in poor living conditions need humanitarian assistance for shelter upgrades to enhance their health, privacy, protection and dignity.

The 2022 MSNA indicates that 50 per cent of Palestine refugees in camps live in shelters with some form of damage or defect (more than double the figure of 21.5 per cent for non-refugee Palestinians). Many shelters are cramped and lack adequate ventilation and light, leading to dampness and mould in winter that negatively impacts health. In addition, due to dilapidated sewerage and storm water drainage networks, 16.5 per cent of refugees in camps were affected by flooding in the last three years, leading to further damage to shelters every year.⁴⁵

Women and teenage girls, in particular, suffer from a lack of privacy. Furthermore, people with disabilities suffer from poor accessibility to and within their shelters, negatively impacting their quality of their life. In this regard, restricted movement increases their dependency on care givers and undermines their dignity. Unsafe and unhealthy shelters risk a range of physical, mental health and social problems. According to the 2022 MSNA, nearly 60 per cent of refugee households living in camps have at least one family member with a chronic disease, including children and older persons.

Under the 2023 EA, UNRWA will improve living standards for 200 vulnerable refugee families (1,140 individuals) residing in inadequate and/or unsafe shelters in eight refugee camps: Jenin, Tulkarm, Jalazone, Am'ari, Kalandia, Arroub, Fawwar and Shu'fat. The target population has been identified based on a scoring system which considers household poverty levels, composition (e.g., households headed by women and/or by persons with disabilities) and other aspects of vulnerability, in addition to the physical and environmental condition of their shelters.

Through the Agency's self-help approach, each household will receive funds to carry out rehabilitation work, based on Agency shelter assessments and new shelter designs (taking into consideration accessibility issues for persons with disabilities). Once the beneficiary household has completed the work agreed and covered under a first financial instalment, and the quality of work is verified by UNRWA engineers, they will receive the second instalment. This process will continue for subsequent instalments until the rehabilitation work is completed.⁴⁶ UNRWA's Shelter Rehabilitation Grievance Process, established in December 2021, will ensure that complaints relating to the selection and prioritization of shelters to be rehabilitated are properly assessed.

Protection

Outcome: Refugees receive enhanced protection from the immediate and most serious effects of occupation-related policies, practices and hostilities, respect for IHL and IHRL is promoted, and abuses are mitigated		
Outputs	Indicators	Target (2023)
Systematic follow up to alleged violations of International Humanitarian Law (IHL), International Human Rights Law (IHRL) and other applicable international standards	Percentage of external stakeholders who report taking a concrete action as a result of the Agency's advocacy interventions	25%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	60%
External actors are mobilised to protect the rights of Palestine refugees	Number of protection advocacy interventions concerning protection issues undertaken by UNRWA targeting external actors	40
Duty bearers receive clear, consistent and substantiated interventions and recommendations on protection concerns pertaining to Palestine refugees	Number of protection advocacy interventions concerning protection issues undertaken by UNRWA targeting duty bearers	100
Refugees affected by violence, conflict or displacement receive humanitarian assistance and protection	Percentage of refugee households affected by demolition or eviction who have re-established stable accommodation after intervention ⁴⁷	60%
	Number of refugees affected by conflict or violence provided with emergency responses (psychological first aid, case management, referrals, and/or cash assistance)	7,800
	Number of displaced refugees provided with temporary shelter assistance	460
	Number of persons reached by prevention measures to enhance safety and security	200
	Number of refugees affected or at risk of a protection incident benefiting from community-wide initiatives	1,000
Installation inspections, sensitization training and management reviews are carried out to safeguard humanitarian principles	Percentage of installations monitored quarterly	100%

The humanitarian situation in the West Bank, including East Jerusalem, is characterised as a protracted protection crisis caused primarily by Israeli occupation policies and practices. In the current context, UNRWA has identified the following five major protection concerns: (i) injury or death as a result of the use of force by the ISF during security operations; (ii) forced displacement and risk of forcible transfer as a result of house demolitions; (iii) presence and expansion of illegal Israeli settlements and settler violence; (iv) restrictions on freedom of movement; and (v) widespread exposure of children to violence and risk of detention by the Israeli authorities.

The WBFO Protection and Neutrality Department systematically monitors and documents violations of IHL, IHRL and other applicable international standards, and seeks the informed consent from as many of the victims as possible to advocate their cases before duty bearers. UNRWA undertakes advocacy and civil-military coordination with the Israeli authorities by directly engaging duty-bearers and their representatives. In addition, the Agency briefs decision-makers, diplomats, the media and other interlocutors in the

international community on the complexities of protection challenges facing Palestine refugees. In 2023, UNRWA anticipates carrying out at least 40 protection advocacy interventions, targeting both duty bearers and other external actors in line with the UNRWA West Bank Protection Advocacy Strategy. Coordination of UNRWA's protection advocacy activities is facilitated through the Agency's active participation in the Humanitarian Country Team's Advocacy Working Group (AWG), which brings together UN entities, Palestinian and international non-governmental organizations.

The four humanitarian principles – humanity, neutrality, impartiality and independence – are central to all services that the Agency provides. In 2022, UNRWA changed from the previous system of biannual neutrality inspections to quarterly integrated assessments with a stronger focus on access issues (e.g., for people with disabilities), safety and security, complaint and feedback mechanisms and other protection concerns for Palestine refugees. By visiting all 234 Agency installations in the West Bank four times a year, the

assessments strengthen communication between the WBFO Protection team, UNRWA staff in and outside camps and the refugee community.

In 2023, the Agency will also seek to address the direct humanitarian consequences of abuses and the exposure to protection threats in relation to IHL and IHRL. This will include (i) identification and assessments; (ii) provision of psychological first aid (PFA), provision of cash assistance and/or referrals; (iii) support for preventative measures; (iv) short-term case management and monitoring; and (v) community-wide initiatives to enhance refugee communities' resilience. The UNRWA Crisis Intervention Unit (CIU) will prioritise assistance towards communities under imminent risk of forcible displacement, particularly in Area C, and those affected by ISF and settler violence, conflict, evictions and demolitions. Responses will include cash-based transfers, PFA, short-term case management, and, when needed, referrals to additional specialized services provided by UNRWA, the PA, and other humanitarian actors.

A focus on cross-cutting themes, such as child protection, gender, GBV, PSEA and disability inclusion will support vulnerable Palestine refugees in the West Bank. In addition,

UNRWA will ensure that safe complaint and feedback channels are accessible and known to the refugee population, including complaints related to serious misconduct and SEA, in line with Core Humanitarian Standard commitments. Consultations undertaken by the oPt PSEA Network confirm the need for all organizations to strengthen SEA policies and processes. MSNA 2022 data indicated that only 8.5 per cent of refugee households reported awareness on how to access and use complaint or reporting mechanisms (compared to 1.7 per cent of non-refugee Palestinian households). While this is an indication of UNRWA's efforts to raise awareness, there remains a need to improve messaging to refugee communities.

Finally, the Agency is in a unique position to provide 'protective presence' for Palestine refugees due to its extensive operations throughout the West Bank and its mandate, through the relevant UN General Assembly resolutions, to provide assistance and protection to Palestine refugees.⁴⁸ Five protection field teams will be assigned to monitor major incidents (wearing clearly marked UN vests and in UN-marked vehicles) to bear witness, record and report any IHL and IHRL violations. The teams will also work with Agency programmes in the field to support their ability to continue providing services in conflict situations.



Palestine refugee children in the Masafer Yatta area, southern West Bank, where dozens of homes and livelihood structures were demolished in 2022. © 2022 UNRWA. Photo by Kazem Abu Khalaf

Environmental Health

Outcome: Refugees in camps live in a clean and sanitary environment		
Outputs	Indicators	Target (2023)
Ensuring the continuation of solid waste management services for Palestine refugees, including under a deteriorating security environment	Number of camps benefiting from improved access to sanitation, solid waste management and hygiene services	19
	Number of solid waste containers destroyed or damaged during military operations or clashes that are replaced to mitigate the overflow of waste in public spaces	5%
Ensuring essential environmental health standards in camps	Number of households in Aqbat Jabr camp newly connected to the sewerage network	200
	Number of metres of new sewage pipes and water lines installed in Far'a camp	400
	Percentage of 350 sanitation labourers provided with suitable personal protective equipment (PPE), gloves, boots and uniforms	100%

Under the 2023 EA, UNRWA will support the provision of environmental health services in the 19 Palestine refugee camps in the West Bank through solid waste management, improved sanitation and hygiene, flood prevention and mitigation, and urgent WASH facility upgrades at Agency schools and health centres, as well as the rehabilitation of UNRWA installations damaged by conflict.

UNRWA provides solid waste management services in camps, collecting 54,133 tons of solid waste in 2021. This waste is then taken to transfer stations or landfills, for which the Agency is required to pay over US\$ 700,000 in annual fees. Despite best efforts, the amount of solid waste generated in camps continues to increase, exceeding UNRWA's operational capacities and compromising the delivery of quality services. According to the MSNA 2022, 15.7 per cent of refugees in camps reported waste accumulation for more than three days of the seven days prior to data collection.

In 2023, the Agency will hire 43 additional sanitation labourers to respond to the increased need for solid waste removal. The procurement of PPE for 350 sanitation labourers (gloves,

shirts, trousers, boots, high-visibility vests, hats, masks, front lights, etc.) is essential for safety and hygiene as sanitation labourers are required to manually collect waste bags from the streets, throw them in containers and sweep the affected areas. In addition, the 2023 EA will support the maintenance of the existing solid waste management fleet, landfill site fees and the provision of solid waste containers, allowing UNRWA to improve current operations, which are often disrupted due to the lack of resources.

Under this EA, UNRWA will construct 400 metres of new sewage pipes and 400 metres of water supply pipelines for Far'a camp residents living near an open waste pool and 200 refugee households in Aqbat Jabr camp will be connected to the sewerage network. In all 19 refugee camps, UNRWA engineers and sanitation labourers will clean and maintain existing sewage pipes to prevent clogging and overflow and flooding in the winter months. In response to increased violence or natural disasters, UNRWA will strive to provide emergency water supply and sewerage system stabilization prior to undertaking immediate restoration and rehabilitation works.

gaza, west bank and headquarters

strategic priority 3: effective coordination and management of the emergency response

Coordination and Management

Output	Indicators	Target (2023)
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 draft	120
	Number of days from the end of the reporting period until the issuance of the draft annual EA report	120

UNRWA requires dedicated capacity to ensure the effective planning, management, monitoring and evaluation of emergency interventions, safeguard the security of staff and Agency installations and promote adherence to the humanitarian principles through all emergency interventions. This is vital for the efficient and effective delivery of services to Palestine refugees and to maintain and further develop capacity to respond to rapid-onset emergencies, including the humanitarian impacts of escalations in hostilities and the health and non-health consequences of COVID-19.

Additional human resources will also be needed in 2023 to enhance coordination with other humanitarian organizations in the oPt through active participation in established coordination architecture, including, as priorities, the West Bank Inter-Cluster Coordination Group (ICCG), protection, health and education clusters, cash working group (CWG) and the newly established MHPSS working group. UNRWA will invest in strengthening inter-agency access mechanisms and enhancing internal capacity to conduct effective civil-military dialogue to ensure that Palestine refugees are able to access essential services and receive emergency assistance during periods of heightened or protracted conflict. A Legal Officer will also be hired to provide advice to WBFO management on the international legal framework applicable to the Agency's operations in the field, including agreements with a range of partners.

In all of its services in Gaza and the West Bank, the Agency will continue to facilitate participation, feedback and complaints from Palestine refugees. This will be facilitated through a range of mechanisms that include: (i) dedicated toll-free phone hotlines; (ii) post-distribution satisfaction surveys; and (iii) mechanisms for reporting and responding to SEA and other serious misconduct complaints.⁴⁹ UNRWA will also focus on improving the safety, confidentiality and accessibility of reporting channels to prevent SEA. This will be achieved through capacity building for key staff (social, relief

and hotline workers and CIU staff) on principles and policies supporting greater accountability to affected populations and PSEA, in addition to the development of tools to enhance internal reporting and accountability.

At the headquarters (HQ) level, the Department of Planning is responsible for the planning and coordination of UNRWA's emergency response activities. Under the 2023 EA, a senior emergency officer⁵⁰ will oversee planning, monitoring and reporting activities. Reporting will be managed through an online results-based monitoring (RBM) system that allows the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. Support will continue to be provided to Gaza and West Bank field offices in relation to maintaining and updating their contingency plans and testing relevant emergency protocols through simulation exercises. UNRWA will also maintain other HQ functions in support of emergency operations, including enhanced information management and reporting capacity, specialized support to promote the environmental sustainability of the EA interventions, and engagement with international human rights mechanisms and other legal support led by the Department of Legal Affairs.

UNRWA will continue to equip its facilities with adequate hygiene and sanitation items to mitigate against COVID-19 infection. HQ will also continue to provide coordination and technical advice to the field offices on health issues.

In 2023, UNRWA will initiate a review of its emergency interventions, as needed, in light of the findings and recommendations of the comprehensive EA evaluation, ongoing at the time of writing and expected to be completed at the beginning of 2023. Throughout the year, the Department of Planning will continue to coordinate with relevant HQ departments and field offices to improve the Agency's emergency operations based on the evaluation's recommendations, with possible changes reflected in 2024 emergency programming.

Safety and Security (West Bank)

Outputs	Indicators	Target (2023)
Enhanced security of UNRWA staff to facilitate the provision of humanitarian support to Palestine refugees	Number of hybrid vehicles purchased to facilitate access to camps during conflict	2
UNRWA ensures security compliance for its staff and assets, including premises, installations and programmes	Items of fire safety equipment provided/replaced in UNRWA installations	400

Given deteriorating conditions in the West Bank, UNRWA will strengthen its security measures in all areas, including the Agency's compound in East Jerusalem, to ensure compliance with security recommendations and the safety of Agency staff. The current West Bank Security Risk Management (SRM) assessment (May 2022-2023) identifies that UN personnel conducting mission activities during periods of elevated security threats should have at their disposal various security items to mitigate the risk posed by armed incursions, clashes and stray bullets. Additional 4x4 vehicles are needed to safely

access refugee camps when primary roads are blocked. Stocks of ballistic helmets and vests are in short supply in the West Bank and significant numbers (80+) will be required for UNRWA to safely maintain vital services during an extended escalation period. Recognising the pivotal role of UNRWA installations (health centres, schools, distribution centres) in service provision, additional security guards will be required to secure these locations during periods of closure or when tensions escalate. Four hundred fire extinguishers and fire mitigation equipment will also be procured.

Emergency Preparedness (Gaza)

Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities		
Output	Indicators	Target (2023)
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies	Number of families affected by small-scale sudden-onset disasters provided with NFIs	13,000
	Number of persons with disabilities affected by emergencies provided with assistive devices	3,000
	Number of UNRWA DESs maintained, secured and kept ready for emergencies	54
	Number of UNRWA MESs maintained, secured and kept ready for emergencies	25
	Number of DESs and MESs equipped for emergency medical response	79
	Number of Area office spaces rehabilitated, secured and kept ready for emergencies	20
	Number of UNRWA staff trained for emergency preparedness	2,000
	Number of compactor trucks replaced	7

During emergencies, and regardless of refugee status, people seek safe shelter in UNRWA schools, requiring the Agency to maintain a high and efficient level of emergency preparedness in its 54 DESs and 25 MESs.

In preparedness and response to small scale sudden-onset disasters, such as fires, winter storms and floods, which are expected to increase in low-lying areas of the Gaza Strip as a result of climate change,⁵¹ UNRWA will need the capacity to provide NFIs to an estimated 13,000 affected refugee households. NFIs include blankets, mattresses, kitchen and hygiene kits and nylon and tarpaulin sheets, that will be stockpiled in Agency warehouses as a preparedness measure.

The Agency will also enhance its inclusive approach by securing stocks of assistive devices (such as wheelchairs, crutches and walking sticks for people with mobility impairments) to support the needs of up to 3,000 persons with disabilities during the emergencies.

UNRWA will continue to ensure, through this EA, that 54 UNRWA schools are equipped to function as DESs during emergencies. DESs will provide shelter and WASH facilities for internally displaced persons (IDPs), providing an element of safety and security during displacement. In response to the 2021 AAR, which found that many IDPs sought shelter in non-DES schools, 25 MESs were established to provide the same

services as DESs in more remote areas (where people cannot safely access DESs). Through this EA, DESs and MESs will be maintained, secured and kept ready for emergencies. MESs include mobile WASH facilities (toilet and shower blocks) and are being stored at the Agency's Rafah logistics base, ready for installation in non-DES in areas where there are concentrations of IDPs. Through MESs, all UNRWA interventions (food and NFI assistance and health services) will be made available once the WASH facilities are installed in non-DES schools.

Through this EA, UNRWA aims to secure enough health equipment and medical supplies to cover the needs of emergency medical points at the 54 DESs and 25 MESs that would be activated during an emergency. Furthermore, UNRWA plans to improve conditions in its five area offices in the Gaza Strip, including RSS, maintenance and sanitation offices. Currently, many area staff are working in temporary

and deteriorating container offices. Under this EA, 20 Area Office spaces will be rehabilitated, secured and kept ready for emergencies to enable staff to better support affected communities remaining outside DESs and MESs during emergencies.

UNRWA will also strengthen emergency preparedness by carrying out emergency simulations and training for 2,000 staff members who are on the staff emergency roster.

To maintain a safe and clean environment the Agency is committed to carrying out solid waste collection services at DESs and MESs during emergencies. This is, however, contingent on the assumption that movement, including access to landfill sites, is unrestricted during an emergency and that the Agency will be able to replace, through this EA, its seven compactor trucks and related equipment that have deteriorated since last being replaced in 2009.



Many areas in the Gaza Strip experience flooding in winter. Nuseirat camp, Gaza. © 2021 UNRWA. Photo by Mohamed Hinnawi



Palestine refugee families affected by sudden-onset disasters in Gaza, such as flooding and fires, are provided with NFIs as part of UNRWA's emergency preparedness and response. Bureij camp, Gaza. © 2021 UNRWA. Photo by Mohamed Hinnawi

Emergency Preparedness (West Bank)

Output	Indicator	Target (2022)
The Agency has appropriate systems in place and adequate response capacity to respond to refugees' needs in protracted crises and sudden-onset emergencies	Number of families affected by sudden-onset emergencies provided with cash assistance	120 (incl. approx. 24 female-headed households)
	Number of frontline staff trained on emergency preparedness, safety and MHPSS	600
	Number of simulation exercises conducted	1
WBFO maintains its ability to provide essential SWM capacity in camps, including during emergencies	Number of compactors/mini compactors and mini tippers replaced	7

UNRWA will seek to secure a safe and dignified standard of living for Palestine refugee families who are affected by fire, floods and other small-scale disasters. In this regard, the Agency will provide emergency cash assistance to an estimated 120 refugee households affected by sudden-onset emergencies in 2023. Through this intervention, each family will receive an average of US\$ 500, replacing previous distributions of in-kind assistance. Affected families will be assessed by UNRWA relief staff who will recommend the type and amount of assistance required, based on submitted damage reports.

UNRWA will provide safety and resilience training for 600 frontline staff to build capacity on appropriate responses to violence, tear-gas exposure and armed incursions and to enhance stress management. Additional specialized training for flood preparedness will be provided for camp sanitation labourers.

An emergency simulation exercise will be conducted in WBFO in 2023, with support from UNRWA HQ, to test protocols and procedures and improve the Agency's contingency planning and response capacity.

To contribute to a safe and clean environment, the Agency is committed to maintaining solid waste collection services in camps during emergencies. This is contingent on the assumption that movement, including access to landfill sites, is unrestricted during an emergency and that the Agency will be able to replace critical equipment, including one compactor, two mini compactors and four mini tippers. The Agency will explore energy saving options under this appeal, including the procurement of hybrid vehicles to reduce air pollution and the consumption of fuel.

endnotes

1 Some elements (e.g., certain costs under health, education, environmental health, MHPSS and safety and security) of this appeal are also included in the Agency's programme budget but are also reflected here for fundraising purposes to ensure the integrity of the overall intervention.

2 The total EA budget is higher than the total amount listed for UNRWA in HRP funding requirements for 2023. This is due to the inclusion of the following in the EA to cover Palestine refugee needs: (i) additional interventions (e.g. reconstruction of shelters in Gaza, additional daily paid teachers and sanitation labourers in the West Bank); and/or (ii) a higher caseload (e.g. food assistance and cash for work in Gaza). In addition, the EA includes operational, safety and security and coordination and management costs which are not eligible under the HRP, however they are essential to ensure the effective delivery of the Agency's humanitarian response.

3 United Nations. Report of the Independent International Commission of Inquiry on the Occupied Palestinian Territory, including East Jerusalem, and Israel (A/77/328, para. 75). <https://www.securitycouncilreport.org/un-documents/document/a-77-328.php>

4 WFP. Monthly Market Dashboard (July 2022). <https://www.wfp.org/publications/wfp-palestine-monthly-market-dashboard>

5 Unless otherwise explicitly referenced, all data presented in this section of the EA is based on UNRWA statistics collected over the past ten years.

6 See A/77/328, para. 50.

7 United Nations General Assembly Resolution (A/RES/46/182), 19 December 1991. <https://documents-dds-ny.un.org/doc/RESOLUTION/GEN/NR0/582/70/img/NR058270.pdf?OpenElement>

8 OCHA. Protection of civilians report (August 2022). <https://www.ochaopt.org/poc/2-15-august-2022>

9 OCHA. Humanitarian impact in Gaza of escalation of hostilities (August 2022). <https://www.ochaopt.org/content/humanitarian-impact-gaza-escalation-hostilities-immediate-needs-and-funding-requirements-august-2022>

10 OCHA. Movement in and out of Gaza: update covering October 2022. <https://www.ochaopt.org/content/movement-and-out-gaza-update-covering-october-2022>

11 OCHA. Gaza Strip: The humanitarian impact of 15 years of the blockade – June 2022. <https://www.ochaopt.org/content/gaza-strip-humanitarian-impact-15-years-blockade-june-2022>

12 UNRWA-PCBS. <https://www.unrwa.org/gaza15-years-blockade>

13 PCBS. Labour Force Survey (July-September, 2022) Round (Q3/2022). Press Report. 08/11/2022. https://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_LFSQ022022E.pdf

14 Ibid.

15 WFP. Monthly Market Dashboard (July 2022). <https://www.wfp.org/publications/wfp-palestine-monthly-market-dashboard> ; OCHA. Multi-sectoral Needs Assessment (MSNA). Key Sectoral Findings – Gaza (July 2022). https://www.ochaopt.org/msna/2022/Key-Sectoral-Findings_Factsheet-Booklet_MSNA-2022_Gaza.pdf

16 WFP. Monthly Market Dashboard (July 2022).

17 OCHA. MSNA 2022. Key Sectoral Findings – Gaza.

18 Unless otherwise explicitly referenced, all data presented in this section is based on UNRWA statistics collected over the past ten years.

19 OCHA. MSNA 2022. <https://www.ochaopt.org/data/2022/msna>

20 PCBS. Labour Force Survey (July-September, 2022) Round (Q3/2022). Press Report. 08/11/2022. https://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_LFSQ32022E.pdf

21 Ibid.

22 UNRWA Relief and Social Services Programme (RSSP) regularly conducts focus groups to discuss key items such as the quality of food assistance provided, the quantity of commodities included in the food basket and the process of food distribution. RSSP has a committee feedback and complaint system in place to receive beneficiary input. An appeal mechanism is also in place for families who are assessed as ineligible for the intervention. RSSP replies to all families regarding the status of their complaint or appeal. GFO's Monitoring and Evaluation Unit also ensures accountability to affected populations by regularly conducting interviews with beneficiaries across all distribution centres, other distribution points, beneficiaries' homes, and/or via phone calls. Feedback is collected regarding the quality of the received commodities, the behaviour of the staff in charge of distributing the food and other pertinent issues.

23 Using the UN Operational Rates of Exchange as at 1 October 2022 (US\$ 1 = NIS 3.554). <https://treasury.un.org/operationalrates/OperationalRates.php>

24 Results disaggregated by sex and disability will be provided in the 2023 EA progress report.

25 GFO expects to screen around 100,000 students for this intervention.

26 OCHA. MSNA 2022.

27 During emergency situations, Palestine refugee children may not be able to attend school. The Agency's DLP was developed to help students, whatever their age, keep up with their classwork, even when it is not possible to go to school every day. It was developed to provide age-appropriate, relevant, and safe self-learning material in line with UN values and humanitarian principles. The platform includes free learning material for all students from grades 1–9 in UNRWA schools in Gaza, Syria and Lebanon, and for grades 1–10 in UNRWA schools in the West Bank and Jordan. In support of learning continuity, even in times of crisis, UNRWA education programme teams in each Field have developed on-line materials which include self-learning cards, worksheets, videos, audio files, education games and tests. Information for parents is also provided. The platform is easily accessible for all children, including children with disabilities, and can be accessed from personal computers, smartphones and tablets. The material for each subject and grade level is presented in a systematic way, designed to support student protection and psychosocial well-being, respects copyrights and cites all references. The DLP can be accessed at [UNRWA Self-Learning Platform](#)

28 In accordance with the approach recommended by the oPt Shelter Cluster, families who either: (i) lost their homes in the 2014 hostilities and remain displaced; or (ii) live in shelters that were damaged in the 2014 hostilities and are yet to be repaired, remain priority targets for support that will resume upon availability of funds. Financial requirements in the 2023 EA do not include outstanding needs from 2014; however UNRWA continues to explore other fundraising options to support these families.

29 This number may change during the verification process if: (i) initial assessment results are not confirmed by a follow-up assessment; (ii) families receive shelter rehabilitation/reconstruction support from other organizations; or (iii) those requesting assistance are found ineligible for Agency support.

30 The UNRWA self-help approach, under the technical support and supervision of the Agency's engineers, directly involves refugee families in the rehabilitation of their own shelters. The self-help approach not only encourages refugee participation in the process, but also reduces the need for Agency rehabilitation work on each structure and stimulates economic activity in the Palestine refugee camps.

31 UNMAS Activities in Gaza. January 2019–October 2020. <https://www.unmas.org/en/programmes/state-palestine> ; UNMAS Palestine. April 2022. Programme Highlights. https://www.unmas.org/sites/default/files/unmas_palestine_april_2022_newsletter.pdf

32 World Bank. Economic Monitoring Report to the Ad Hoc Liaison Committee. Washington, D.C.: World Bank Group (September 2022). <https://www.worldbank.org/en/country/westbankandgaza/publication/economic-monitoring-report-ahlc>

33 According to UNRWA registration records, sixty per cent of the Bedouin and herder population in the West Bank have refugee status.

34 Palestine Economic Policy Research Institute – MAS (2021). Socio-Economic & Food Security Survey 2020 – Sefsec. <https://mas.ps/en/publications/5387.html>

35 Livelihood structure includes animal shelters.

36 Cash-based assistance to abject poor refugee households will be NIS 125 per person, per quarter.

37 The Seam Zone is the closed area of land between the Barrier and the Green Line (1949 Armistice Line).

38 MAS (2021). Socio-Economic & Food Security Survey 2020 – Sefsec.

39 This caseload was reviewed and updated during the third quarter of 2022 as several households were moved to the Agency's regular Social Safety Net Programme (SSNP).

40 UNRWA has had a contractual agreement with the Bank of Palestine since January 2018 and will be reviewing this agreement by the end of 2022.

41 The selected health centres are in Dura, Fawwar, Hebron Town, Arroub, Bethlehem, Dheisheh, Jerusalem, Shu'fat, Kalandia, Am'ari, Jalazone, Biddu, Deir Ammar, Aqbat Jabr, Ein el-Sultan, Camp No. 1, Balata, Askar (old), Askar (new), Far'a, Jenin, Tulkarm and Nur Shams.

42 The targeted health centres are in the following camps: Nur Shams, Jenin, Askar and Camp No. 1 (northern West Bank), Deir Ammar, Am'ari and Jalazone (Ramallah area), Shu'fat and Kalandia (Jerusalem area) and Arroub (Hebron area).

43 The target schools are Jerusalem Boys, Jerusalem Girls, Sur Baher Coed, Aqbat Jabr Boys, Aqbat Jabr Girls, and Ghor al-Fara Coed (Jordan Valley).

44 Implemented in Hebron Boys School, Ghor al-Fara Coed and in UNRWA schools in Arroub, Jalazone and Jenin camps.

45 OCHA. MSNA 2022.

46 A checklist of work – to be completed for each payment – will be agreed in advance between UNRWA engineers and the beneficiary family to ensure transparency in the use of the funds. Regular monitoring of the work will be carried out by UNRWA engineers.

47 Stable accommodation refers to those assisted who report that they believe that they will be able to remain in their current accommodation for up to 12 months after the protection incident (e.g., military operation, settler violence and/or home demolition).

48 See, for example, United Nations General Assembly Resolution (A/RES/49/35, 9 December 1994).
<https://documents-dds-ny.un.org/doc/UNDOC/GEN/N95/764/47/PDF/N9576447.pdf?OpenElement>

49 This is aligned with Core Humanitarian Standard Commitment 4, "Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them", and 5, "Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints".

50 Costs are shared between this appeal and the 2023 Syria, Lebanon and Jordan EA.

51 United Nations Environment Programme (UNEP). State of Environment and Outlook Report for the occupied Palestinian territory 2020.
<https://www.unep.org/resources/report/state-environment-and-outlook-report-occupied-palestinian-territory-2020>



unrwa
الأونروا

دائرة التخطيط
الأونروا - عمان
العنوان البريدي: ص.ب: ١٤٠١٥٧ ، عمان ١١٨١٤
الأردن
هـ: ٥٨٠٢٥١٢ (٦ ٩٦٢ +)

department of planning
unrwa headquarters - amman
po box 140157, amman 11814
jordan

t: (+962 6) 580 2512

www.unrwa.org

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

وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى