



annual operational report 2018

for the reporting period 01 January – 31 December 2018



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About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949, mandated to provide assistance and protection to a population of over 5.4 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip achieve their full human development potential pending a just solution to their plight. The Agency's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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Cover photo: The first day of the 2018-19 school year in Sidon, Lebanon. © 2018 UNRWA Photo by Ahmad Mahmoud

table of contents

acronyms and abbreviations	7
executive summary	8
report overview	9
chapter one: context	10
1.1. political, economic and security developments	
1.1.1. syrian arab republic	
1.1.2. lebanon	
1.1.3. jordan	
1.1.4. gaza	
1.1.5. west bank	
1.2. operational and organisational developments	
1.2.1. syrian arab republic	
1.2.2. lebanon	
1.2.3. jordan	
1.2.4. gaza	
1.2.5. west bank	
1.3. legal matters	
1.3.1. agency staff	
1.3.2. agency services and premises	
1.3.3. other matters	
1.3.4. legal status of palestine refugees in the agency areas of operations	
1.4. financial overview	
chapter two: annual reporting under mts strategic outcomes	24
2.1. strategic outcome one: protection	
2.2. strategic outcome two: health	
2.3. strategic outcome three: education	
2.4. strategic outcome four: livelihoods	
2.5. strategic outcome five: food, shelter and environmental health	
2.6. management and operational effectiveness	
2.7. accountability to affected populations	
2.8. combatting sexual exploitation and abuse	
2.9. unrwa and the grand bargain	
2.10. environmental protection	
2.11. value for money	
chapter three: annual reporting under the 2018 oPt emergency appeal	58
executive summary	
3.1. funding summary	
3.2. gaza: sector-specific interventions	
3.2.1. strategic priority 1	
3.2.2. strategic priority 2	
3.2.3. strategic priority 3:	
3.3. west bank: sector-specific interventions	
3.3.1. strategic priority 1	
3.3.2. strategic priority 2	
3.3.3. strategic priority 3	
3.4. gaza, west bank and headquarters	
3.4.1 strategic priority 4	
chapter four: annual reporting under the 2018 syria regional crisis emergency appeal	82
executive summary	
4.1. funding summary	
4.2. syria: sector-specific interventions	
4.2.1. strategic priority 1	

4.2.2.	strategic priority 2	
4.2.3	strategic priority 3	
4.3.	lebanon: sector-specific interventions	
4.3.1.	strategic priority 1	
4.3.2.	strategic priority 2	
4.3.3.	strategic priority 3	
4.4.	jordan: sector-specific interventions	
4.4.1.	strategic priority 1	
4.4.2.	strategic priority 2	
4.4.3.	strategic priority 3	
4.5.	regional response	
chapter five: annual reporting under the 2016-2018 resource mobilization strategy		108
5.1.	results analysis: rms strategy goals 1-5	
5.2.	goal 1: effective and efficient resource mobilization	
5.3.	goal 2: traditional donor partnerships are strengthened	
5.4.	goal 3: diversified donor base	
5.5.	goal 4: enabling environment	
5.6.	goal 5: working capital and staff safety and security are resourced	
annexes		116

acronyms and abbreviations

AAP	Accountability to affected populations	LFO	Lebanon Field Office
AOR	Annual Operational Report	MHPSS	Mental health and psychosocial support
APC	Area Protection Committee	MTS	UNRWA Medium Term Strategy
ASO	Area Support Office	NBC	Nahr el-Bared camp
AUB	American University of Beirut	NCD	Non-communicable diseases
AVAC	Addressing Violence Against Children	NFI	Non-food items
1946 Convention	Convention on the Privileges and Immunities of the UN	NGO	Non-governmental organisation
CBO	Community Based Organisation	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
CERF	Central Emergency Response Fund	oPt	occupied Palestinian territory
CFW	Cash-for-work	OSO	Operations Support Office/Officers
CG	UNRWA Commissioner-General	PAC	Programme Advisory Committee
CIU	Crisis Intervention Unit	PAS	Poverty assessment system
CMHP	Community Mental Health Programme	PCBS	Palestinian Central Bureau of Statistics
CMM	Common Monitoring Matrix	PCM	Programme cycle management
CSC	Camp Service Committee	PDCU	Professional development and curriculum units
DCG	UNRWA Deputy Commissioner-General	PDM	Post-distribution monitoring
DCL	District Coordination Liaison	PHC	Primary health care
DES	Designated Emergency Shelter	PMTF	Proxy-means testing formula
DIOS	Department of Internal Oversight Services	POA	Post occupancy assessment
DM	Diabetes mellitus	PRJ	Palestine refugees in Jordan
EA	Emergency Appeal	PRL	Palestine refugees in Lebanon
ECHO	European Commission Directorate-General for European Civil Protection and Humanitarian Aid Operations	PRS	Palestinian refugees from Syria
EHC	Ein El Hilweh Camp	PSO	Programme support office
EIE	Education in Emergencies	PSS	Psychosocial support
EMIS	Education Management Information System	PTA	Parent-teacher association
EPI	Expanded Programme of Immunization	3RP	Regional Refugee and Resilience Plan
e-SRS	Electronic student registration system	RBM	Results-based monitoring
ERCD	External Relations and Communications Department	RMS	Resource Mobilization Strategy
ERW	Explosive remnants of war	RSS	Relief and Social Services
ES	Education Specialists	SEA	Sexual exploitation and abuse
ESC	Employment Service Centre	SEFSec	Socioeconomic food security survey
ESF	Education Science Faculty	SFO	Syria Field Office
FESA	Faculty of Educational Sciences and Arts	SFW	Summer Fun Weeks
FHT	Family health team	SIMS	Security information management system
FSRM	Field Security and Risk Management	SLM	Self-learning materials
FTE	Full-time equivalent	SMS	Short message service
GBV	Gender-based violence	SOP	Standard operating procedure
GES	Gender Equality Strategy	SSAFE	Safe and Secure Approaches in Field Environments
GMR	Great March of Return	SSNP	Social Safety Net Programme
GFO	Gaza Field Office	ToT	Training of trainers
GRM	Gaza Reconstruction Mechanism	TSCA	Transitional shelter cash assistance
HC	Health Centre	TVET	Technical and vocational education and training
HCT	Humanitarian Country Team	UNBOI	United Nations Headquarters Board of Inquiry
HP	Health Point	UNCT	United Nations Country Team
HRCRT	Human rights, conflict resolution and tolerance	UNHCR	United Nations High Commissioner for Refugees
HRP	Humanitarian Response Plan	UNICEF	United Nations International Children's Emergency Fund
IASC	Inter-Agency Standing Committee	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
ICD	International Statistical Classification of Diseases	US\$	United States Dollar
ICIP	Infrastructure and Camp Improvement Programme	VAT	Value added tax
IDP	Internally displaced person	VTC	Vocational training centres
IHL	International humanitarian law	WASH	Water, sanitation and hygiene
IHRL	International human rights law	WBFO	West Bank Field Office
ILP	Interactive Learning Programme	WFP	World Food Programme
ISF	Israeli security forces	WHO	World Health Organization
JFO	Jordan Field Office	WSTC	Wadi Seer Training Centre
KAP	King Abdullah Park	YBB	Yalda, Babila, Beit Sahem

executive summary

In 2018, the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) maintained the delivery of human development, protection and humanitarian assistance for registered Palestine refugees. This was accomplished through a collective commitment on the part of the Agency, its donors and refugee hosting countries. During the reporting period, UNRWA succeeded in providing over 8.5 million primary health care (PHC) consultations, education for 532,857 children (2018/19), social safety net assistance (including cash and food) for over 255,000 individuals, technical and vocational education and training (TVET) for 7,564 youth and microfinance loans for 38,183 people, including 13,052 Palestine refugees. In addition, 1,138 families benefited from shelter rehabilitation or construction assistance and, in accordance with Agency protection and safety standards, UNRWA either constructed, upgraded or reconstructed six health centres (HC) and 16 schools. Protection assistance extended across all fields of Agency operation with a notable emphasis on advocacy and further equipping UNRWA personnel to deliver practical protection outcomes for Palestine refugees. Emergency humanitarian assistance was extended to 1.5 million refugees, primarily in the occupied Palestinian territory (oPt) and Syria.

Throughout the reporting period, the provision of vital humanitarian assistance to Palestine refugees in Syria and to Palestinian refugees from Syria (PRS) in Lebanon and Jordan remained a priority. Through available resources, the Agency was able to provide emergency cash assistance to 405,644 Palestine refugees in Syria and in-kind food assistance to 395,499. All collective shelters in Syria were evacuated and the remaining Palestine refugees residing there received support to find alternative accommodation. Decommissioned shelters were rehabilitated and re-opened as schools in time for the 2018/19 academic year. Through emergency appeal (EA) funding, UNRWA provided education almost 50,000 Palestine refugee students in Syria and rehabilitated and re-opened its schools in newly accessible areas including Sbeineh camp, Barzeh and Husseinieh. PHC was made available through 26 health facilities. Protection services, including legal counselling and psychosocial support, continued to be provided to Palestine refugees in Syria through five family support offices. The Agency also focused efforts on the rehabilitation of its installations in newly accessible areas, ensuring that Palestine refugees spontaneously returning had safe access to humanitarian assistance and services. In Lebanon, humanitarian support in the form of cash grants was provided for food, housing and winterization to over 28,880 PRS. During the reporting period, UNRWA continued to provide quality, inclusive and equitable education to 5,482 PRS children; PHC services through 27 HCs; and vital protection and legal aid services to 5,552 PRS. In Jordan, cash grants for

basic needs were provided to 16,602 PRS. In addition, 247 extremely vulnerable PRS families were supported through one-off emergency cash grants to help them absorb shocks and respond to specific protection concerns. Medical services were extended to over 15,200 PRS. The Agency also continued to provide basic education to 1,353 PRS and Syrian children in Jordan through a network of 141 schools.

In 2018, the provision of food assistance remained a priority in Gaza. With emergency funds, the Agency supported the food and nutritional needs of approximately 933,979 vulnerable Palestine refugees, including 18,116 female-headed households. UNRWA also provided temporary cash for work (CfW) opportunities for over 10,000 refugees, including 3,633 women. Under the Education in Emergencies (EiE) programme, schools were supplied with essential educational materials for 278,938 students. Health services were maintained through 22 HCs and 10,284 children with special needs received a comprehensive medical examination. In the West Bank, food assistance for vulnerable Palestine refugee families was provided through a variety of modalities. In partnership with the World Food Programme (WFP), e-vouchers were provided to 45,887 food-insecure refugees outside camps while in-kind food assistance was extended to some 37,000 Bedouins and herders assessed to be food insecure or vulnerable to various protection threats. Emergency CfW opportunities were extended to over 5,900 food-insecure refugee households. Six emergency mobile health clinics improved access to primary health care for 78,762 people living in hard-to-reach locations while 11,162 were assisted through counselling and psychosocial support. Throughout the year, UNRWA also continued to monitor, document, report and provide emergency assistance to Palestine refugees impacted by protection threats in the West Bank.

In 2018, the Agency was confronted with an existential financial crisis, following the abrupt loss of US\$300m - around a quarter of total essential funding requirements for the year - in planned funding from its largest donor who advised that the intention was to force the Palestinian Authority / Palestine Liberation Organization back to the negotiating table with Israel. Through the global, 'Dignity is Priceless' fundraising campaign, coupled with emergency intervention reductions and internal cost saving measures that collectively avoided interruptions in the provision of critical assistance, the Agency was able to overcome the funding shortfall to keep services operational throughout the year. Despite the best efforts of the Agency to bridge the financial gap during the reporting period, certain programmatic adjustments had to be made, as detailed throughout the 2018 Annual Operational Report (AOR).

report overview

The 2018 AOR describes Agency progress towards the attainment of the strategic outcomes set out in the UNRWA Medium Term Strategy 2016-2021 (MTS) despite significant challenges posed by the 2018 financial crisis. Building on efforts to harmonize results reporting and consistent with Grand Bargain commitments and principles enshrined under the 2005 Paris Declaration on Aid Effectiveness, the AOR provides a holistic view of programming implemented by the Agency and consolidates the 2018 Commissioner-General's Report to the General Assembly and UNRWA annual reports on the 2018 oPt EA and the 2018 Syria Regional Crisis EA. It also contains an analysis of progress achieved against programmatic and resource mobilization targets set out under the MTS common monitoring matrix (CMM) and the Agency's Resource Mobilization Strategy 2016-2018 (RMS). The AOR details achievements and areas where targets have not been met. A series of annexes include results frameworks, risk registers and key statistics.

Results reporting is derived from the UNRWA Results-Based Monitoring (RBM) system which enables data collection and analysis against MTS strategic outcomes. The system also hosts monitoring structures for EAs, projects and other results frameworks used by the Agency. Data is collected and analysed on a quarterly basis at the field level and on a semi-annual basis through Agency-wide results reviews.

The AOR is the final report on operations carried out pursuant to the MTS for 2018. It was developed through inputs received from UNRWA Field Offices, Headquarters Departments, the Harmonized Reporting Working Group, principally donors, and the Sub-Committee of the UNRWA Advisory Commission. Agreed principles upon which the AOR is based are as follows:

- Reporting takes place once per calendar year and is finalised by the second quarter of the subsequent reporting period.
- Indicators, baselines and targets are based on Agency-wide internal monitoring arrangements (i.e. the CMM), EAs and the RMS.
- The presentation of results data is complemented by narrative sections that analyse progress made towards the achievement of targets and the impact of achievement/underachievement / non-achievement on the overall realization of MTS strategic outcomes, EA strategic priorities and RMS goals.
- Results are disaggregated by field office and, where relevant, by sex, poor/non-poor and disability in accordance with UNRWA guidelines for defining disability, spatial distribution (camp, non-camp, urban, rural), and key age groups (e.g. youth).

chapter one: context

1.1. political, economic and security developments

1.1.1. Syria

The conflict in Syria, which began in 2011, continued to have dramatic consequences, including for Palestine refugees. Violence, economic disruption and the destruction of infrastructure, coupled with a decrease in the provision of public services and social security programmes, have created and compounded vulnerabilities throughout the population. In the absence of a durable political settlement, intense and widespread hostilities have resulted in countless deaths and injuries, massive internal displacement, large-scale migration abroad, lost livelihoods and continued humanitarian need. In 2018, the previously hard-to-reach and inaccessible areas of Yarmouk, Yalda, Babila and Beit Sahem became accessible, however, Dera'a camp and the villages of Muzeirib and Jillin remained hard-to-reach and inaccessible throughout most of the reporting period. Despite this, UNRWA services continued to be provided to the extent possible by Agency staff inside these areas. Towards the end of the year, UNRWA was able to access the South of Syria and immediately resumed the provision of basic services and emergency assistance for Palestine refugees.

The Agency estimates that 438,000 Palestine refugees remain in Syria against the 560,000 registered with UNRWA prior to the hostilities.¹ Almost 60 per cent of Palestine refugees have been displaced at least once since the beginning of the conflict and, according to Agency estimates, more than 180,000 have seen their homes either destroyed or severely damaged. Yarmouk, Dera'a, and Ein El-Tal (Aleppo) camps, previously home to more than 30 per cent of the Palestine refugee population in Syria, have been almost completely destroyed. A 2018 UNRWA vulnerability assessment estimated that 90 per cent of Palestine refugees in Syria lived on less than two United States Dollars (US\$) per person, per day and rely on humanitarian assistance to meet their most basic needs.² Since the beginning of the conflict, the Agency has lost 18 personnel. A further 28 personnel are detained, presumed detained or missing as at 31 December 2018.³

1.1.2. Lebanon

Lebanon hosts the highest number of refugees, per capita, of any country in the world.⁴ As at the end of 2018, there were approximately 950,000 UNHCR-registered refugees from Syria,⁵ - accounting for 30 per cent of the country's population - and an additional 29,038 PRS recorded with UNRWA in Lebanon. Further, as at 31 December 2018, 475,075 Palestine refugees in Lebanon (PRL) were registered with the Agency. This figure does not represent the actual number present in the country as, for example, many have left over the years and UNRWA does not track habitual movement

of the refugees out of its fields of operation.⁶ A July-August 2018 verification exercise conducted by the Agency indicated a gradual reduction of PRS in Lebanon due to either onward movement or return to Syria.

The ongoing Syria crisis continues to exert a negative impact on Lebanon's socioeconomic climate, affecting public service delivery, finances and the environment, placing further pressure on the economy's already weak public finances and infrastructure. Within a context marked by high unemployment rates and intense competition for scarce job opportunities, Palestine refugees are among the most vulnerable and marginalized populations in Lebanon. While PRL remain barred from 39 professions and face discrimination in the labour market, the situation is further exacerbated for PRS due to their vulnerable legal status.⁷ As a result, Palestine refugees struggle with high rates of poverty and food insecurity and face difficulties in securing their livelihoods. On a positive note, during the reporting period, the Lebanese authorities started to facilitate the birth registration for PRS children,⁸ removing the need for PRS families to go through costly court procedures in order to secure this documentation.

On the political stage, following parliamentary elections on 6 May 2018, Lebanon experienced months of political deadlock, impeding the formation of the government. The return of refugees to Syria remained a divisive issue and dominated post-electoral public debate. From July onwards, various programmes were announced to facilitate the return of refugees to Syria, including initiatives by the Lebanese government. The Palestinian Embassy in Lebanon also offered support to PRS families wanting to voluntarily return to their place of habitual residence in Syria.⁹

1.1.3. Jordan

In Jordan, 2,242,579 Palestine refugees are registered with UNRWA, the majority of whom are understood to possess Jordanian citizenship, thereby allowing them to enjoy the same rights as other Jordanian nationals.¹⁰ Approximately 158,000 Palestine refugees who fled Gaza in 1967 do not have Jordanian nationality and face restricted access to public services and other restrictions affecting livelihood opportunities. During the reporting period, conditions for this group of refugees improved when the Cabinet allowed them to purchase a limited amount of property and assets, including land and cars, and apply for driving licenses.

Throughout the reporting period, Jordan remained a relative beacon of stability within a fragile region. Nevertheless, refugees from Iraq and Syria have placed considerable pressure on the nation's economy and infrastructure. The government is under continuous pressure to undertake economic reforms

to address an increasing public debt that currently stands at 95.4 per cent of the estimated gross domestic product. Unemployment remains a major challenge with joblessness rising from 18.5 per cent at the end of 2017 to 18.7 at the end of 2018. Young people have been especially affected.¹¹

The number of PRS recorded with UNRWA in Jordan stood at 17,750 at the end of the reporting period, owing in part to a government policy of PRS non-admission that was introduced in 2013. The approximately 13 per cent¹² of PRS without legal status in Jordan are particularly vulnerable as they face restrictions on employment, limited access to the courts and civil status/registration processes and the threat of forcible return. Many also face restrictions on accessing humanitarian assistance available to the non-PRS Syrian refugee population. PRS are referred to the Agency as their main provider of health, education, emergency assistance, registration and protection services. UNRWA continued to appeal to the Government of Jordan to uphold the principle of non-refoulement and the equal treatment of all refugees, in accordance with international law, and to consider temporary access for Palestine refugees fleeing the conflict in Syria, for humanitarian reasons.

In October 2018, following a three-year closure, the Nasib border crossing with Syria was re-opened to the passage of people and goods. As of December 2018, the Agency recorded some 273 PRS returning to Syria; however, of this number, 107 subsequently returned to Jordan. While the re-opening of the border might contribute to the spontaneous return of refugees to Syria, based on currently observed trends, UNRWA expects that the majority of PRS will remain in Jordan during 2019.

1.1.4. Gaza

Within a highly unstable political, security and socioeconomic field of operation, UNRWA continued to provide assistance to meet the needs of 1,421,282 registered Palestine refugees in Gaza.¹³ The socioeconomic and humanitarian crisis has been driven by the Israeli land, air and sea blockade, which entered its twelfth year in 2018 in the context of ongoing occupation of the Palestinian territory, coupled with cycles of hostilities and violence, political instability and restricted entry and exit at Rafah border crossing with Egypt. In addition, the effects of the current political divide have been compounded by an energy crisis that hinders the delivery and availability of essential services and severely undermines economic activity. Security remains volatile, with recurring incursions and airstrikes by the Israeli security forces (ISF), alongside the firing of rockets by militants, and frequent civil unrest.

The Great March of Return (GMR) demonstrations, starting on 30 March 2018, have seen a high number of casualties among Palestinian demonstrators, a large proportion of whom have been hit by live ammunition. As of 31 December, 180 Palestinians and 1 Israeli had been killed and a further 23,384 Palestinians and 3 Israelis injured.¹⁴ Caring for the injured placed enormous pressure on an already crumbling health system that has also had to contend with: (i) chronic

shortages of electricity, medical supplies and equipment; (ii) a continuing salary crisis affecting government employees, including medical staff; and (iii) access and movement restrictions affecting vulnerable patients requiring health care not available in Gaza. Within this context, as a PHC service provider for Palestine refugees in Gaza, UNRWA responded to increased emergency health needs at its 22 HCs with patients often presenting severe and long-term needs for injury care, physiotherapy and psychosocial support (PSS).

Deteriorating socioeconomic conditions in Gaza have given rise to ever more despair across the population, especially among young people. According to the PCBS, unemployment stood at 52 per cent in 2018, up from 44 per cent in 2017.¹⁵

On the political level, despite the landmark reconciliation deal signed between Hamas and Fatah in October 2017, key steps towards ending the decade long political divide failed to materialize during the reporting period. This further fuelled political uncertainty, despair and frustration, compounded through: (i) a 30-50 per cent reduction in salaries to government employees of the State of Palestine, directly affecting approximately 62,000 Gaza-based civil servants, their families and the general economy; and (ii) an energy crisis with power cuts reaching 16-20 hours per day. In 2018, electricity deficits and the effect of the blockade decreased desalination capacity from over 4,000 m³ of water per day to 2,271 m³ per day,¹⁶ negatively affecting access to clean water. Consequently, dependency on trucked water led to increased household expenditure on this basic necessity at the expense of other needs. The flow of wastewater directly into the Mediterranean Sea stood at unprecedented levels, averaging 221mg/litre per day as compared with the international standard of 60mg/litre per day.¹⁷

1.1.5. West Bank

In 2018, the impact of the Israeli military occupation of the West Bank, including East Jerusalem, continued to be felt on a daily basis by the 846,465 Palestine refugees registered with UNRWA.¹⁸ In this regard, feelings of hopelessness, despair and disbelief were exacerbated by increasing restrictions imposed by the Government of Israel on access to land and property. The coercive environment in which some Palestine refugee communities living in Area C and East Jerusalem find themselves in is of particular concern.

During the reporting period, the ISF conducted over 7,000 security related operations in which 40 Palestinians, including 9 refugees, 2 of whom were minors, were killed and 6,131 Palestinians were injured.¹⁹ During the same period, 11 Israeli fatalities and 159 injuries were recorded. In 2018, the ISF conducted, on average, almost two security operations per day in the 19 West Bank refugee camps. Many of these operations began as or developed into, violent raid-like incursions where live ammunition and large amounts of tear gas were deployed, often resulting in injuries, property damage and pronounced psychosocial consequences.

During the reporting period, Israeli settlement expansion continued in the West Bank, including in East Jerusalem, in parallel with the destruction of Palestinian homes and property. Palestinian communities, especially those in Area C, routinely faced the threat of and actual home demolitions and confiscations, which contributed to an overall coercive environment that placed them at risk of forcible transfer. In 2018, at least 475 Palestinian-owned structures were demolished,²⁰ of which 139 belonged to Palestine refugees (99 in 2017). This represents a 12 per cent increase compared to 2017 (423) and a 40 per cent increase in demolished

structures owned by refugees.²¹ While the number of demolitions increased, fewer Palestinians were displaced during the reporting period (499 in 2018 vs. 664 in 2017).²²

Throughout 2018, socioeconomic conditions in the West Bank were difficult, with Palestine refugees often bearing the brunt. The overall unemployment rate for this group during the reporting period was 18 per cent (a 1 per cent improvement on 2017) with joblessness rising to 20 per cent for those living in camps.²³ This contributed to high levels of poverty and food insecurity in Palestine refugee households in the West Bank.

1.2. operational and organizational developments

1.2.1. Syria

Throughout 2018, UNRWA cash and food assistance remained priority humanitarian interventions in Syria. In this regard, three cash distribution rounds served 405,644 vulnerable refugees (212,469 female and 193,175 male) while 390,594 individuals received food baskets through three separate distributions. In addition, one-off emergency assistance was extended to 2,527 Palestine refugee families in response to: (i) displacement due to the escalation of events in Eastern Ghouta and Southern Damascus; and (ii) relocation support for the last few remaining families residing in Agency collective shelters that were closed by end of May 2018. In response to acute emergencies UNRWA assisted 103,088 Palestine refugees with non-food items (NFIs), ready to eat food baskets and hygiene kits. During the reporting period, an Agency vulnerability assessment found that 90 per cent of Palestine refugees in Syria live in poverty. The results of this study will guide UNRWA in developing a more targeted approach to the delivery of emergency assistance in 2019.

In 2018, education was provided to 49,682 Palestine refugee students in Syria through a network of 103 schools.²⁴ Healthcare continued to be provided through 27 HCs and health points (HP) including two mobile clinics that provided 856,024 PHC consultations.²⁵ In addition, five project funded Family Support Offices facilitated the provision of legal assistance and PSS through a network of community development social workers, lawyers and volunteers. With emergency funding, the Agency continued to provide potable water, maintained sewage works and extended solid waste management in all accessible refugee camps.²⁶ UNRWA also contributed to strengthening the capabilities of 1,044 refugees, enabling them to access livelihood opportunities through the direct provision of TVET.²⁷ In addition, Agency microfinance loans supported a growing number of entrepreneurship opportunities for Palestine refugees and Syrians alike.²⁸

In 2018, in response to funding shortages, UNRWA reduced both the frequency and the amount of cash distribution interventions, translating into a total of only six months of reduced cash subsidies throughout the year. The Agency expects that funding challenges will continue in 2019, impacting on UNRWA's ability to provide emergency and basic services. Donor support to the Syria EA at this critical time is crucial to ensure that the most vulnerable continue to receive life-saving humanitarian assistance. By the end of the year, the Agency had only received 24.5 per cent of its total requirements against the Syria portion of the EA.

1.2.2. Lebanon

UNRWA operations in Lebanon provided essential services to over 200,000 eligible PRL and PRS. At the start of the 2018/19 school year, 36,960 students (17,480 males and 19,480 females) were enrolled in Agency schools, including 5,254 PRS children.²⁹ Throughout the reporting period, 27 Agency HCs supported 1,019,967 consultations.³⁰ SSNP cash assistance was provided to 61,709 PRL under the programme budget while emergency cash for food and multipurpose cash assistance benefited an average of 30,594 PRS. During the reporting period, UNRWA continued to support refugee livelihood opportunities through targeted vocational training for 899 students at the start of the 2018/19 school year while innovation labs enhanced the skills and employability of 543 youth.³¹ The Agency also supported 194 microcredit initiatives for start-ups and existing businesses while 377 shelters were rehabilitated through self-help shelter rehabilitation programming. Through both direct service provision and external referrals, legal aid services including counselling, assistance and representation (by external partners) were extended to 8,843 refugees. Further, numerous infrastructure, camp improvement and environmental health initiatives benefited over 150,000 residents across all 12 Palestine refugee camps in Lebanon. Eleven years after the almost complete destruction of Nahr el-Bared Camp (NBC), reconstruction is more than half complete. Thus far, 2,788 families (11,465 individuals) received the keys to their newly reconstructed housing units. Notwithstanding this success, UNRWA still faces a shortfall of over US\$ 66 million to complete NBC reconstruction.

The 2018 financial crisis has put additional strain on the Agency's operational capacity, exacerbating anxiety felt by the most vulnerable Palestine refugees who are highly reliant on the essential services provided including cash assistance, education and health. Despite the challenging funding environment, UNRWA is determined to ensure the availability of critical humanitarian assistance for PRS in Lebanon, a community identified as one of the most marginalized in the region, while maintaining its regular operations.

1.2.3. Jordan

During the reporting period in Jordan, UNRWA services continued to contribute to the human development of Palestine refugees through the provision of basic education to 120,967 (58,633 females and 62,334 males)³² and technical and vocational training for 2,803 youth.³³ Twenty-six HCs provided 1,584,959 PHC consultations while SSNP cash-based transfers

were extended to over 58,000 refugees.³⁴ Currently, the SSNP waitlist stands at 28,773 applications and is expected to grow due to a rapid increase in the cost of living.³⁵ Microcredit was extended to 7,724 refugees with a total value of US\$ 8.4 million.

Through its 2018 Syria regional crisis EA, UNRWA provided humanitarian assistance, including emergency cash, health, education, vocational training and protection to 17,550 PRS. During the reporting period, the Agency revised its emergency operations in Jordan, with a particular focus on the provision of unconditional cash assistance. Aiming to improve coherence, efficiency and management effectiveness while ensuring the uninterrupted provision of services, starting from the second quarter of the year, PRS assessed as extremely vulnerable,³⁶ and those identified as experiencing a protection concern, received the full amount of cash assistance of US\$ 40/person/month, while less vulnerable PRS received a reduced allocation of US\$ 9.58/person/month. This amount matches the entitlement applied to Palestine refugees in Jordan (PRJ) that benefit under the UNRWA SSNP.

1.2.4. Gaza

The unprecedented financial crisis faced by the Agency in 2018 had a major impact on emergency operations in Gaza. In order to avoid interruptions in the provision of life-saving humanitarian assistance, UNRWA reviewed and adjusted other interventions. In this regard, the Community Mental Health Programme (CMHP) was integrated into core health and education services, job-creation opportunities focused on supporting core Agency service delivery, protection and neutrality functions were mainstreamed and coordination and management support functions were adjusted to a constrained budget.³⁷ Efforts to stabilize emergency interventions during the first half of the year were made possible through a loan/grant combination from the UN Central Emergency Response Fund (CERF) and additional contributions and advances from other donors, supported by global fundraising efforts. As a result, UNRWA was able to support the food and nutritional needs of 1,032,914 vulnerable Palestine refugees³⁸ and provide short-term employment opportunities to 10,771 individuals. Emergency activities remained largely underfunded throughout the year.

In response to GMR demonstrations, the Agency provided emergency medical assistance and PSS to affected persons and their families. In addition, over four million PHC consultations were provided during the reporting period through UNRWA's 22 HCs in Gaza. Alongside other humanitarian partners, the Agency also provided logistical support to ensure the

provision of over 7.7 million litres of fuel for hospitals and critical water, sanitation and hygiene (WASH) services.

During the reporting period, UNRWA continued to invest in education, providing access to 278,938 students (134,965 females and 143,973 males) through 274 schools in Gaza, 64.6 per cent and 4.7 per cent of which operated on a double and a triple-shift basis respectively.³⁹ In addition, TVET opportunities were extended to 1,814 students. Despite the very difficult operational context, the Agency continued to take decisive organisational measures to rigorously uphold its commitment to neutrality, including through the investigation of violations, installations and staff capacity development.

1.2.5. West Bank

In 2018, with programme budget funding, UNRWA provided basic education to 46,310 children (18,652 boys and 27,658 girls) and vocational and technical training to an additional 1,004 students (415 males and 589 females) in the West Bank. PHC services were dispensed through 43 HCs and HPs and six mobile health clinics that collectively provided 1,041,481 medical consultations (927,898 through HCs and 113,583 through HPs). Through the SSNP, the Agency continued to provide cash assistance to 36,125 individuals (19,588 females and 16,537 males). Food vouchers and CfW opportunities were extended to 13,756 refugee households⁴⁰ while, in partnership with the WFP, in-kind food assistance reached 37,000 Bedouin and herder individuals vulnerable to various access restrictions and protection threats. Finally, microfinance loans were extended to 10,520 (4,247 females and 6,273 males) while 120 vulnerable refugee families benefited from shelter rehabilitation assistance.

The 2018 financial crisis had a major impact on UNRWA emergency operations in the West Bank, forcing the Agency to take mitigating measures that included the interruption of CfW,⁴¹ community mental health and mobile health interventions during the second half of the year. In addition, protection capacities were reduced and adjusted to a constrained budget. While UNRWA has been hit particularly hard by the unprecedented funding shortfall due to the withdrawal of its largest donor, other humanitarian actors and partners have also been severely impacted by a sharp decrease in funding, generating an increasingly constrained operational context in the West Bank. During the second half of the year, the Agency's operational environment was also impacted by announcements by the then-Mayor of Jerusalem that UNRWA services in East Jerusalem would be suspended.

1.3. legal matters

1.3.1. Agency staff

Israeli authorities, citing security concerns, continued to restrict the freedom of movement for UNRWA personnel in the oPt, including East Jerusalem. Restrictions included: (i) the prohibition of Agency local staff, not resident in Jerusalem, to travel in UN vehicles across the Erez crossing and the Allenby Bridge, or to drive in Israel and East Jerusalem; and (ii) time-consuming and cumbersome procedures to obtain permits for local staff not resident in Jerusalem to enter Israel and East Jerusalem. On many occasions, permits were not granted even though procedures had been followed. On average, permits to enter East Jerusalem from the rest of the West Bank were not issued to 24.1 per cent (161 individuals) of UNRWA personnel where required.

Israeli procedures at the Allenby Bridge continued to require that UN vehicles be submitted to a search unless an occupant thereof held an identification card issued by the Ministry of Foreign Affairs (MFA), even though such searches represent a violation of UN immunity. Those procedures restricted the movement of international staff based at UNRWA headquarters in Amman, to whom the Ministry does not issue such cards.

Beginning in April 2018, only UN vehicles driven by a UN staff member holding an identification card issued by Israel's MFA were permitted to drive through the Erez crossing unless special arrangements were made in individual cases. The Israeli authorities also introduced new procedures for the crossing of UN vehicles through Erez, requiring all vehicle doors to be opened for inspection by a sniffer dog and luggage to be removed and subjected to an x-ray scan. With the exception of senior officials, all passengers were required to walk through a metal detector and, unless holding an identification card issued by Israel's MFA, also required to undergo a body scan. The UN protested the new procedures, in particular the requirement to open UN vehicles, as effectively eroding the exemption of UN property and assets from any form of search or interference pursuant to 1946 Convention on the Privileges and Immunities of the UN (1946 Convention). UN staff complied with the procedures under protest.

In the West Bank, staff movement continued to be restricted and unpredictable at several checkpoints, notably those controlling access to East Jerusalem or through the West Bank Barrier. In 2018, movement restrictions in the West Bank resulted in the loss of at least 62 staff days, a significant decrease from 2017. On 18 occasions at checkpoints in the West Bank, including for entry into East Jerusalem, Israeli authorities demanded to search Agency vehicles. In addition, on at least 23 occasions, personnel assigned to the Agency's West Bank Field Office (WBFO) were prevented from attending work because access through checkpoints was denied. While the majority of searches were avoided through UNRWA interventions, rerouting or turning back, on at least three

occasions searches were carried out. Despite several requests for unimpeded humanitarian access, it remained difficult to deliver UNRWA services in the 'Seam Zone' (areas between the Green Line and the Barrier). The situation regarding requirements for the Agency and other UN trucks to use specific commercial checkpoints to enter Jerusalem remained unchanged.

The aforementioned restrictions are inconsistent with the Charter of the UN, the 1946 Convention, relevant UN resolutions and the Comay-Michelmores Agreement of 1967, by which the Government of Israel is obligated to facilitate the task of UNRWA to the best of its ability, subject only to regulations or arrangements that may be necessitated by considerations of military security. The Agency applied for permits for local staff to enter East Jerusalem for operational and humanitarian reasons only and without prejudice to relevant UN resolutions, including resolutions relating to the status of Jerusalem. Israeli authorities maintained that the restrictions were necessary to protect against terrorist attacks.

In 2018, the Rafah crossing between Egypt and Gaza was open for public use for 198 days for humanitarian cases, students and holders of visas for a third country. Citing security concerns in the Sinai, the ban imposed by the UN on duty travel for staff members travelling through Rafah remained in place.

In Lebanon, the volatile security situation in Palestine refugee camps in the Saida and north Lebanon areas resulted at times in movement restrictions that affected UNRWA staff and operations. During 2018, no significant movement restrictions were imposed on Agency staff by the Governments of Jordan or Palestine.

The de facto authorities in Gaza restricted the movement of UNRWA staff members on three occasions and searched UNRWA vehicles on at least five occasions during the reporting period. The Agency protested these measures with the relevant authorities.

Local staff in Gaza continued to require permits from the Israeli authorities to transit the Erez crossing. During 2018, of 525 applications, 353 permits (67 per cent) were granted. While, compared with 2017, the number of applications decreased by approximately 42 per cent and the overall percentage of permit applications not granted decreased from 47 per cent to 33 per cent, this continued to negatively impact UNRWA operations. Despite repeated requests, the Agency has not received a substantive justification as to why permits were not approved.

The Israeli embassy resumed consular services in Amman in January 2018. Following the reopening of the Israeli embassy in Amman, the Israeli authorities rejected a visa for security reasons for one staff member based in Amman. UNRWA continued to be unable to secure appropriate visas

from the Israeli authorities for Agency internships requiring such visas.

Since 2017, the Agency has been unable to secure residencies for three expatriate UNRWA area staff members in Jordan, due to the refusal of the Government of Jordan to exempt such staff members from the requirement of a labour permit and its associated fees. During the reporting period, delays continued to be experienced with respect to the issuance of residency permits for new international staff in Jordan.

In Syria, the security situation in the capital, south and central areas stabilized. However, armed conflict, terrorist attacks and generalized insecurity continued to seriously affect free movement and humanitarian access. While some checkpoints in the capital area and in the Central area were removed, checkpoints in other areas remained. In 2018, all visa applications (residency and visit) for international personnel, including renewals, were approved by Syrian authorities.

At the end of 2018, 30 Agency staff were missing, detained, kidnapped or presumed detained: some 15 staff were believed to be missing, detained or kidnapped in Syria, either by the Syrian authorities or other parties, five detained by the Israeli authorities, three by the de facto authorities in Gaza, five by the Jordanian authorities, one by Lebanese authorities and one by the Palestinian authorities. Despite requests in accordance with GA resolution 36/232, in 2018, the Syrian authorities did not provide the Agency with access but provided information about certain staff that remained in their custody during the year. The Israeli authorities did not provide information or access to the staff members in their custody. The Jordanian authorities provided information about four staff members. The Palestinian authorities provided information on the reasons for detention with respect to four staff detained during 2018. The Lebanese authorities provided information on the detained staff member in their custody and granted access to two other staff members detained and released during 2018. The de facto authorities in Gaza granted access but did not provide information in writing on the staff in their custody in 2018.

1.3.2. Agency services and premises

The Israeli authorities continued to impose transit charges on shipments entering Gaza, forcing UNRWA to pay US\$ 0.93 million in 2018. The Agency considers such charges a direct tax from which it ought to be exempt under the 1946 Convention. In the view of Israel, the charges are a fee for service, from which there is no exemption. Since November 2016, UNRWA vehicles could only be imported through Erez. For all other Agency imports, the Kerem Shalom crossing remained the sole crossing for imports into Gaza. It was fully closed for imports for 19 of 261 scheduled operating days (seven per cent) and partially closed for security reasons on 37 days. The continuing closure of the Karni crossing and the prohibition of containerized imports, in place since 2006, contributed to increased expenditure, resulting from storage, palletisation, sterilization, and additional mileage

and staff, amounting to some US\$ 6.9 million, in addition to transit charges levied on imports through Kerem Shalom and Erez crossings.

Conditions relating to UNRWA construction projects in Gaza and related approvals remained in place. During 2018, the Agency continued to employ an additional international staff member (in addition to existing international staff), local staff engineers and security guards to meet daily monitoring and coordination requirements previously introduced by the Israeli authorities, amounting to almost US\$ 0.26 million in extra staffing costs. UNRWA also continued to provide the Israeli authorities with written confirmation of Agency monitoring of each project, in addition to requirements predating 2017 for documentary material to facilitate the monitoring, by Israel, of construction projects. Cumbersome clearance procedures and frequent processing delays of UNRWA import requests for materials, some of which Israel classifies as dual-use items, and equipment, continued to negatively impact Agency operations.⁴²

Overall, in 2018 alone, additional staffing, transit and logistical costs resulting from Israeli requirements regarding access and monitoring of all UNRWA imports into Gaza amounted to US\$ 8.09 million. This does not include similar access costs that private contractors incurred to ship construction materials into Gaza through Kerem Shalom under the Gaza Reconstruction Mechanism (GRM).

During 2018, Israeli authorities destroyed a consignment of radios which had been pending clearance since 2016 due to lack of approval by the Israeli Ministry of Communications for the use of frequencies. The Agency had sought to import the radios, totalling US\$ 869,824 in value, into Gaza for its official use in support of its operations and staff security. The Agency protested the refusal to release the shipment and the destruction of the radios with Israeli authorities contrary to privileges and immunities relating to Agency imports and property owed under the 1946 Convention. In addition, from March 2018 the Israeli authorities prohibited the entry of tyres to the Gaza Strip; three shipments of tyres for UNRWA's use were pending Israeli approval for importation as of 31 December 2018.

Israeli authorities continued to require standards testing for educational, electronic, medical and other items for official use. The Agency imports goods for its official use that conform to international standards and the UN considers that Israeli requirements are contrary to the exemption from prohibitions and restrictions on imports, under the 1946 Convention, in respect of articles imported by the UN for official use. At the end of the reporting period, the Agency was unable to confirm the status of the 15 shipments that were pending clearance as previously reported.

Arrears of US\$ 90.9 million accrued as value added tax (VAT) for services and goods procured for the West Bank and Gaza before arrangements were agreed in 2013 with the Palestinian Ministry of Finance remained outstanding.

During 2018, UNRWA further accrued VAT in the amount of US\$ 0.26 million in addition to VAT accrued since 2013. While in 2018 the Agency received a reimbursement in the amount of US\$ 0.632 million, the cumulative total owed to the Agency for reimbursement of VAT paid for services and goods procured in the West Bank and Gaza amounted to approximately US\$ 100.59 million as at 31 December 2018.⁴³

During the reporting period, Israeli authorities paid US\$ 6.05 million in VAT reimbursements owed to the Agency. However approximately US\$ 7.47 million⁴⁴ remained outstanding in VAT reimbursements as at 31 December 2018.

The Agency was required, as in the past, to pay port fees and other charges to the Syrian authorities, in contravention to the Agreement of 1948 between the UN and the Government of the Syrian Arab Republic. In 2018, fees and charges totalling US\$ 79,758 were paid.

In Jordan, UNRWA continued to face difficulties in securing exemptions from all relevant taxes, custom duties and other fees imposed on imports and insurance contracts made and entered into by the Agency for official purposes. The Agency considers those restrictions to be contrary to its exemption from taxation and restrictions on imports under the 1946 Convention and its bilateral agreement with the Hashemite Kingdom of Jordan of 1951. Jordan considers those charges as fees for service. In 2018, the Ministry of Energy and Mineral Resources in Jordan imposed a new "fuel price difference" charge on electricity consumption, which has led to an increase in costs for the Agency in excess of JOD 55,000. In 2018, UNRWA continued to pay for the inspection fees of official UNRWA vehicles under protest.

During 2018, the UNRWA Operational Support Office teams in the various fields were restructured due to a shortage of funds. While installation inspections continued, responsibilities were reorganised in accordance with new standard operating procedures (SOPs).

The 1946 Convention provides that the premises of the UN shall be inviolable. Contrary to this, the ISF entered UNRWA premises in the West Bank without authorization on two occasions. On at least seven occasions, tear gas canisters, stun grenades, plastic-coated metal bullets or live ammunition used by the ISF landed in Agency premises, including schools, or damaged UNRWA property.

Following the announcement by the Jerusalem municipality of a plan to terminate UNRWA service provision in East Jerusalem, municipal officials entered an UNRWA premise in East Jerusalem on one occasion in breach of the inviolability owed to UN installations. On two occasions the municipality sought to enforce Israeli licensing requirements for the provision of Agency services and operations in East Jerusalem in notable departure of arrangements in place since 1967. In addition, beginning 26 October 2018, municipality contractors obstructed the Agency's access to its solid waste transfer station in Shu'fat refugee camp in East Jerusalem and used Agency property without authorization. UNRWA

protested these measures with reference to the status of UNRWA as a UN agency and applicable privileges and immunities owed to the Agency under the 1946 Convention and the Comay-Micheltmore Agreement of 1967.

During the reporting period, and within financial constraints resulting from severe funding shortfalls, UNRWA continued implementing the recommendations of the United Nations Headquarters Board of Inquiry (UNBOI) into certain incidents that occurred in the Gaza Strip between 8 July 2014 and 26 August 2014 referred to in previous reports. Due to the lack of funding, UNRWA was required to reduce the number of personnel assigned to after-hours guarding duties at its installations in Gaza.

On 22 March 2018, the UN submitted a claim to Israel for reimbursement of the losses that the UN sustained as a result of incidents that were the subject of the UNBOI which occurred at UNRWA premises during the 2014 hostilities in Gaza. According to publicly available information, on 14 August 2018 the IDF reported that the criminal investigation into the incident affecting the UNRWA Beit Hanoun Elementary Co-education "A" and "D" School on 24 July 2014, which resulted in the killing of at least 12 people and injured at least 93 individuals, was closed by the Military Advocate General without any further legal proceedings – criminal or disciplinary – to be taken against those involved in the incident. The Agency remains concerned as to the need for accountability regarding these and other incidents where UNRWA installations were directly or indirectly affected contrary to their inviolability, and Agency personnel and civilians sheltering in them were killed as a result thereof.

In the West Bank, there were three incursions into UNRWA premises by armed Palestinians. There were six incidents of misuse of UNRWA installations for unauthorized political or other events involving Palestinian factions, camp services committee members or other actors. In addition, Agency premises and services were disrupted on at least 230 occasions by forced closures or protests, including by members of camp service committees (CSC).

In Gaza, the Agency recorded seven incidents of ammunition fired by the ISF landing inside or damaging UNRWA premises in Gaza. In addition, there were five incursions by the de facto authorities, some involving armed individuals. The Agency protested these incidents with relevant authorities. Starting on 23 July until early October 2018, unauthorized protests were staged by the staff union, first within the Agency's compound in Gaza and later outside blocking access, against the Agency's management decision to implement workforce adjustments as a result of the Agency's financial challenges. During these protests, which involved staff members and external protesters, actions were taken in disregard of the status of UNRWA premises and Agency personnel were subject to acts of intimidation, threats and violent confrontations with protesters, including the detention of an Improvised Explosive Device and forcefully breaking through the closed gates separating the UNRWA

Gaza Training Centre from the Field Office compound. As a result, the Agency did not (always) have full control over the UNRWA Field Office in Gaza and at one point had to temporarily withdraw part of its international staff from Gaza. There were also instances of closure of all installations in the Gaza Strip as a result of these protests. The Agency intervened with the de facto authorities to ensure the safety and security of UNRWA operations and staff. There were a further 61 incidents that disrupted service delivery or the movement of UNRWA staff in Gaza.

In Syria, as previously reported, UNRWA sustained conflict-related property losses in the millions of dollars since hostilities began in 2011. During 2018, Agency premises were hit by artillery munitions on at least three occasions and three UNRWA vehicles were damaged due to stray bullets. Assessments carried out in late 2018 indicate that almost all UNRWA installations are in need for major rehabilitation and many were severely damaged and need reconstruction, especially in Yarmouk unofficial camp, Dera'a and Ein El Tal camps. During the reporting period, Syrian authorities forcibly entered UNRWA installations on at least eight occasions. UNRWA also documented at least one instance of a hand grenade found in an Agency installation. Generally, however, UNRWA remained unable to verify other reports regarding the military use of certain Agency installations due to insecurity and the presence of armed groups in the areas concerned. Despite protests, the UNRWA Sanitation Office in Khan Dannoun continued to be used by military personnel at the adjacent checkpoint.

In 2018, there were closures of Agency installations on at least 78 days in Lebanon. Closures were mostly the result of violent actions by beneficiaries and the lack of security more broadly due to civil unrest and armed factions. Insecurity and

armed clashes between factions in Mieh-Mieh refugee camp led to at least 20 days of closures of UNRWA installations in that camp. The Lebanese security forces entered an Agency installation without authorization on one occasion. There were also at least three incidents of political or armed factions entering UNRWA premises without authorization. The Agency protested against these incidents and liaised with the relevant parties.

1.3.3. Other matters

Some US\$ 680,000 seized by the Government of Lebanon in 2013 has yet to be returned. UNRWA continued to dispute any liability for payment demanded by the Government of Lebanon in the amount of US\$ 167.1 million for electricity consumed by Palestine refugees outside of Agency installations in camps in Lebanon.

In relation to the internal justice system, the UNRWA Dispute Tribunal, established on 1 June 2010, operates on a full-time basis and is comprised of one judge and a part-time ad litem judge. During 2018, the Tribunal issued 70 judgments and 240 orders, disposing of 287 cases. As at the end of 2018, 537 cases were pending, including two cases on remand, of which 535 were filed by area staff and two were filed by international staff members. There were also seven appeals pending before the UN Appeals Tribunal.

1.3.4. Legal status of Palestine refugees in the Agency area of operations

The legal status of Palestine refugees in Jordan, Lebanon, Syria, the West Bank and Gaza remained substantially the same as that described in the report of the Commissioner-General to the UN GA for 2008 (A/64/13, paras. 52-55).

1.4. financial overview⁴⁵

With the exception of 158 international staff posts funded by the General Assembly through the UN regular budget, UNRWA operations are supported through voluntary contributions. In this regard, the Agency receives funding through: (i) a programme budget fund that supports core operations (including recurrent staff and non-staff costs), including education, health, camp improvement, relief and social services (RSS), protection and support systems and structures; (ii) EAs for humanitarian interventions; and (iii) specific, time-bound projects that improve services without increasing recurrent costs.

In 2018, Agency resource mobilization efforts yielded a total pledged amount of US\$ 1.3 billion (including UN Secretariat support for international staff),⁴⁶ with part of these funds relating to 2019 planned expenditure for projects and the EAs. Traditional donors⁴⁷ contributed a total of US\$ 841.45 million (64.17 per cent) across all portals, of which US\$ 571.35 million (67.15 per cent) was for the programme budget.⁴⁸ Contributions from the Regional Partners⁴⁹ totaled US\$ 340.42 million and amounted to 25.96 per cent including US\$ 208.26 million (24.48 per cent) of total contributions to the programme budget. Emergent donors⁵⁰ made up 0.94 per cent (US\$ 12.38 million) of total contributions across all portals, out of which US\$ 9.63 million, or 1.13 per cent, was for the programme budget. Non-Traditional Donors⁵¹ made up 2.45 per cent (US\$ 32.16 million) of total contributions across all portals, out of which US\$ 23 million (2.70 per cent) was for the programme budget. Private partnerships made up 1.49 per cent (US\$ 19.50 million) of total contributions across all portals, out of which US\$ 8.98 million (1.06 per cent) was for the programme budget.

In 2018, planned programme budget (cash view⁵²) income was US\$ 650 million under the approved programme budget against planned expenditure of US\$ 747 million and a deficit approaching US\$ 97 million. Subsequently the shortfall increased to US\$446 million as a result of the loss of an expected US\$ 300 million from the Agency's largest donor and the carry forward of shortfall. The shortfall was fully covered during 2018 including the cash necessary to repay the CERF loan.

Through its 2018 Syria Regional Crisis EA, UNRWA sought US\$ 409 million. Many donors responded generously, although only 33.72 per cent (US\$ 137.90 million out of US\$ 409 million) of funding needs were pledged. In the oPt, the Agency continued to provide basic humanitarian assistance through a 2018 EA for US\$ 399 million, 29.06 per cent (US\$ 115.96 million) of which had been pledged by the end of the year, down from 2017 when funding reached 38.1 per cent (US\$ 153.2 million out of US\$ 402 million).

According to unaudited financial statements, in 2018 the Agency spent US\$ 1.19 billion. The largest expenditure was US\$ 764 million, under the unrestricted regular budget, accounting for 64.19 per cent of total expenditure. Emergency activities and projects (including restricted fund activities) accounted for 23.26 per cent and 12.55 per cent respectively. Education remained the largest programme funded through the programme budget, with an expenditure of US\$ 461.8 million, or 61 per cent of the total unrestricted programme budget.

Actual expenditure by Programme, 2018 (Thousands of United States Dollars)

Programme Budget	Gaza		Lebanon		Syria		Jordan		West Bank		Headquarters		Total	
Education	216,096	28%	46,803	6%	31,116	4%	99,716	13%	66,419	9%	1,854	0%	462,003	60%
Health	34,570	5%	23,552	3%	7,874	1%	21,091	3%	26,612	3%	602	0%	114,300	15%
RSSP	10,628	1%	11,264	1%	1,503	0%	9,160	1%	8,850	1%	1,041	0%	42,446	6%
Infrastructure	9,602	1%	6,670	1%	620	0%	5,396	1%	6,600	1%	1,185	0%	30,072	4%
Executive Direction	2,773	0%	2,331	0%	2,410	0%	2,480	0%	2,546	0%	18,950	2%	31,490	4%
Protection	49	0%	25	0%	6	0%	1	0%	77	0%	403	0%	562	0%
Support	17,076	2%	7,463	1%	2,071	0%	3,752	0%	12,398	2%	40,323	5%	83,084	11%
Grand Total	290,793	38%	98,108	13%	45,600	6%	141,597	19%	123,502	16%	64,358	8%	763,957	100%

All Funding Streams	Gaza		Lebanon		Syria		Jordan		West Bank		Headquarters		Total	
Education	231,014	19%	63,419	5%	42,270	4%	108,741	9%	69,186	6%	2,933	0%	517,564	43%
Health	52,121	4%	30,710	3%	14,276	1%	25,023	2%	34,154	3%	2,357	0%	158,641	13%
Relief	131,080	11%	40,542	3%	88,769	7%	16,969	1%	22,145	2%	1,196	0%	300,701	25%
Infrastructure	34,324	3%	26,883	2%	1,587	0%	6,118	1%	9,274	1%	1,232	0%	79,419	7%
Executive Direction	7,384	1%	6,395	1%	5,517	0%	3,908	0%	4,331	0%	22,802	2%	50,338	4%
Protection	1,073	0%	1,327	0%	1,460	0%	287	0%	1,762	0%	1,119	0%	7,028	1%
Support	30,822	3%	8,020	1%	6,185	1%	3,969	0%	12,891	1%	6,154 ⁵³	1%	68,040	6%
Microfinance	1,519	0%	0	0%	598	0%	3,298	0%	3,079	0%	-	0%	8,493	1%
Grand Total	489,337	41%	177,297	15%	160,662	13%	168,312	14%	156,822	13%	37,793	3%	1,190,223	100%

Actual expenditure by MTS Strategic Outcome, 2018 (Thousands of United States Dollars)

Programme Budget	Gaza		Lebanon		Syria		Jordan		West Bank		Headquarters		Total	
SO1: Refugees' rights under international law are protected and promoted	1,950	0%	795	0%	924	0%	867	0%	1,826	0%	403	0%	6,765	1%
SO2: Refugees' health is protected and the disease burden is reduced	34,097	4%	23,022	3%	7,539	1%	20,698	3%	25,684	3%	-	0%	111,040	15%
SO3: School-age children complete quality, equitable and inclusive basic education	209,762	27%	42,303	6%	28,988	4%	91,748	12%	58,179	8%	-	0%	430,980	56%
SO4: Refugee capabilities are strengthened for increased livelihood opportunities	5,241	1%	3,944	1%	1,870	0%	6,635	1%	7,720	1%	378	0%	25,787	3%
SO5: Refugees are able to meet their basic human needs of food, shelter and environmental health	15,131	2%	14,751	2%	399	0%	12,527	2%	11,690	2%	-	0%	54,497	7%
SO6: Management and operational effectiveness	24,613	3%	13,292	2%	5,880	1%	9,123	1%	18,403	2%	63,577	8%	134,887	18%
Grand Total	290,793	38%	98,108	13%	45,600	6%	141,597	19%	123,502	16%	64,358	8%	763,957	100%

All Funding Streams	Gaza		Lebanon		Syria		Jordan		West Bank		Headquarters		Total	
SO1: Refugees' rights under international law are protected and promoted	5,314	0%	3,273	0%	2,520	0%	1,573	0%	3,652	0%	1,383	0%	17,715	1%
SO2: Refugees' health is protected and the disease burden is reduced	51,560	4%	30,089	3%	11,868	1%	24,590	2%	33,103	3%	3	0%	151,214	13%
SO3: School-age children complete quality, equitable and inclusive basic education	223,443	19%	55,286	5%	38,768	3%	98,224	8%	59,933	5%	-	0%	475,654	40%
SO4: Refugee capabilities are strengthened for increased livelihood opportunities	7,422	1%	17,268	1%	3,055	0%	12,164	1%	12,768	1%	378	0%	53,055	4%
SO5: Refugees are able to meet their basic human needs of food, shelter and environmental health	157,414	13%	51,352	4%	87,517	7%	20,342	2%	26,096	2%	-	0%	342,720	29%
Management and operational effectiveness	44,184	4%	20,029	2%	16,934	1%	11,420	1%	21,269	2%	36,030	3%	149,866	13%
Grand Total	489,337	41%	177,297	15%	160,662	13%	168,312	14%	156,822	13%	37,793	3%	1,190,223	100%

chapter two: annual reporting under the unrwa programme budget

2.1. strategic outcome one results analysis: refugees' rights under international law are protected and promoted

Throughout 2018, UNRWA continued to address protection concerns faced by Palestine refugees across the Agency's five fields of operation. During the reporting period, protection mainstreaming, both in and through UNRWA service delivery, was enhanced while advocacy efforts were undertaken in relation to Palestine refugee rights. Protection reform is now firmly focused on the operationalization of key protection policies, frameworks, strategies and guidelines that equip Agency personnel to deliver practical protection outcomes for Palestine refugees.

In 2018, the UNRWA protection function was significantly impacted by the Agency financial crisis as seventy per cent of protection funding was provided by the Government of the United States. Within such a challenging environment and noting that a third of protection staff positions were discontinued during the course of the year, the protection function was restructured to reflect a core structure in each field of operation that was then brought under the programme budget and supplemented through project funding. In addition, a refocused set of strategic protection priorities were agreed that focus on protection mainstreaming, response and international protection. Despite these considerable challenges the Agency still managed to achieve significant protection results.

During the reporting period, UNRWA continued to implement its Child Protection Framework. Under the reduced protection structure, the principle focus was Addressing Violence Against Children (AVAC)⁵⁴ comprising preventative, responsive and institutional accountability measures dedicated to the elimination of violence against children (including corporal punishment) in Agency installations and service provision. In this regard: (i) an overall AVAC strategic framework was developed to guide the implementation of field office action plans; (ii) a series of products including guidance, key messages and reporting templates, were initiated and once complete, will support action plan implementation; and (iii) a training package to strengthen reporting, investigation and disciplinary processes was piloted in Jordan and will be rolled out across all fields of UNRWA operation in 2019.⁵⁵ Also during the reporting period, the Agency identified and provided assistance to an estimated 2,530 children experiencing a child protection risk. Of those assisted, 1,378 (54.5 per cent) were boys, 1,152 (45.5 per cent) were girls and 89 (2.5 per cent)

were children with disabilities. The types of child protection concerns that UNRWA responded to included physical violence, abuse, neglect, child marriage, corporal punishment, child labour and birth registration issues.

In 2018, the Agency began to implement the UNRWA mental health and psychosocial support (MHPSS) framework that is dedicated to the enhanced coherence, consistency and quality of interventions that improve the mental health and psychosocial well-being of Palestine refugees. During the reporting period, 92,795 Palestine refugees were provided with MHPSS support across the Agency's five fields of operation. In addition to MHPSS, legal aid is another key service extended to protection cases. In this regard 15,908 Palestine refugees were provided with some form of legal assistance in 2018 including legal information and counselling on a range of issues including civil matters, legal status and gender-based violence (GBV).

Protection partnerships continued to benefit UNRWA service delivery during the reporting period and included: (i) the implementation of the child protection component of the memorandum of understanding (MoU) with the United Nations International Children's Emergency Fund (UNICEF); (ii) the secondment of staff from the NGO Humanity and Inclusion to assist in disability mainstreaming within the Agency; (iii) the conclusion of a regional MoU with Save the Children International in support of child protection; and (iv) engagement with the Norwegian Refugee Council (NRC) to enhance legal protection services for Palestine refugees.

Despite the 2018 financial crisis, significant results were also achieved in relation to UNRWA staff capacity development with 5,609 personnel receiving some form of protection training. Key focus areas in this regard included gender, sexual exploitation and abuse (SEA) and GBV (accounting for 40.6 per cent of people trained), child protection (20.6 per cent), protection mainstreaming (17.3 per cent), safe identification and referral (10.7 per cent) and disability inclusion (10.5 per cent). Overall, of those training participants who took pre and post-training assessments, 85.7 per cent demonstrated increased knowledge as a result of these interventions. In addition, an on-line community of practice was developed and launched to share knowledge and lessons learned across the Agency.

Indicator	Location	Baseline (Actual 2017)	Target 2018 ⁵⁶	Actual 2018	Target 2021
Number of protection (advocacy) interventions including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers ⁵⁷	WBFO	121	90	146	N/A
	SFO	18	70	126	N/A
	GFO	21	35	68	N/A
	LFO	118	100	125	N/A
	JFO	41	30	15	N/A
	UNRWA	329	325	480	N/A
Source: Protection database (if available) and/or field legal office/protection division/front office formal/informal reports and public information reports					
Frequency: Quarterly					

Throughout 2018, UNRWA continued to advocate for the rights of Palestine refugees and raise protection issues of concern with the relevant authorities and other duty bearers. During the course of the year, 480 protection advocacy interventions (compared to 329 in 2017) were undertaken. The 2018 target was overachieved, in part, due to the inclusion of letters (issued to duty-bearers) in the calculation of results against this indicator. In this regard, of 480 interventions, 93 were addressed through the issuance of letters. The higher than predicted number of advocacy interventions also reflects new protection concerns that emerged in 2018 (e.g. ISF violence in response to the Gaza protests) and new opportunities, e.g. Syria Field Office (SFO) advocating for humanitarian access to areas which returned to government control in 2018.

Agency-wide, advocacy efforts during the reporting period covered a wide range of protection issues including: (i) the impact of the Syrian conflict on Palestine refugees, including in relation to the protection of civilians, freedom of movement, humanitarian access, civil documentation and housing, land and property rights; (ii) the rights of PRS living in Jordan and Lebanon, including in relation to legal stay, return and forcible return raising concerns of refoulement; (iii) the on-going occupation of the oPt, including the use of live ammunition and tear gas by ISF in response to demonstrations at the Gaza border fence and during operations in and around

refugee camps in the West Bank; (iv) the heightened threat of forcible transfer of Bedouin communities in the Jerusalem periphery and the ongoing blockade of Gaza which the UN considers illegal under international law as a form of collective punishment; and (v) other issues including labour and access rights.

All UNRWA field offices undertook advocacy interventions in 2018, however, the extent to which these activities were undertaken depended on the level of direct engagement with duty bearers, the prevailing security environment and the capacity of restructured protection teams. Despite these challenges, individual advocacy interventions demonstrated that results could be achieved in relation to areas of concern for the Agency including in relation to the risk of forcible transfer, wherein the demolition of the Bedouin community of Khan al Ahmar in the West Bank has been delayed, and improved conditions for ex-Gazans in Jordan in respect of the rights to work and property. The types of UNRWA advocacy interventions included bilateral meetings, briefings and field visits, formal correspondence with duty bearers and submissions to relevant human rights mechanisms on issues of alleged violations of international law. In this regard, the Agency made a total of 16 submissions and briefings to international human rights mechanisms covering all five fields of UNRWA operation.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2020 ⁵⁸
Percentage of protection mainstreaming recommendations from internal protection audits implemented	LFO	54.3	40	47.1 ⁵⁹	45
	SFO	10.7	30	33	35
	JFO	9.8	30	17.8	35
	WBFO	0.0 ⁶⁰	50	44	55
	GFO	11.1	40	42	45
	UNRWA	20.6	38	35.8	43
Source: Recommendations matrix					
Frequency: biennium (every two years)					

Conducted on a biennial basis, protection audits are used to measure the degree of programme alignment with UNRWA protection standards. By the end of the reporting period, 35.8 per cent of the recommendations from the last round of protection audits conducted in 2016 were fully implemented with a further 44.2 per cent partially implemented by the end of the year. Key examples of protection mainstreaming

achievements in 2018 included the: (i) training of 970 staff, including 608 women on protection mainstreaming; (ii) development of two technical instructions pertaining to provision of health services that provides protection related assistance in the areas of informed consent and patient rights; and (iii) provision of technical advice to support case management and referral as part of social work reform efforts;

(iv) incorporation of disability accessibility in the finalization of key infrastructure and shelter guidelines; (v) implementation of the AVAC initiative, detailed above; and (vi) development and institutionalisation of a project development checklist to facilitate protection mainstreaming across all project proposals.

In 2018, protection audits were conducted in all fields of Agency operation. The overall degree of alignment for this exercise was 55.1 per cent compared to 56.4 per cent when the audits were last conducted in 2016. The slight decrease in the degree of alignment is attributable to: (i) persistent challenges related to certain aspects of protection mainstreaming (that are measured through checklists embedded in audits) including the prohibitive costs of increased accessibility and safety at the installation level; (ii) different protection audit methodologies employed in relation to this exercise in 2016 and 2018; and (iii) the impact of the 2018 financial crisis on protection mainstreaming capacity (see above). In 2019, protection teams across all fields of UNRWA operation will develop a detailed analysis of protection audit findings that will, in turn, form the basis of audit recommendations to be implemented during 2019-20 and reported on thereafter.

Gender mainstreaming

The Agency's commitment to the promotion of gender equality and women's empowerment is enshrined in its Gender Equality Policy (2007) and the Gender Equality Strategy 2016-2021 (GES) that are being implemented in tandem with the MTS 2016-21. Building on a 'dual-track' approach that focusses on changes in both organisational culture and front line service delivery, during the reporting period, the Agency advanced GES implementation through individual field office gender action plans that focused on: (i) the provision of staff capacity development on a broad range of protection issues including gender mainstreaming, GBV, SEA and gender-sensitive school curricula; and (ii) gender-sensitive programming and affirmative action that included the incorporation of a gender perspective in relation to shelter rehabilitation, involving men and in pre-conception care and family planning, addressing female school-drop out through awareness raising sessions, and promoting female economic participation through vocational training.

Field efforts in support of gender equality and women's empowerment were complemented by the following 2018 UNRWA-wide initiatives: (i) the incorporation of gender-related risks and responses in audit processes; (ii) the introduction of a gender marker for all project proposals;⁶¹ (iii) the development of a gender training programme that will be delivered to Agency personnel in 2019; (iv) the adoption of a human resources gender parity action plan dedicated to enhanced gender-balance in relation to senior level staff positions; and (v) joining UN-wide celebrations in support of International Women's Day that included a series of gender awareness-raising initiatives. These interventions also supported the implementation of the UN System-wide Action Plan on

Gender Equality and the Empowerment of Women (UN-SWAP).⁶² In 2018, UNRWA received positive feedback for the 2016-2017 UN-SWAP implementation period. In this regard, the Agency met or exceeded 80 per cent of all performance requirements, an increase of seven per cent compared to the previous reporting cycle in 2016. UNRWA's performance in 2018 against the increased requirements under UN SWAP 2.0⁶³ is pending assessment by UN Women.

Gender-based violence

During the reporting period, UNRWA continued to implement the "Building Safety to Reduce GBV in Emergencies" project that aims to integrate GBV prevention, mitigation and response across Agency programming. Key 2018 achievements included: (i) the implementation of GBV prevention roadmaps and capacity-building plans across all five fields of UNRWA operation; (ii) the finalisation and roll-out of a training package for 618 staff to enhance GBV understanding; and (iii) the development and piloting of an e-Learning course on GBV in emergencies that will be rolled-out Agency-wide (3,000 staff are expected to complete this training by December 2020). While the "Building Safety to Reduce GBV in Emergencies" project will come to an end in May 2019, a transition plan has been developed to ensure the continuation of GBV prevention, mitigation and response interventions.

In 2018, UNRWA identified an estimated 5,060 survivors of GBV, including 122 persons with disabilities. Of those identified, there were 2,595 women, 250 men, 1,724 girls and 491 boys. By way of response, the Agency provided assistance to an estimated 4,978 survivors. Of those assisted, 51.6 per cent (2,570) were women, 34.2 per cent (1,703) were girls, 9.4 per cent (468) were boys, and 4.8 per cent (237) were men. Through the direct provision of UNRWA services and/or referrals to external service providers, survivors were provided with assistance that included medical, legal and/or psychosocial counselling and services.

In November 2018, the Agency joined the 16 Days of Activism Campaign to Eliminate GBV under the slogan: Orange the World #HearMeToo and employed the campaign to accelerate the implementation of its GBV Prevention Framework through targeted social media campaign, public advocacy and staff training. The aforementioned also contributed to UNRWA's continued commitment to the 'Call to Action on Protection from GBV in Emergencies', a collective effort by donors, UN entities, NGOs and other stakeholders to strengthen the GBV response in situations of humanitarian crisis, and efforts to address SEA. In this regard, the Agency: (i) fields of operation continued to be actively involved in humanitarian clusters and working groups related to gender equality and GBV; (ii) established a gender marker for all emergency activities; (iii) rolled out the GBV Prevention Framework across all fields; and (iv) piloted the GBV in Emergencies e-Learning course, referenced above.

Persons with disabilities

In 2018, UNRWA identified and provided assistance to an estimated 545 persons with disabilities experiencing a protection risk. At the same time, Agency disability programming facilitated access to rehabilitation services and disability-specific support for an estimated 25,000 Palestine refugees with disabilities. In addition, UNRWA: (i) launched its first annual report on disability inclusion;⁶⁴ (ii) enhanced Agency participation in international fora including in the Inter-Agency Standing Committee (IASC) Task Team on Inclusion of Persons with Disabilities in Humanitarian Action, (through the development of the UN policy, action plan and accountability framework on disability inclusion), and in the UN Inter-Agency Support Group on the Convention on the Rights of Persons with Disabilities; and (iii) advanced the improvement of disability disaggregated data collected by UNRWA. Improving the identification of persons with disabilities and their needs will help inform future planning and programme design.

During the reporting period, the Agency disability task force continued to bring together programme department and field office personnel to coordinate and advance disability inclusion. In this regard, a June 2018 disability workshop, co-hosted by the UNRWA Relief and Social Services Department and the Protection Division was dedicated to the: (i) development of a lessons learned report from Disability Inclusion Guidelines trainings; (ii) identification of gaps, challenges, constraints and solutions related to disability inclusion; (iii) improved collection of disability disaggregated data; and (iv) identification of entry points for further disability inclusion across all Agency programming focus areas.

Finally, UNRWA continued to support staff capacity building on key principles and the mainstreaming of disability inclusion. In this regard, 588 staff (323 females and 265 males) participated in 23 disability inclusion related trainings in 2018. In addition, support was provided to programmes in developing standards, checklists and assessments to better serve Palestine refugees with disabilities.



A child with a disability attending school in Gaza.
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2.2. strategic outcome two results analysis: refugees' health is protected and the disease burden is reduced

In 2018, UNRWA continued to deliver comprehensive PHC to Palestine refugees while supporting the ability of the most vulnerable to secure secondary and tertiary care. Universal access to PHC was provided on the basis of the Family Health Team (FHT) approach that focuses on the provision of comprehensive care for the entire family. Emphasising long-term provider-patient/family relationships, the approach is designed to improve the quality, efficiency and effectiveness of health services. By the end of 2018, all 144 HCs across the five fields of Agency operation were implementing the FHT approach.

As detailed in AOR section 1.1.4., above, through 31 December 2018, 181 people have reportedly been killed with over 23,000 sustaining injuries in GMR demonstrations along Gaza's border with Israel. Casualties included 13 UNRWA students between 11-16 years of age; the youngest was a grade 6 student at an Agency school. The latest violence inflicted further pain and suffering on an already traumatized Palestine refugee population that has endured occupation, over a decade of blockade and recurrent hostilities. It has also stretched an already fragile health system to the breaking point. By way of response, UNRWA has expanded health services to meet additional needs resulting from the demonstrations with patients often presenting severe and long term needs for injury care, rehabilitation through physiotherapy and PSS. The majority of the almost 4,000 cases attended to at UNRWA clinics were treated for injuries caused by live ammunition, as well as rubber-coated steel bullets and tear gas canisters.

Despite these challenges, the Agency remained the primary provider of health services for 1,425,000 registered Palestine refugees in Gaza.

While the GMR demonstrations and the conflict in Syria placed a considerable burden on the provision of health care, Agency-wide targets were met in relation to the number of expanded programme of immunization (EPI),⁶⁵ vaccine preventable disease outbreaks and the percentage of the targeted population (aged 40 years and above) screened for diabetes mellitus (DM). In response to the increasing incidence of non-communicable diseases (NCD) among the Palestine refugee population, UNRWA continued to introduce new tests, medicines and public awareness campaigns to promote NCD prevention and condition management.⁶⁶ Maternal and child health outcomes, including immunization rates, remained strong, though the Agency continues to investigate areas where services can be further improved. Agency-wide targets were not met in relation to average daily medical consultations per doctor, the number of HCs fully implementing e-Health and the percentage of UNRWA hospitalization accessed by SSNP beneficiaries.

In 2018, 4.2 per cent of UNRWA HCs (six HCs) were renovated to improve the health-care environment through the development of structures that, in line with the FHT approach and e-Health, facilitate improved patient flow and the application of protection standards. In total, 57.5 per cent of all Agency HCs now meet enhanced quality care standards.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Average daily medical consultation per doctor	WBFO	74.0	73.3	76.0	84.0
	SFO	77.0	76.2	82.0	75.0
	GFO	77.5	77.0	82.0	80.0
	LFO	83.0	82.2	84.0	75.0
	JFO	79.4	79.4	86.0	78.0
	UNRWA	78.1	77.6	82.0	78.8
Source: UNRWA Health Department routine reports					
Frequency: Quarterly					

In 2018, across all fields of UNRWA operation, HC doctors provided 8,554,035 PHC consultations, including 4,051,604 consultations in Gaza, 1,584,959 in Jordan, 1,041,481 in the West Bank, 1,019,967 in Lebanon and 856,024 in Syria. Palestine refugees accessed an additional 95,795 MHPSS consultations, indicating continued demand for this critical health service.

During the year, average daily medical consultations per doctor did not meet 2018 targets due to staffing deficits coupled with a 2.3 per cent year-on-year increase in the Agency-wide number of consultations provided (from 8,364,502 consultations in 2017 to 8,554,035 consultations in 2018). As is well documented, UNRWA faced a severe funding crisis in 2018. As a result, controls were placed on



A mother using UNRWA's E-MCH application at an UNRWA HC in Baqa'a, Jordan.
©2018 UNRWA Photo by Shafiq Fahd

all non-critical recruitments to ensure service continuity and the most efficient utilization of available resources. Under the health programme, this meant that posts vacated due to retirements or for any other reason were not replaced except for critical posts that were filled by daily paid staff who tended to be less well trained. This approach, while necessary under the circumstances, created efficiency gaps that had the overall effect of increasing Agency-wide

average daily consultations per doctor. The greatest increase in average daily medical consultations per doctor was in Jordan, Syria and Gaza where the number of overall patient visits increased by 0.9 per cent, 3 per cent and 5 per cent respectively whereas in Lebanon and the West Bank, annual patient consultations decreased by 1.7 per cent and 2.4 per cent respectively.⁶⁷

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Number of HCs fully implementing e-Health system	WBFO	42	43	43	43
	SFO	7	12	11	26
	GFO	22	22	22	22
	LFO	27	27	27	27
	JFO	24	26	26	26
	UNRWA		122	130	129
Source: UNRWA Health Department routine reports					
Frequency: Quarterly					

Conceived as part of a comprehensive strategic reform of the Agency's health programme, e-Health is a patient-centred, web-based application that allows UNRWA to generate electronic medical records with a view to the realization of 'paperless clinics'. E-health medical records utilize the International Statistical Classification of Diseases (ICD), the foundation for the identification of health trends and statistics globally and the international standard for reporting diseases and health conditions. ICD defines the universe of diseases, disorders, injuries and other related health conditions, listing these in a comprehensive, hierarchical fashion; translating the diagnoses of diseases and other health problems from words into an alphanumeric code, which permits the easy storage, retrieval and analysis of data.

Through e-Health, Agency HC staff are able to easily collect, store, access, communicate and compare patient data, innovations that reduced the number of medical consultations, allowing for longer doctor/patient consultations and reduced waiting times. This resulted in health staff being able to provide more accurate medical advice based on patient medical histories that can be electronically retrieved. The system also facilitates enhanced monitoring and reporting capabilities through the automatic generation of 29 standard qualitative

and quantitative reports, further enabling evidence-based decision-making.

As at the end of 2018 e-Health was operational across all UNRWA HCs in Jordan (26), Gaza (22), Lebanon (27) and the West Bank (43). In Syria, the e-Health roll out continued to be challenged by the conflict and resultant internet connectivity issues. While not fully achieving the 2018 target of having the system operational in 12 of 26 HCs, further system expansion in Syria is expected in 2019 as the security situation, infrastructure and connectivity allow.

Throughout the reporting period, e-Health system flaws were remedied and training was provided to health teams and supervisory personnel. Super-users have been assigned in each field of operation who are now in a position to provide ongoing business and IT backstopping for front line health staff. Following a successful pilot in Jordan in 2017, a mobile electronic Maternal and Child Care (e-MCH or m-health) application (a sub-system of e-Health) is now being rolled out across all fields of Agency operation. By the end of 2018, e-MCH was operational across 90 per cent of all UNRWA HCs. Additional applications, including e-NCD, are planned for the future.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Number of EPI vaccine preventable disease outbreaks	WBFO	0	0	0	0
	SFO	0	0	0	0
	GFO	0	0	0	0
	LFO	0	0	0	0
	JFO	0	0	0	0
	UNRWA	0	0	0	0
Source: UNRWA Health Department routine reports					
Frequency: Quarterly					

In coordination with the EPI,⁶⁸ continued high levels of immunization coverage across the five fields of UNRWA operation helped to ensure that outbreaks of vaccine preventable diseases were prevented throughout the reporting period.⁶⁹ During the year, a total of 376,025 children under 60 months of age were registered at Agency PHC facilities. Of these, 89,091 were newly registered infants. In 2018, immunization coverage was 99.8 per cent for 12 month-old children⁷⁰ and 99.2 per cent for 18 month-old children⁷¹ registered with UNRWA, a coverage rate that continued to be above the World Health Organisation (WHO) immunization target of 95.0 per cent. Factors contributing to the Agency's success in immunization coverage include a consistent supply of essential vaccines and a well-established appointment scheduling system, complemented by continuous follow-up to ensure that those who default on their appointments can be brought under the programme. Throughout 2018, UNRWA continued to participate in host country national campaigns

to improve vaccination rates for Palestine refugee children. In 2019, the Agency will maintain and enhance partnerships with domestic and international agencies, the Ministries of Health, WHO and UNICEF in host countries to ensure 'social immunity'⁷² among all children living in each UNRWA field of operation.

Although not an EPI vaccine preventable disease, in 2018, an outbreak of watery diarrhoea⁷³ affected 88 children under five years old and an additional 22 children older than five in Husseinieh refugee camp in Syria. In response, the Agency worked closely with the Syrian Ministry of Health and other local stakeholders to map the disease spread area and identify and effectively address the cause (contaminated water sources throughout the camp) of the outbreak. Once identified, camp water sources were decontaminated. Thanks to these efforts, the outbreak was quickly and effectively brought under control.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Percentage of targeted population screened for DM (aged 40 years and above)	WBFO	32.5	33.5	28.5	40
	SFO	11.8	12.2	12.5	15
	GFO	26.8	27.6	31.3	22
	LFO	20.3	20.9	22.3	15
	JFO	15.4	15.4	13.1	9
	UNRWA	20.8	21.9	21.7	20.2
Source: UNRWA Health Department routine reports					
Frequency: Quarterly					

The prevalence of NCDs such as diabetes, hypertension, and cardiovascular and chronic respiratory disease is increasing amongst Palestine refugees to the point where NCDs are the primary cause of death across all Agency fields of operation. These outcomes are further impacted by an ageing population and sedentary and unhealthy lifestyles. Refugees, especially PRS, are especially vulnerable to NCDs as many fled the conflict with limited resources, endure conditions of prolonged displacement and deepening poverty, and thus struggle to pursue healthy lifestyles and access adequate care.

Employing an 'at-risk' approach, UNRWA provides screening for DM among high-risk groups, including persons aged 40 years and above, a key focus area for the prevention, early detection and delayed onset of the disease. In 2018, a total of 175,825 Palestine refugees above 40 years of age were screened for DM (73,715 in Gaza, 33,594 in the West Bank, 32,303 in Jordan, 22,004 in Lebanon and 14,209 in Syria).

The 2018 Agency-wide target under this indicator was approximated with Palestine refugees undergoing mandatory

recommended screening on an annual basis if they presented with at least one risk factor including smoking, obesity and/or a family history of DM or hypertension. While the 2018 field specific targets were not met in Jordan and the West Bank, this is due to: (i) methodological variances between UNRWA fields of operation in calculating results under this indicator;⁷⁴ (ii) the option, for Palestine refugees resident in Jordan, to receive health care services provided by the Ministry of Health and/or NGOs; and (iii) restricted movement in the West Bank that hinders patient access to health care.⁷⁵

Agency-wide, 151,738 diabetic patients received care for their condition from UNRWA HCs in 2018. Sixty one per cent of all registered diabetic patients are female. In order to improve early detection rates, DM screening will be expanded in 2019 through: (i) community-based awareness and screening campaigns; (ii) screening conducted in partnership with the World Diabetes Foundation; and (iii) the targeting of schools, women's programme centres, community-based centres and rural communities.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Percentage of UNRWA hospitalization accessed by SSNP	WBFO	2.99	3.1	2.7	4
	SFO	34.36	36.4	18.8	20
	GFO	18.96	19.6	17.8	16
	LFO	29.14	30.6	32.8	24
	JFO	13.30	15.0	15.5	17
	UNRWA	20.5	20.9	17.2	16.2
Source: UNRWA Health Department routine reports					
Frequency: Quarterly					

UNRWA provides secondary and tertiary health care to Palestine refugees through contracts with hospitals or by reimbursing a high proportion of the costs incurred for inpatient care at public, non-governmental and private health-care facilities. In addition, the Agency runs Qalqilya Hospital in the West Bank.⁷⁶

In 2018, UNRWA did not meet the Agency-wide target for the percentage of hospitalizations accessed by SSNP recipients due to underachievement against field-specific targets in Syria, Gaza and the West Bank caused by: (i) methodological discrepancies used to calculate results in Syria that have now been resolved;⁷⁷ and (ii) the ability of SSNP recipients to access alternate and less expensive hospitalization schemes in Gaza and the West Bank. Palestine refugees who reside in Lebanon

are unable to access host government health care and are therefore more reliant on UNRWA health services. As such, the percentage of Agency hospitalisation services accessed by SSNP beneficiaries remains quite high.

The UNRWA-wide strategy to ensure that hospital care is available for the most vulnerable segment of the Palestine refugee population continued across all five fields of operation. Priority was afforded to families registered under the SSNP in order to prevent prohibitive healthcare expenditures and to facilitate access to life-saving treatment. In total, 86,374 patients were admitted for hospital care in 2018, including 25,169 patients in the West Bank (673 of whom were SSNP), 11,839 in Syria (2,231 of whom were SSNP), 11,030 in Gaza

(1,964 of whom were SSNP), 23,649 in Lebanon (7,746 of whom were SSNP) and 14,687 in Jordan (2,282 of whom were SSNP). Females accounted for 67 per cent of all admissions. Faced with increasing needs against finite financial resources, during the reporting period, UNRWA continued efforts to increase health programme effectiveness and efficiency by analysing hospitalization records more robustly to prevent

the overuse of available services. Through a strictly applied gate keeping mechanism and the close monitoring of hospital referrals from HCs and emergency/self-admissions, further efficiencies were achieved. In addition, hospitalization data audits were performed to ascertain the appropriateness of length of stay and services rendered by hospitals for specific conditions. These efforts will continue in 2019.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Percentage of HCs ⁷⁸ meeting UNRWA facilities protection design standards	WBFO	47.6	57	57.1	66
	SFO	N/A	N/A	N/A	N/A
	GFO	75.0	78	77.3	85
	LFO	22.2	25	25.9	18
	JFO ⁷⁹	81.3	84	82.4	92
	UNRWA	52.4 (excl. SFO)	56.9 (excl. SFO)	57.5 (excl. SFO)	60.05 (excl. SFO)
Source: ICIP documents and reports					
Frequency: Annual					



UNRWA recognizes the importance of ensuring that its health facilities are accessible to enable persons with disabilities to fully realize their right to health. To this end, in accordance with an Agency-wide plan, UNRWA is implementing measures to ensure a physically accessible environment for all HCs. In this regard, new facilities are constructed in accordance with accessibility guidelines, while existing HCs are gradually upgraded.

The physical design of health facilities play an important role in improving the quality of patient care while reducing staff stress and fatigue. In this regard, the Agency either constructed, upgraded or reconstructed six HCs in 2018 - one in Lebanon, one in Jordan, two in Gaza and two in the West Bank - to meet UNRWA protection and safety standards. Overall, 2018 targets were met. Key HC interventions included the installation of: (i) fire exits to facilitate emergency evacuations; (ii) ramps and elevators to assist persons with disabilities; (iii) wider

corridors to ease the circulation of staff and patients; and (iv) where possible, more spacious rooms. In addition, systems to keep electronic medical records (e-Health) were introduced, alongside an automated queuing system that streamlines the handling of medical appointments.

The above-listed physical interventions to improve environmental health across Agency HCs are designed to reduce the transmission of infections and the overall disease burden. In addition, increased adherence to protection standards will further ensure a comfortable and safe environment for patients while further facilitating the effectiveness of medical staff. HCs provide educational opportunities to promote safe environments that are relevant to the population at large. As such, through the awareness raising example set by new/refurbished HCs, safe environments at home and in community settings such as schools are encouraged.

2.3. strategic outcome three results analysis: school-aged children complete quality, equitable and inclusive basic education

Despite the challenging context in which the UNRWA education programme was delivered during the reporting period, the embedding, enriching and sustaining of the Education Reform through the MTS 2016-21, coupled with the Agency approach to EiE,⁸⁰ continued to impact positively on programme outcomes, with the majority of targets being successfully achieved.

The student survival rate, that is the proportion of children expected to reach the final grade of the basic education cycle, increased slightly over the reporting period; Agency-wide cumulative dropout rates for all UNRWA school children, both elementary and preparatory, male and female, decreased; and the repetition rates (a key factor that UNRWA has some control over) fell across all fields of Agency operation. Considerable improvements in repetition rates are the result of an increased emphasis on reducing the number of children repeating a grade by focusing on the early identification of students who may be at risk (in order that additional support can be provided) and increased community engagement. Repetition is a key variable in the computation of cumulative drop out (a 2012 UNRWA study found that a child who repeats is ten times more likely to dropout) and this is highlighted in the discussion below. Agency successes in reducing repetition have had a positive effect on the numbers of students who drop-out of school. The UNRWA education system is similarly becoming increasingly efficient, through decreasing student dropout rates despite a larger number of students in each class (the student classroom ceiling number is set at 50 for purpose-built schools). Although the Agency has continued to make progress in a number of key areas, challenges remain, particularly at the field level, in understanding, and hence

addressing - where solutions are within UNRWA's control - contextual reasons that negatively impact on students' decisions to drop-out, such as early marriage for girls, financial hardship for families, and wider economic, political and security situations.

On a specific strategic and operational issue, the Agency has continued to improve its rigorous review of host country textbooks and other learning materials against the UNRWA Framework for the Analysis and Quality Implementation of the Curriculum (Curriculum Framework)⁸¹ - in 2018, 465 learning materials were reviewed under Programme Budget funding and an additional 1,320 learning materials were reviewed under project, including EiE, funding. In addition, the full roll-out of the Student Module of the Agency-wide Education Management Information System (EMIS), coupled with a methodological review of all education indicators, has improved the quality of data collected and associated analysis, and is beginning to help UNRWA better understand the dynamics that may impact on students' retention and learning outcomes.

In conclusion, the achievements of the Agency education programme over the period of the reform, sustained and enriched within the current MTS period, combined with the UNRWA-wide EiE programme, have resulted in significant improvements in the key indicators across the programme, with the majority of targets met. In order to sustain and improve upon these achievements, it is vital that the Agency is able to continue to enrich and build upon its work to date, with regard to the field level professional structures in place and ensuring that the principles and practices of the reform remain central to the education approach.

The celebration of the first day of school at Beit Jala Co-Ed School, Beit Jala, West Bank.
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Indicator	Location	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21 ⁸²
Cumulative drop-out rate (elementary)	WBFO	0.46	0.64	0.38	0.64
	SFO	0.07	0.38	0.00	0.38
	GFO	1.19	1.07	0.55	1.07
	LFO	1.72	1.87	0.98	1.87
	JFO	1.70	2.13	1.77	2.13
	UNRWA	1.17 (incl. SFO) 1.28 (excl. SFO)	1.25 (incl. SFO) 1.33 (excl. SFO)	0.78 (incl. SFO) 0.87 (excl. SFO)	1.25 (incl. SFO) 1.33 (excl. SFO)
Source: EMIS					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21
Cumulative drop-out rate (elementary) – male	WBFO	0.80	1.29	0.71	1.29
	SFO	0.10	0.52	0.00	0.52
	GFO	1.70	1.75	0.86	1.75
	LFO	2.35	2.31	1.10	2.31
	JFO	1.57	2.17	1.92	2.17
	UNRWA	1.51 (incl. SFO) 1.64 (excl. SFO)	1.72 (incl. SFO) 1.84 (excl. SFO)	1.02 (incl. SFO) 1.13 (excl. SFO)	1.72 (incl. SFO) 1.84 (excl. SFO)
Source: EMIS					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21
Cumulative drop-out rate (elementary) – female	WBFO	0.22	0.19	0.15	0.19
	SFO	0.04	0.23	0.00	0.23
	GFO	0.64	0.35	0.22	0.35
	LFO	1.12	1.45	0.85	1.45
	JFO	1.81	2.09	1.62	2.09
	UNRWA	0.82 (incl. SFO) 0.90 (excl. SFO)	0.78 (incl. SFO) 0.83 (excl. SFO)	0.55 (incl. SFO) 0.60 (excl. SFO)	0.78 (incl. SFO) 0.83 (excl. SFO)
Source: EMIS					
Frequency: Annual					

Results against this indicator profile the cumulative drop-out rates at the elementary level for boys and girls. The 2017/18 aggregate cumulative drop-out rate has fallen since 2016/17, with Syria having the lowest rate across all fields of UNRWA operation. Performance in all the fields was generally on track – with improvements in the overall, male and female cumulative drop-out rates – with the exception of Jordan. This field of operation recorded a reduction in the cumulative drop-out rate for females, however, an increase in the cumulative dropout drop-out rates for males (generally attributable to financial hardship), and hence a slight increase in the overall cumulative drop-out rate. Despite this increase, all Jordan Field Office (JFO) cumulative drop-out rates remain ahead of the 2020/21 target.

Repetition rates fell in all fields, amongst both males and females, and this had a positive effect on cumulative drop-

out rates. In Syria, reduced cumulative drop-out rates (down to 0 per cent) were attributed to a combination of factors, including: EiE activities, such as recreational activities, PSS, safe learning spaces and catch-up classes; engagement of the local communities, Parent Teacher Associations (PTAs) and Mukhtars (community leaders) in supporting children's education; and the combined efforts of both UNRWA, the Ministry of Education and community campaigns on the importance of schooling and to bring dropout students back to schools.

In Gaza, the reduction in cumulative dropout rates is attributed to the improved EMIS classification of students, with regard to absence from school, and the follow-up of drop-out cases and hence attempts to bring children back to school. Target overachievement in Lebanon is ascribed to the strategic and operational approach engaged to sustain, embed and

enrich the education reform. In particular, strengthening the capacities of teachers, School Principals and other education staff (in pedagogy and inclusive education) has increased the quality of education provided and hence improved students' learning outcomes – which has led to lower rates of repetition and dropout. Furthermore, students' psychosocial

needs are addressed through a range of interventions involving students, parents and teachers. In the West Bank, substantial declines in repetition rates are attributed to the strict observation of the UNRWA education policy, together with enhanced PSS from school counsellors for students who are at risk of dropping-out.

Indicator	Location	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21
Cumulative drop-out rate (preparatory)	WBFO	2.83	2.82	2.46	2.82
	SFO	0.17	0.73	0.41	0.73
	GFO	2.31	1.83	1.18	1.83
	LFO	2.29	3.27	1.57	3.27
	JFO ^{B3}	8.74	8.83	9.53	8.83
	UNRWA	2.87 (incl. SFO) 3.11 (excl. SFO)	2.84 (incl. SFO) 3.04 (excl. SFO)	2.34 (incl. SFO) 2.53 (excl. SFO)	2.84 (incl. SFO) 3.04 (excl. SFO)
Source: EMIS					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21
Cumulative drop-out rate (preparatory) – male	WBFO	4.69	3.72	3.65	3.72
	SFO	0.31	1.21	0.44	1.21
	GFO	3.57	2.65	1.73	2.65
	LFO	2.84	4.25	2.15	4.25
	JFO	7.82	7.54	9.24	7.54
	UNRWA	3.63 (incl. SFO) 3.92 (excl. SFO)	3.27 (incl. SFO) 3.47 (excl. SFO)	2.82 (incl. SFO) 3.05 (excl. SFO)	3.27 (incl. SFO) 3.47 (excl. SFO)
Source: EMIS					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21
Cumulative drop-out rate (preparatory) – female	WBFO	1.52	2.16	1.64	2.16
	SFO	0.05	0.27	0.38	0.27
	GFO	0.98	0.97	0.62	0.97
	LFO	1.86	3.27	1.07	3.27
	JFO	9.79	10.32	9.85	10.32
	UNRWA	2.11 (incl. SFO) 2.30 (excl. SFO)	2.41 (incl. SFO) 2.62 (excl. SFO)	1.87 (incl. SFO) 2.01 (excl. SFO)	2.41 (incl. SFO) 2.62 (excl. SFO)
Source: EMIS					
Frequency: Annual					

Results against this indicator profile preparatory cumulative drop-out rates for boys and girls. UNRWA has been able to address preparatory student drop-out rates through the strategic and operational approach of the Education Reform with the continued embedding of its principles and practices throughout the MTS 2016-21 period; this includes the identification of students at risk of dropping out and working to prevent them from doing so through the provision of the support that the child may need, whether it be psychosocial or academic. The 2017/18 Agency-wide preparatory cumulative drop-out rates, overall and gender-disaggregated, have improved since 2016/17 and are ahead of the target. At the

field level, there were improvements in Gaza and Lebanon in relation to both male and female drop-out rates and in the West Bank, amongst males. In Syria, there was a slight increase in the male cumulative drop-out rate (although still ahead of target), but there was a larger increase in the drop-out rates amongst females. In Jordan, there was a very slight increase in the female drop-out rate (although still ahead of target), and a much larger increase amongst males. In all fields, repetition rates have fallen amongst both male and female students since 2016/17 and this contributed to the overall reduction in cumulative dropout rates.

In Gaza, the reduction in cumulative dropout rates is attributed to the improved EMIS classification of students, with regard to absence from school, and increased follow-up of drop-out cases and hence attempts to bring children back to school. There are also reduced numbers of students dropping out due to early marriage and financial hardship, that is, unemployment of males is high and therefore families may not see any value in their daughters being married at a young age. Families of female students have been encouraged through UNRWA programmes, and perhaps regional/global discussion, to see the girl-child in her own right, rather than in terms of her being married as soon as possible. Increased financial hardship, due to difficult living conditions for young men in Gaza and the deteriorating economic situation, with few jobs available for children in agriculture or factories, has resulted in families preferring to keep their children at school, rather than them dropping out into unemployment.

Lebanon ascribes its strategic and operational approach to sustaining, embedding and enriching the education reform with the reduction in cumulative drop-out rates, along with reductions in repetition. In the West Bank, focused inputs to adhere to the UNRWA education policy and to decreased repetition through observation, intervention and follow-up of students who would otherwise potentially repeat a grade, succeeded in reducing the likelihood of students repeating or dropping-out. The slight increase seen in the cumulative dropout rate in the West Bank is primarily attributable to increased drop-out at Shu'fat Preparatory Girls' School (of 4 girls) due to the deterioration of security inside the camp (mainly drug or gang-related), which led to some parents to keep their grade 9 and 10 daughters at home.⁸⁴

In Syria, increased cumulative preparatory drop-out rates (although still lower than the other fields) amount to just

30 students (20 boys and 10 girls) and include a number of students who had dropped-out of UNRWA schools, but following Agency/Ministry of Education/community campaigns, returned to school and were integrated into the newly introduced, so called, curriculum B in government schools.⁸⁵ As such, the students are continuing to receive an education, but outside of the UNRWA system. Consequently, they are not considered as drop-outs. The increase in cumulative dropout amongst female preparatory students is attributed to early marriage (although the actual number is very limited), increased financial hardship, or the death of one or both parents.

In Jordan, the large increase in the cumulative preparatory dropout rate amongst males is primarily attributed to poverty, and the need for boys to work and earn an income for their families, as well as due to delinquency and involvement with narcotics. Domestic violence, threats (including sexual) whilst travelling to and from school, and early marriage are all cited as factors for female student drop outs. JFO is working closely with students, individual parents, PTAs, the local communities and the authorities to try and reduce dropout. Approaches include: (i) offering career guidance to students, particularly on vocational options; (ii) raising awareness (amongst both students and parents) of the negative effects of dropping out; (iii) promoting safe use of social media, to protect students from extremism and abuse; (iv) working with individual students to develop alternative positive choices; (v) strengthening links with parents; (vi) moving latrines inside schools to enhance student safety and protection against sexual assault; (vii) working with the local community and NGOs to support and refer students subject to assault or abuse; and (viii) encouraging and supporting students to report serious incidents to the authorities.



Students at Hatein school in Husseiniyeh, Syria
 @ 2018 UNRWA Photo by Taghrid Mohammad

Indicator	Baseline (Actual 2016/17)	Target 2017/18	Actual 2017/18	Target 2020/21
Number of textbooks reviewed using UNRWA Curriculum Framework ⁸⁶	354	N/A	465 (excl. projects) 1,785 (incl. projects)	N/A ⁸⁷
Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students	43.66 ⁸⁸	(>40) 38.88	48.20	(>40) 38.88 ⁸⁹
	5.37 ⁹⁰	(≤25) 5.97	5.54	(≤25) 5.97
Source: EMIS				
Frequency: Annual				

Number of Textbooks Reviewed Using the UNRWA Curriculum Framework

UNRWA continues to use its Curriculum Framework as the overall approach to reviewing all learning materials to be used in its schools, but in the last two years the Headquarters Education Department has led on the Rapid Review process that focuses on three criteria: neutrality, gender and age appropriateness. From Quarter 4 2017 to Quarter 4 2018 inclusive,⁹¹ 465 learning materials were reviewed under Programme Budget funding and an additional 1,320 learning materials were reviewed under project, including EiE, funding. This figure comprises: 407 textbooks, 34 teachers guides, 24 episodes of UNRWA TV and 1,320 computer games (for the Interactive Learning Programme [ILP] for EiE).

Of the textbooks reviewed, UNRWA Headquarters led on the review of 248 (of which 100 were reviewed jointly with field level) and 159 were reviewed at the field level; the 34 teacher guides were reviewed at the field level. All the reviewed textbooks and teacher guides were produced by the host governments, with the exception of 10 UNRWA textbooks in Lebanon. A total of 271 textbooks underwent a 'Rapid Review', broken down as: 23 textbooks in Syria; 90 textbooks reviewed jointly by Syria and Headquarters; 10 textbooks reviewed jointly by Lebanon and Headquarters; and 148 textbooks from the West Bank and Gaza, reviewed by Headquarters. In addition, 170 textbooks and teacher guides were reviewed against the Curriculum Framework: 99 in Gaza (65 textbooks, 34 teacher guides); 50 textbooks in Jordan; and 21 textbooks in Lebanon.

UNRWA continues to enhance its review processes and reporting mechanisms: the Agency prioritises the review of newly developed books, although once textbooks have been reviewed against the 'Rapid Review' criteria, they are subsequently reviewed again against the full Curriculum Framework. As a result, any given book can undergo multiple reviews. In total, 24 episodes (scripts and videos) were reviewed by Headquarters for showing on UNRWA TV, comprising six episodes for each of Arabic, English, Mathematics and Science. For the ILP website, as part of the UNRWA EiE programme, project funding was used to review 1,320 mobile application games for grades 1-3, comprising 590 activities in Arabic

and 730 activities in Mathematics. The reviews and quality assurance were undertaken by the Professional Development and Curriculum Unit (PDCU) in Gaza, with spot checks from the Headquarters Curriculum Unit.

Proportion of Classes Exceeding Thresholds of Students (Less/or Equal to 25; More than 40)

During the 2017/18 school year, the percentage of class sections with 25 students or fewer increased slightly since 2016/17 (from 5.37% to 5.54%, i.e. from 737 sections to 772 sections, with increases occurring in the West Bank, Syria, Lebanon and very slightly, in Gaza), while still being below the target proportion. Increases are attributed to: (i) changes in the number of students enrolled; (ii) smaller classroom sizes in some rented schools; and (iii) the application of a refined methodology in calculating and reporting results under this indicator whereby the data was reported by individual section size, rather than the average section size in each grade. Field-level proportions of class sections with 25 students or fewer in 2017/18 are: Gaza 0.03 per cent, Jordan 7.53 per cent, West Bank 12.63 per cent, Syria 13.54 per cent, and Lebanon 14.54 per cent.

Agency-wide, the percentage of sections with more than 40 students has increased year-on-year since the 2015/16 school year (and from 43.66 per cent⁹² in 2016/17 to 48.20 per cent in 2017/18, i.e. from 5,996 sections to 6,715 sections, with increases occurring in Jordan, Lebanon and Gaza). Field-level proportions in 2017/18 are: West Bank 11.52 per cent, Syria 27.64 per cent, Lebanon 28.52 per cent, Gaza 58.16 per cent and Jordan 59.27 per cent. Neither West Bank nor Syria saw increases in the proportion of class sections with more than 40 students – here, increases occurred in the proportion of sections with less than/equal to 25 students and 25-40 students. The increase in the proportion of large class sections is an outcome of the class formation planning ceiling of 50 students per class (for purpose-built schools) adopted in the 2015/16 school year due to austerity measures. The overall outcome against this indicator shows increased 'efficiency', based on the relative numbers of children per class, the number of teachers required and the resulting overall cost savings in the class formation process.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Percentage of schools ⁹³ meeting UNRWA facilities protection design standards	WBFO	14.1	17.0	14.1	26.0
	SFO	N/A	N/A	N/A	N/A
	GFO	42.5	46.0	44.38	55.0
	LFO	9.0	12.0	23.1	18.0
	JFO ⁹⁴	9.5	12.0	17.5	21.0
	UNRWA	25.5 (excl. SFO)	28.6 (excl. SFO)	29.9 (excl. SFO)	37.1 (excl. SFO)
Source: ICIP documents and reports					
Frequency: Annual					

The design of educational facilities can have a profound impact on student and educator outcomes. For students, school design can affect health; access, for those with disabilities; behaviour; and overall learning. For educators, the physical environment can affect commitment, effort and retention rates. In order to enhance the physical environment within UNRWA schools, the Agency either constructed, upgraded or reconstructed 16 schools in 2018 – two in Gaza, five in Jordan and nine in Lebanon – to meet UNRWA protection and safety standards. At the end of the year the construction of five new schools in the West Bank and an additional three schools in Gaza was ongoing. The completion of these schools will be reported under the 2019 AOR. No schools were upgraded/reconstructed in Syria due to the ongoing conflict.

Overall, 2018 targets were exceeded due to the receipt of additional project funding to improve facilities. To date,

key school upgrade and reconstruction interventions have included the installation of: (i) fire exits and alarms to facilitate the rapid emergency evacuation of students and educators; and (ii) ramps and elevators to promote accessibility for students with specific education needs and disabilities.

UNRWA recognizes the importance of ensuring that its schools are accessible to persons with specific education needs and disabilities to enable them to fully realize their right to education and take advantage of the services and opportunities available at these facilities. To this end, in accordance with an Agency-wide plan, UNRWA is implementing measures to ensure a physically accessible environment for all schools. New facilities are being designed and constructed in accordance with accessibility guidelines, while all schools that were built on or before 1 January 2017 are gradually being upgraded through works that are being carried out in a phased manner.

2.4. strategic outcome four results analysis: refugee capabilities strengthened for increased livelihood opportunities

UNRWA TVET programming has helped to mitigate the effects of economic challenges presented across Agency fields of operation through a continuous focus on the relevance of courses to the labour market needs.⁹⁵ In order to further support and institutionalise the relationship between Vocational Training Centres (VTC) and the labour market, new guidelines were developed for establishing and activating Programme Advisory Committees (PAC) that include specialists from the labour market and other TVET provider bodies. In coordination with the strategic direction provided by VTC management, PACs ensure that training courses are in line with labour market needs. In addition, on-the-job training guidelines were updated during the reporting period. Demonstrating programme relevance, despite widespread economic challenges across all fields of UNRWA operation,

the 2018 VTC graduate employment rate (for 2017 graduates) remains healthy at 79.77 per cent, with 2,724 graduates employed or in further study. In addition, 86.90 per cent of Faculty of Educational Sciences and Arts (FESA) / Education Science Faculty (ESF) graduates are also employed.

A key focus of the TVET programme is that it actively seeks to support vulnerable students, as articulated in its TVET Strategy, ensuring that vulnerability is a key consideration in the enrolment of new students. The proportion of vulnerable students (i.e. those who are SSNP beneficiaries) enrolled in the first year at VTCs increased from 29.43 per cent in 2017 to 32.92 per cent in 2018, whilst in the FESA in Jordan and the ESF in the West Bank, the proportion of SSNP increased from 23.81 per cent to 41.43 per cent during the reporting period.



Learning new skills at the Gaza Training Centre.
© UNRWA 2019 Photo by Inst. Mohd Alhalabi

At the Agency level there has been progress towards implementing the TVET Strategy, through the roll-out of the electronic student registration system (e-SRS) to strengthen all the data on students in UNRWA VTCs; this will facilitate better monitoring of student progress and thus enable stronger provision of specific support as, and when, needed. Moreover, in order to support the implementation of the e-SRS, guidelines for students' assessment and certification and VTC admission were reviewed and updated in 2018 in coordination with all fields of UNRWA operation.⁹⁶

In 2018, through its microfinance programme, UNRWA disbursed US\$ 35,599,738 to 38,183 clients across Gaza, the West Bank, Jordan and Syria. Of this amount, US\$ 15,040,142 was extended to Palestine refugees through 13,052 loans. Through a series of internal reforms that focused on enhanced sustainability and operational efficiencies, the Agency microfinance programme achieved an Operational Self Sufficiency ratio⁹⁷ of 142 per cent (est.). Confirming programme effectiveness, during the reporting period, "Truelift" – a trust mark in microfinance and other forms of social business – recognised the commitment and adherence of UNRWA's microfinance programming to both pro-poor and client protection principles.

The infrastructure and camp improvement programme (ICIP) works to positively impact local economies by driving community demand for construction materials while

generating employment opportunities for camp residents. Using the full-time equivalent (FTE) ratio, a composite measure described below, the Agency estimates that 2,533 FTEs were created in 2018 for Palestine refugees, benefitting labourers and their families across camps in Jordan, Syria, Gaza, Lebanon and the West Bank. The socioeconomic conditions of Palestine refugees living in camps are characterized by a high degree of vulnerability as the majority do not have a stable source of income and rely on low-paying jobs and humanitarian assistance to survive. As households struggle financially, many are forced into negative coping strategies, including the selling of critical assets or cutting back on vital health and education expenses, activating a cycle that pushes them deeper into poverty. UNRWA camp improvement job opportunities assist in tempering these vulnerabilities.

As part of the Agency's response to poverty and unemployment across all fields of operation and in accordance with the UNRWA partnership framework, 18 partnership agreements were concluded in 2018 in support of poverty alleviation and enhanced livelihood opportunities that benefitted 6,184 Palestine refugees across the West Bank, Gaza and Lebanon. Partnerships that extended assistance and empowered persons with disabilities, youth, and women were prioritised given higher unemployment and lower labour force participation rates experienced by these groups.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of SSNP students enrolled in VTCs, FESA/ESF	WBFO	9.8	10.00	11.70	10.0
	SFO	4.9	5.00	9.94	N/A ⁹⁸
	GFO	69.8	59.21	65.87	59.21
	LFO	41.7	37.03	35.36	37.4
	JFO	8.5	8.54	11.46	9.53
	UNRWA	VTCs: 29.43	VTCs: 26.65	VTCs: 32.92	VTCs: 30.0
		FESA: 36.9	FESA: 36.9	FESA: 63.78	FESA: 33.1
ESF: 9.41		ESF: 14.63	ESF: 11.03	ESF: 14.63	
Source: E-PCG					
Frequency: Annual					

One of the key strands of the UNRWATVET Strategy is to increase access to livelihood opportunities for vulnerable youth. To this end, each year the Agency allocates a certain number of places in its VTCs to: (i) students who are beneficiaries of SSNP assistance; and (ii) other vulnerable groups, with definitions of vulnerability varying by field (for example, ex-Gazans in Jordan or Bedouin and herder communities in the West Bank).

In the 2018/19 academic year, the proportion of first year students in TVET programmes (at VTCs, FESA and ESF) who benefitted from SSNP assistance increased in comparison with results achieved in 2017/18. The proportions were above target for enrolment in VTCs, substantially above target for FESA enrolment and below target for ESF. Gender-disaggregated figures are: VTCs: males 37.04 per cent, females

27.24 per cent; FESA: males 28.57 per cent, females 74.13 per cent; and ESF: males 9.52 per cent, females 11.30 per cent. These results reflect Agency-wide efforts to encourage SSNP students to enrol in TVET, FESA and ESF. The large increase in the proportion of SSNP students at FESA is due to a change in admissions policy for 2018/19. In this regard, while the 2017/18 FESA admissions policy mandated that 30-40 per cent of SSNP applicants would be accepted, in 2018/19, all SSNP applicants were accepted.

At the field level, the proportion of TVET students in 2018/19 who benefitted from SSNP assistance increased in Syria, Jordan and the West Bank, but decreased in Gaza and Lebanon. Jordan attributed the increase to: strengthened career guidance for 9th and 10th grade students and increased course diversification in

light of market needs. In the West Bank and Lebanon, all SSNP applicants who met the admissions criteria for technical and trade courses at VTCs were accepted; however, in Lebanon, funding shortages resulted in a number of courses being cancelled or merged for 2018 and overall enrolment (as well as the proportion of SSNP students) reduced. Gaza attributes

the decrease in the proportion of TVET students who are SSNP beneficiaries to natural fluctuations in SSNP and student numbers, rather than a specific underlying factor; SSNP students continue to receive positive discrimination in TVET admission and accounted for 59.1 per cent of VTC applications and 65.87 per cent of enrolments.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of VTC graduates employed	WBFO	81.97	85.37	82.24	85.37
	SFO	86.40	71.36	87.59	71.36
	GFO	56.38	67.47	59.14	56.38
	LFO	76.55	76.63	78.65	76.63
	JFO	97.00	97.00	95.03	95.72
	UNRWA	80.69	81.79	79.77	80.69
Source: E-PCG					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
PERCENTAGE OF VTC GRADUATES EMPLOYED – MALE	WBFO	89.57	89.57	88.61	89.57
	SFO	92.52	72.83	96.00	72.83
	GFO	64.02	72.87	63.01	64.02
	LFO	81.67	78.42	80.85	78.42
	JFO	100.00	100.00	99.41	99.30
	UNRWA	85.60	85.64	83.17	85.60
Source: E-PCG					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of VTC graduates employed – female	WBFO	73.65	73.65	74.09	73.65
	SFO	76.98	69.01	79.62	69.01
	GFO	39.57	54.93	47.54	39.57
	LFO	67.46	74.18	76.02	74.18
	JFO	92.12	92.12	87.06	89.52
	UNRWA	72.78	75.28	74.00	72.78
Source: E-PCG					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of FESA/ESF graduates employed	JFO (FESA)	92.84	92.84	92.41	88.40
	WBFO (ESF)	78.68	78.68	74.24	79.03
	UNRWA	89.08	84.50	86.90	89.08
Source: E-PCG					
Frequency: Annual					
Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of FESA/ESF graduates employed – male	JFO (FESA)	94.00	94.00	93.94	100.00
	WBFO (ESF)	80.00	80.00	84.62	80
	UNRWA	87.37	86.67	90.48	87.37
Source: E-PCG					
Frequency: Annual					

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of FESA/ESF graduates employed – female	JFO (FESA)	92.66	92.66	91.98	87.43
	WBFO (ESF)	78.02	78.02	69.89	78.02
	UNRWA	89.47	84.01	85.76	89.47
	Source: E-PCG				
Frequency: Annual					

Graduate employment rates refer to the proportion of VTC/ FESA/ESF graduates, among active job seekers, who are either employed or continuing their studies one year after graduation. The 2018 actuals therefore refer to 2017 graduates.

The 2018 Agency employment rate for VTC graduates has fluctuated downwards very slightly, compared to 2017 and is below the target, even though employment rates rose in all Fields except Jordan (where they have fallen very slightly, but are still the highest of the fields).⁹⁹ Looking at disaggregated figures, female VTC graduate employment rates have increased in every field except Jordan, while male VTC graduate employment rates have fallen slightly in all fields, with the exception of Syria, where they are substantially higher than target. Female VTC graduate employment rates are consistently below those of males.

University level courses are provided by the FESA, in Jordan, and the ESF in the West Bank. As with the employment rate for VTC graduates, the percentage of FESA/ESF graduates employed in 2018 has decreased slightly since 2017, though employment rates are still strong, and the female employment rate is lower than that for males (particularly for those in the West Bank). It is interesting to note that in both fields, male employment rates are higher amongst VTC graduates than those who attended FESA/ESF, whilst for females, the situation depends on the field, with the employment rate of those in the West Bank higher amongst VTC graduates, whilst in Jordan it is higher amongst FESA graduates.

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Total number of clients with loans	WBFO	10,343	12,925	10,520	14,774
	SFO	11,094	10,100	11,070	18,060
	GFO	4,172	5,574	2,687	6,432
	JFO	12,986	18,146	13,906	17,993
	UNRWA	38,595	46,745	38,183	57,259
Source: UNRWA Microfinance loan management information system					
Frequency: biannually reported, monitored monthly					

In 2018, the UNRWA microfinance programme achieved 82 per cent of its annual Agency-wide target, extending loans to 38,183 clients with a total value of US\$ 35,599,738 across Gaza, the West Bank, Jordan and Syria. Programme performance varied, with the greatest achievements being registered in Syria, where 11,070 clients received loans and the overall value of these loans rose 41 per cent in comparison with 2017 (2017: US\$ 2,700,380 and 2018: US\$ 3,802,105). Modest gains were realized in Jordan through the granting of 13,906 loans, a 7.1 per cent increase on results achieved in 2017 (12,986 loans) despite underachievement against the 2018 target and a 4.8 per cent decline in overall value of loans disbursed. This may be attributable to the fragile economic environment across the region. Due to a challenging business environment in the West Bank linked to the stalled peace process and Israeli restrictions on the movement of people and goods, the 2018 target was

not met with only 10,520 clients receiving loans. Similarly, the reporting period in Gaza was characterised by deteriorating economic conditions due to the continuation of the blockade, reduced civil servant salaries and the continuation of the energy crisis that constrained economic opportunities. Only 48 per cent of the target was achieved in Gaza with a total of 2,687 clients receiving loans in 2018.

By the end of the reporting period, the microfinance programme maintained an aggregate portfolio of 46,332 active loans, with an overall outstanding balance of US\$ 27,684,237. Annual loan repayment rates across the four fields of UNRWA operation ranged from 91 to 99 per cent in 2018, with Syria achieving the highest repayment rate of 99 per cent, followed by Gaza (93 per cent), the West Bank (92 per cent) and Jordan (91 per cent).

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Total number of microfinance loans to refugees	WBFO	2,710	3,200	2,603	3,291
	SFO	288	256	405	542
	GFO	3,660	4,600	2,320	5,588
	JFO	7,098	8,270	7,724	9,674
	UNRWA	13,756	16,326	13,052	19,095
Source: UNRWA Microfinance loan management information system					
Frequency: biannually reported, monitored monthly					

In 2018, 13,052 loans, valued at US\$ 15,040,142, were extended to Palestine refugees. This corresponds to 34 per cent of the total number of clients (38,183) with loans and 42 per cent of the total disbursed value (US\$ 35,599,738). Due to deteriorating economic conditions across the region but particularly in Gaza and the West Bank, outreach to Palestine refugees dropped by 5.1 per cent over the number of loans in 2017 (13,756) and by 16.8 per cent over the total disbursed value (US\$ 18,075,602) in 2017.

During the reporting period, the UNRWA microfinance programme provided a range of loan products to Palestine refugees and other vulnerable and marginalized groups that supported income generation opportunities and/or essential household, education and health-care expenses. Programme outreach to refugees varied across fields, with the greatest achievements being registered in Gaza, where 90 per cent of total value of loans (US\$ 3,013,230 out of a total US\$ 3,362,330) disbursed was dedicated to refugees. Microfinance efforts continued to modestly expand in Syria, following the trend established in 2016 as conditions gradually improved and programme efforts adapted to the operating environment. In this regard, while relatively modest, 405 loans against a planned target of 256 loans were extended to Palestine refugees, meeting 158 per cent of the target and a 41 per cent increase on results achieved in 2017. Outreach efforts in the West Bank decreased by 4 per cent over results achieved in

2017 with 2,603 loans being extended to Palestine refugees, achieving 81 per cent of the 2018 target. Underachievement in the West Bank may be linked to the stalled peace process, tightening movement restrictions and increasing client uncertainty and credit associated risk, especially in terms of meeting loan repayments. In Jordan, 93 per cent (7,724 loans) of the annual target was met with underachievement attributable to the effects of regional instability causing a decrease in tourist activity and foreign investment, increased military expenditure and the collapse of trade with Syria which collectively make small businesses reluctant to invest, leading to decreased demand on loans. By the end of the year, the microfinance programme maintained an aggregate portfolio of 15,059 active loans to refugees, with an overall outstanding balance of US\$ 12,045,120.¹⁰⁰

In 2018, the Agency continued to prioritize women as loan recipients given limited employment opportunities and what is often their status as primary caregivers. Overall, a total of 16,061 loans (valued at US\$ 12,658,105), representing 42 per cent of all loans, were disbursed to women during the reporting period, of which 5,896 loans were extended to female refugees (valued at US\$ 6,399,019). In addition, a total of 10,702 loans were disbursed to Palestine refugee youth (valued at US\$ 10,220,460), of which 4,033 loans (valued at US\$ 5,379,679) or 38 per cent were extended to Palestine refugee youth.



Recipient of a microenterprise credit loan in Gaza.
© 2016 UNRWA Photo by Sharif Sarhan

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Number of FTEs created from ICIP interventions ¹⁰¹	WBFO	568.7	400.0	419.0	462.0
	SFO	200.0	N/A	121.5	N/A ¹⁰²
	GFO	1,570	1,500.0	1,476.4	2,540.0
	LFO	260.0	300.0	471.2	320.0
	JFO	31.3	115.0	45.0	111.0
	UNRWA	2,430.2 (excl. SFO) 2,630.3 (incl. SFO)	2,315.0 (excl. SFO)	2,411.6 (excl. SFO) 2,533.1 (incl. SFO)	3,433 (excl. SFO)
Source: Project documents and reports					
Frequency: Annual					

In 2018, camp improvement works provided by UNRWA were valued at US\$ 53,000,000 and included a range of interventions from the planning, design and construction of Agency facilities, shelters, schools and HCs to solid waste management and the repair and reconstruction of camp sewerage and drainage works, water wells and wastewater treatment systems.¹⁰³ Camp improvement works support community economies, drive demand for construction materials from local suppliers and provide seasonal and/or daily employment for thousands of refugees across all fields of UNRWA operation. In 2018, camp improvement works created 2,412 FTE job opportunities (excluding FTEs created in Syria),¹⁰⁴ exceeding the Agency-wide 2018 target of 2,315. The greatest number of FTE positions were created in Gaza (1,476), Lebanon (471) and the West Bank (419). With positions concentrated in the construction sector, skilled and unskilled opportunities were primarily provided to men, however, in an attempt to address this imbalance, UNRWA: (i) through its procurement processes, actively encouraged female vendors to submit bids for construction initiatives;¹⁰⁵ (ii) recruitment processes for construction project staff promoted gender parity; and (iii) shelter rehabilitation activities prioritized

female headed households that, through the self-help approach, were provided with the opportunity to manage the rehabilitation of their own shelters, developing useable skills in the process.

According to the PCBS, unemployment in Gaza stood at 54.9 per cent in the third quarter of 2018 compared to 46.6 per cent during the same period in 2017. Through the creation of employment opportunities, the Agency addresses these limited economic prospects, ensuring that refugee families can be more self-reliant. Similarly, in Lebanon, Palestine refugee communities experience some of the highest poverty rates, especially PRS who have been temporarily uprooted to Lebanon in search of safety. Within this context, the creation of short-term job opportunities allows families that often struggle to cover basic expenses, to improve their living conditions.

Although the Agency-wide target was exceeded in 2018, targets in Jordan fell short due to financial constraints related to limited project funding. Despite the potential for camp improvement works to improve overall refugee conditions, the scaling-up of this assistance is also constrained by persistent underfunding.



Employment generation through the 'self-help approach' in Rashidieh refugee camp, Lebanon.
© 2019 UNRWA Photo by Eng. Jihad Al Haj Moussa

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021 ¹⁰⁶
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	WBFO	32	7	7	10
	SFO	N/A	N/A	0	N/A
	GFO	0	19	8	19
	LFO	2	3	3	5
	JFO	0	0	0	6
	UNRWA	34 (excl. SFO)	29 (excl. SFO)	18 (excl. SFO)	40 (excl. SFO)
Source: Field RSS reports					
Frequency: Annual					

In 2018, UNRWA established 18 formal partnerships in support of poverty alleviation and livelihood activities that benefitted 6,184 Palestine refugees across Gaza, the West Bank and Lebanon. Partnerships in Gaza and the West Bank accounted for 83 per cent of the total number established between UNRWA and other interlocutors during the course of the year.

In Gaza, eight partnership MOUs were concluded with local Community Based Organisations (CBO) in support of job creation that assisted women, youth and persons with disabilities through provision of vocational training, computer, life skills and remedial courses and legal assistance.¹⁰⁷ Underachievement in relation to the 2018 target was attributable to limits on available funding and difficult political conditions that hampered the development of partnerships. In the West Bank, an additional seven MOUs were concluded with a range of public, non-governmental, intergovernmental and private partners that focused on the provision of: (i) vocational training and legal assistance for

poor and vulnerable youth and female SSNP recipients; and (ii) assistive devices (hearing aids) for persons with disabilities. In Lebanon, three partnerships were established in 2018, including an innovative initiative with the International Labour Organisation in support of promoting an entrepreneurial culture among youth refugees in close collaboration with two CBOs that will become social enterprises in refugee camps. A further partnership was established with the International Committee of the Red Cross in support of 60 persons with disabilities to access rehabilitation services. Finally, psychosocial, protection and social empowerment support activities for vulnerable women in refugee camps were maintained in 2018 through a partnership with the Women's Programme Association. No new partnerships were established in Jordan during the reporting period given CBO legal status (registration) issues that have yet to be resolved. In Syria many potential partner organisations have either closed or revised the nature of their activities from development to the provision of humanitarian relief.

2.5. strategic outcome five results analysis: refugees are able to meet their basic human needs of food, shelter and environmental health

The UNRWA SSNP aims to mitigate poverty and food insecurity among poor Palestine refugees with priority focus on the abject poor.¹⁰⁸ To this end, the SSNP provides a range of social transfers, including cash transfers and/or the provision of electronic cash vouchers (e-cards) and, in Gaza only, a basic food basket. In 2016, the Agency transitioned from the provision of in-kind food assistance to a cash-based transfer approach in Jordan, Lebanon and West Bank. Regarded as a more effective way to extend basic assistance, since its introduction, this new distribution modality proved itself in reducing administrative and distribution costs associated with the delivery of in-kind assistance while providing recipients with greater freedom of choice and access to a wider range of healthy food options. Currently, e-card assistance serves a caseload of 156,331 SSNP beneficiaries across Lebanon (61,708), Jordan (58,498) and the West Bank (36,125).

During 2018, an external evaluation of UNRWA's transition to the e-card modality in the Jordan, Lebanon and the West Bank Fields was conducted to determine the efficiency and effectiveness of the transition from in-kind food assistance to cash based transfers. This initiative was also carried out on request of host governments that had expressed reservations about the move. Overall, the evaluation found that the transition to cash based transfers was an efficient and effective use of finite resources. However, the change process was found to be incomplete and would be well served through: (i) additional clarity as to programmatic purpose; (ii) enhanced casework support; (iii) further linkages to other UNRWA service provision; (iv) programme budget adjustments to protect the real value of the transfers; and (v) the further engagement of partnerships to improve learning and efficiency.

In Gaza, the provision of in-kind food assistance continued as the primary means of extending relief to Palestine refugees in need. Due to the protracted emergency situation, the blockade and restrictions imposed on the economy, this UNRWA field of operation was not considered in the transition to the e-card assistance distribution modality. By way of reviewing social transfer options in Gaza, an external multi-disciplinary study,¹⁰⁹ was conducted in 2018 to review the effectiveness and efficiency of the Agency's food assistance programme in comparison with other transfer modalities (the issuance of food vouchers and/or cash). The analysis found that Palestine refugees in Gaza would not be well served by a transition from direct food distribution to cash based transfers

due to: (i) volatility in food prices and the supply chain; (ii) the unreliability of private sector suppliers; (iii) a monopolistic market structure; and (iv) limited local agricultural capacity.

In Syria, under EA funding, UNRWA provides cash and food assistance to over 405,000 Palestine refugees of whom two thirds have experienced at least one displacement since 2011. The Agency is currently in the process of establishing the basis for a cash based transfer programme that targets the most vulnerable populations affected by the conflict considering that 25 per cent all households are headed by women, every fifth household is headed by a person over 60 and pre-conflict social support networks have disintegrated due to displacement and migration. A statistically representative survey among Palestine refugees who reside in Syria and access UNRWA assistance was conducted in late 2017 – early 2018. The objective of the survey was to collect data that would allow for the establishment of baseline socioeconomic data for all Palestine refugees in Syria and the collection of data to furnish a platform to revisit cash assistance selection/vulnerability criteria in order to better address need. The most observed survey result was that nearly three-quarters of the refugee population are poor and half are extremely poor. The survey found that without current levels of cash assistance provided by UNRWA, 90.5 per cent of refugees would be living below the poverty line.

Overcrowded conditions and makeshift shelters are just some of the challenges facing the 58 official Palestine refugee camps. Evolving from temporary 'tent cities', these camps are now congested conglomerates of narrow alleyways and improvised multilevel houses that accommodate growing families. Unregulated construction often means that buildings encroach on pathways and alleys, blocking passage. Continued years of underfunding, coupled with the poor economic condition of Palestine refugees, have translated into rapid degradation of the overall environment where they live. UNRWA estimates that there are currently around 42,000 substandard shelters (excluding Syria) in need of rehabilitation, at an approximate value of US\$ 550 million. In 2018, due to generous project funding, UNRWA was able to rehabilitate shelters for 1,138 families and was able to approach Agency-wide repair and reconstruction targets. Of those shelters rehabilitated, beneficiaries were overwhelmingly satisfied with the works completed.



Distribution of cash assistance in Syria.
© 2019 UNRWA Photo by Taghrid Mohammad

Indicator	Location	Baseline (Actual 2017)	Target 2018	Actual 2018	Target 2021
Percentage of SSNP beneficiaries who are abject poor	WBFO	72	100	72.5	100
	SFO ¹¹⁰	N/A	N/A	N/A	N/A
	GFO	76.2	100	77.9	100
	LFO ¹¹¹	9.7	8.5	5.4	13.1
	JFO	99.1	100	99.2	100
	UNRWA	64.5 (excl. SFO)	76.5 (excl. SFO)	64.5 (excl. SFO)	79.0 (excl. SFO)
Source: Refugee Registration Information System and field-specific information systems					
Frequency: Annual					

In 2018, the UNRWA SSNP reached 255,266 persons across Gaza, the West Bank, Lebanon and Jordan, 64.5 per cent (164,597) of whom were identified as abject poor through the Agency's proxy-means testing formula (PMTF). Of the total SSNP caseload, 52.5 per cent (133,990) were women and 13.8 per cent (35,176) were persons with disabilities. The Agency-wide target for 2018 was not achieved due to the number of SSNP beneficiaries who, during the course of the year, lived just above the abject poverty line. But for the social safety net assistance provided, these individuals would fall into abject poverty.

In order to accurately measure household poverty status among Palestine refugees, the PMTF assesses a variety of indicators – or proxies – including housing conditions, demographics, education, health, attachment to the labour force and household assets. This data is collected through home visits by social workers and is customized to each Agency field of operation. At a minimum, the Agency assesses the eligibility of refugee families receiving or requesting assistance every year to maintain confidence in

its caseload. While the SSNP would ideally assist all refugees living in poverty, this identification process allows UNRWA to prioritize finite food and cash assistance support towards the abject poor.

In 2018, incremental progress was made in increasing the percentage of SSNP recipients who are abject poor in the West Bank, from 72 per cent to 72.5 per cent of the total caseload. This was accomplished through a poverty assessment of those receiving or waitlisted to receive SSNP assistance that allowed the Agency to further prioritize the poorest of the poor. Also during the reporting period, the re-assessment of SSNP beneficiaries continued in Lebanon where UNRWA provided social safety net assistance to 3,332 abject-poor Palestine refugees. Through a 2017 poverty assessment, the Agency removed all those deemed ineligible for assistance, replacing them with abject-poor families from the waitlist. In Jordan, the SSNP caseload was assessed in 2014-15 with non-abject cases being phased out of the programme during this period. As such, nearly 100 per cent of SSNP beneficiaries in Jordan are abject poor.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Estimate 2021 (%) ¹¹²
Percentage of poor individuals that receive social transfers ¹¹³ through the SSNP ¹¹⁴	WBFO	14.0	13.6	14.1	12.3
	SFO ¹¹⁵	N/A	N/A	N/A	N/A
	GFO	10.4	10.5	9.7	9.3
	LFO	29.3	36.7	30.9	36.7
	JFO	17.9	16.7	16.6	17.6
	UNRWA	14.6 (excl. SFO)	14.2 (excl. SFO)	14.0 (excl. SFO)	12.9 (excl. SFO)
Source: RRIS/SSNP module and host countries data					
Frequency: Quarterly					

Through SSNP social transfers, UNRWA was able to support 14 per cent of the total poor refugee population across all fields of Agency operation in 2018. Of the 255,266 persons extended assistance, 133,990 were women and 35,176 were individuals with an identified disability. Funding constraints continued to limit programme effectiveness in terms of covering the basic needs of the abject and absolute poor. To maximize SSNP impact within these constraints, the Agency has taken steps to review and reform the provision of assistance across all fields, including through a revised modality of distribution from the provision of in-kind food assistance to a 100 per cent cash based transfer that, in 2018, was provided to 156,331 refugees.

In Gaza, UNRWA provides food rations to almost one million Palestine refugees and other registered individuals assessed as living below the poverty line. In 2018, the provision

of this assistance was divided between the regular SSNP (98,935 individuals assisted) and emergency programming (917,924 individuals assisted), with harmonized targeting and assistance levels to ensure that refugees receive assistance based on their poverty levels, regardless of the source of funding.

The targets presented in the above indicator table should be read as planning figures rather than targets because the ceiling for the number of individuals assisted under the SSNP programme has been frozen since 2013. As the number of SSNP eligible persons (those existing in a state of poverty) has continued to increase across the five fields of UNRWA operation, the 2021 Agency-wide planning figures are expected to decrease over the coming years until the ceiling on the SSNP programme is unfrozen.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of substandard shelters repaired or reconstructed out of total substandard shelters identified for the poor	WBFO	12.0	14	13.5	49.5
	SFO	N/A	N/A	N/A	N/A
	GFO	1.8	5.5	6.0	28.5
	LFO	26.8	31.8	29.6	78.4
	JFO	2.0	2.5	2.1	32.6
	UNRWA	6.9 (excl. SFO)	9.6 (excl. SFO)	9.4 (excl. SFO)	39.7 (excl. SFO)
Source: Project documents and reports					
Frequency: Semi-Annual					

Ensuring adequate living standards for Palestine refugees is a key UNRWA priority; however, years of underfunding (shelter rehabilitation work is entirely dependent on project funding) have severely curtailed ICIP implementation across all areas of Agency operations.¹¹⁶ This year the targets were almost met. Substandard shelters were rehabilitated for 1,138 families during the course of the year. Interventions prioritized those families classified as (or eligible to be classified as) SSNP recipients through a two-stage assessment process that evaluated families' socioeconomic conditions, physical safety and environmental health issues related to the structures they inhabited. In total, 837 shelters were rehabilitated in Gaza. A further 164 shelters were rehabilitated in Lebanon, 120 in the West Bank and 17 in Jordan. With emergency funding, the

Agency rehabilitated a further 3,201 shelters, including 2,051 shelters in Gaza and a further 1,150 shelters in Lebanon.

ICIP continues to promote the self-help approach, which directly engages families in the rehabilitation of their own homes, thereby enhancing ownership. In a situation of limited financial resources, the self-help approach accounts for an approximate 10 per cent cost reduction in the rehabilitation of each structure and encourages beneficiaries to voluntarily contribute additional resources to improve their homes. In 2018, the majority of rehabilitated shelters used this approach. ICIP also works to ensure that household privacy and dignity are considered in shelter design and development, with family unity, respect for cultural considerations and protection also forming primary considerations.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Beneficiaries' satisfaction level with rehabilitated shelters	WBFO	86.7	75	92.2	75
	SFO	N/A	N/A	N/A	N/A
	GFO	55.9	75	85.6	75
	LFO	87.4	75	85.7	75
	JFO	83.4	75	84.1	75
	UNRWA	79.2 (excl. SFO)	75 (excl. SFO)	86.6 (excl. SFO)	75 (excl. SFO)
Source: Project documents and reports					
Frequency: Annual					

In order to assess beneficiary satisfaction with their rehabilitated shelters and the impact of shelter rehabilitation on family living conditions, UNRWA conducted a post occupancy assessment (POA) during the reporting period. Based on the set of indicators that relate to spatial conditions, quality of work, protection and health issues and family participation, the 2018 POA was conducted against a sample of 106 shelters occupied for more than six months across Lebanon, Jordan, the West Bank and Gaza. The overall satisfaction rate exceeded the Agency-wide target.

POA survey results from 2018 highlighted the impact of rehabilitated shelters in terms of improved health, hygiene and school performance. In terms of health and hygiene

impacts, 85 per cent of surveyed families advised that, within their rehabilitated homes, respiratory difficulties eased and cases of diarrhoea decreased, allowing them to save money that otherwise would have been spent on medications. In addition, scholastic achievement improved as children had rooms within which they could focus and study. Over 80 per cent of respondents also cited enhanced social interaction, comfort (with separate rooms for both sexes), self-esteem, pride and dignity. Finally, the survey affirmed the above referenced self-help approach which directly engages families in the rehabilitation of their own homes, thereby enhancing ownership, not to mention that 78 per cent of the labour force employed to rehabilitate shelters was hired from within refugee camps.



Before and after photo of a shelter rehabilitation initiative in Rashidieh refugee camp, Lebanon.

© 2018 UNRWA photo by Eng Jihad Al Haj Moussa

2.6. management and operational effectiveness¹¹⁷

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Implementation rate of DIOS audit and evaluation recommendations ¹¹⁸	UNRWA	78 ¹¹⁹	70	81	90
	Source: DIOS Reports and RBM Action Tracking System (ATS).				
	Frequency: Annual				

The UNRWA Department of Internal Oversight Services (DIOS) provides internal audit, evaluation and investigation services that uphold the Agency's integrity, transparency and accountability with the overall aim of enhancing UNRWA's operational efficiency to fulfil its mandate. The DIOS audit, evaluation and investigation functions are discharged through regular reporting on measurable results and through the assessment of performance against pre-defined targets. Where appropriate, reports documenting audit and evaluation findings contain recommendations on how to strengthen systems and processes, mitigate risks, close control gaps and improve the overall impact of programmatic interventions. In addition, formal follow-up mechanisms have been established to systematically track the implementation of recommendations. These mechanisms serve to monitor recommendation compliance, evaluate the timeliness of interventions, assess performance and identify any gaps and challenges that affect progress.

In 2018, the majority of DIOS recommendations issued in 2015 and 2016 (112 out of 139), were closed within two years (pursuant to the methodological approach developed in support of reporting results under this indicator). Overachievement against the 2018 target was primarily related to: (i) the correction of methodological errors that affected results reporting in 2017 and target setting for 2018;¹²⁰ and (ii) intensive recommendation follow-up efforts. Moving forward, DIOS will engage Agency departments and field offices in exploring complementary performance indicators that are not solely dependent on the implementation time period. Avenues being explored in this regard include: (a) measuring recommendation implementation results against pre-agreed target dates with the compliance rate speaking directly to organisational commitment; and (b) the separate presentation of recommendations stemming from decentralized evaluations.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of DIOS investigations issued within prescribed timeframe	UNRWA	68	70	45.7	85
	Source: DIOS Reports and RBM Action Tracking System (ATS).				
	Frequency: Annual				

This performance indicator tracks the length of time that it takes to complete investigations, noting that ideally, all cases should be closed within six months of their initiation. The absence of undue delay in finalizing investigations serves to: (i) foster the confidence of staff and beneficiaries who report allegations of misconduct; and (ii) demonstrate that the Agency takes a serious approach in addressing complaints.

In 2018, 16 out of 35 cases were closed within six months of being opened. Performance against this indicator has been primarily affected by overall capacity and resource constraints within the DIOS investigations division resulting from the

departure of many DIOS investigators, including the Chief of the division.¹²¹ It should also be noted that: (i) this indicator relates only to investigations conducted by DIOS or referred by DIOS to outside investigators; (ii) the investigator does not track minor investigative matters that are dealt with on a more expeditious basis; and (iii) the six months timeframe between investigation initiation and closure does not include the additional time required for the Agency to complete disciplinary processes that may follow investigation closure. Further information with regard to the aforementioned will be available in the forthcoming 2018 DIOS annual report.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of UNRWA installations receiving two or more neutrality inspections annually ¹²²	WBFO	99.5	100	96	100
	SFO	N/A	N/A	0	N/A
	GFO	100	100	100	100
	LFO	99.7	100	100	100
	JFO	100	100	100	100
	UNRWA	100 (excl. SFO)	100 (excl. SFO)	99 (excl. SFO)	100 (excl. SFO)
Source : Neutrality database					
Frequency: Annual					

Neutrality is a core UN principle that governs the way humanitarian response is carried out. Together with humanity, impartiality and independence, these principles are key in establishing the humanitarian space essential for the effective delivery of services during both peacetime and in periods of conflict. UNRWA is committed to the aforementioned principles, including the safeguarding of neutrality, as they are essential for the Agency to effectively protect and serve Palestine refugees.

One of the ways that UNRWA safeguards neutrality is through regular neutrality inspections of all Agency installations, an activity that was destabilised as a result of the 2018 UNRWA financial crisis. In this regard, the Operations Support Officer (OSO) Programme, responsible for installation inspections, was subject to extensive reforms and downsizing particular as a result of EA funding challenges, however, given the importance of neutrality to Agency operations, a new minimum staffing structure was elaborated during the course of the year. Despite staffing gaps within newly constituted Protection-Neutrality teams, this was managed through a process of centralisation and standardisation.¹²³ To this end, following extensive internal discussions: (i) new neutrality inspection SOPs were issued in November 2018; (ii) the targeted frequency of neutrality inspections (for installations where there was no history of serious violations) was revised from a quarterly to a bi-annual basis; and (iii) all senior staff were empowered to conduct inspections.

Throughout 2018, UNRWA carried out neutrality inspections across all Agency installations in Gaza (737 inspections across 278 installations), Jordan (836 inspections across 209 installations), Lebanon (673 inspections across 167 installations), and the West Bank (669 inspections across 238 installations).¹²⁴ Due to the ongoing conflict/insecure environment in Syria, the inspection programme continues to be suspended until further notice.

During the reporting period, the interactive e-learning course on social media and neutrality, launched in August 2017, continued to be delivered to Agency personnel. As of 20 December 2018, 27,383 field office based area staff had completed the e-learning course in Jordan (6,293), Syria (3,236), the West Bank (3,555), Gaza (11,461) and Lebanon, (2,838). A further 648 international staff and headquarters based area staff completed the e-course during the course of the year. In addition, the following in-person training courses were delivered to 1,844 UNRWA staff during the reporting period: (i) seven neutrality sensitisation workshops for 70 staff in the West Bank; (ii) ten neutrality training sessions for 588 newly appointed teachers in Gaza; (iii) 34 humanitarian principles training sessions for 469 staff in Lebanon; and (iv) 32 neutrality training sessions for 717 staff in Jordan.

Neutrality is one of the dimensions for the ongoing review of school textbooks. For detailed information in this regard, please see results reporting under Strategic Outcome Three of the AOR.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of education specialists (ES) and strategic unit staff (of those recruited and in place) that receive HRCRT training	UNRWA	100	100	91.67	100
	Source: Department of Education regular reporting				
	Frequency: On-going				

During the 2017/18 school year, 24 ES were recruited in Jordan (7), Lebanon (11) and the West Bank (6). Of these, 22 (14 females and 8 males) received Human Rights, Conflict Resolution and Tolerance (HRCRT) integration training. With two ES recruited in Lebanon subsequent to the 2017/18 HRCRT training being held, these individuals will receive the HRCRT training during the 2018/19 school year. No field of

UNRWA operation recruited Strategic Support Unit personnel during the reporting period while no new ES were added in Gaza and Syria Fields.

In 2017/18, a series of UNRWA Headquarters Education interventions were implemented to further strengthen the integration of HRCRT into the normal school curriculum. In this regard, 61 strategic level staff including ES and PDCU

personnel were engaged in two workshops in Gaza and the West Bank.¹²⁵ The focus of these events was to capacitate Strategic Support Units towards the further implementation of the HRCRT programme and their role in supporting teachers to this end. This was accomplished by working to ensure that these strategic personnel were fully aware of the

significance of the integration of HRCRT in creating a culture of understanding of different perspectives and of tolerance. Also central to their professional development was how this approach strengthens work on the Curriculum Framework, the issues of tolerance and UN values at the classroom level, and how teachers could put this into practice.

Indicator	Location	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)	Target 2021 (%)
Percentage of senior positions held by women (area staff)	UNRWA	26	32	28	50
Percentage of senior positions held by women (international staff)	UNRWA	45	46	44	50
	Source: REACH				
	Frequency: Annual				

The Agency's commitment to the promotion of gender equality and women's empowerment is enshrined in its Gender Equality Policy (2007) and GES.¹²⁶ In the area of human resources, this commitment has been furthered through the UN System-wide Strategy on Gender Parity, launched by the UN Secretary-General in September 2017 as the start of a system-wide campaign to advance this priority throughout the UN. As part of this strategy, all UN entities have been tasked to develop specific gender strategies and implementation plans to close the gender gap for senior level international staff by 2021. To this end, in December 2017, the UNRWA Human Resources Action Plan on Gender Parity was issued. While the Agency's overall workforce reflects gender parity (51 per cent female and 49 per cent male among all area and international staff), when examining the gender breakdown against senior and leadership positions (P-5 and above for international staff; grade 16 and above for area staff) at the end of 2018, these figures stood at 28 per cent female and 73 per cent male for area staff and 44 per cent female and 56 per cent male for international staff. With regard to the gender breakdown for international staff, in 2018, 44 per cent of senior international vacancies (P-5 and above) were filled by female candidates.

The UNRWA Human Resources Action Plan on Gender Parity is designed to support the Agency in achieving and maintaining gender parity at all levels through the following two-pronged approach: (i) a series of special measures with regard to recruitment procedures that are being utilised to ensure that more female candidates are considered for and appointed to senior positions; and (ii) the creation of an enabling environment and organisational culture that are more conducive to the career advancement of female staff.

Although the UN System-wide Strategy on Gender Parity relates only to international staff, UNRWA is also seeking to

achieve gender parity within the ranks of senior area staff, while acknowledging the following obstacles in this regard: (a) high retention rates that provide limited opportunities to redress the gender imbalance at senior area staff levels; and (b) the relatively small pool of women who occupy middle management positions; the majority of female area staff representation rests at area grade levels 9-12.¹²⁷ In an effort to strengthen its limited pipeline of women leaders, UNRWA is focussing on supporting female employees to return to work after maternity leave. Such employees are an important asset as they understand UNRWA priorities better than a new employee and have an already developed skillset specific to the job they are performing. By managing maternity well, the Agency can encourage women to return to work after childbirth and help to improve the female talent pipeline. Moreover, by retaining and developing female employees, UNRWA is better able to attract and promote women leaders. To this end, in 2018 the Agency further developed an inclusive and supportive work environment for new mothers through the establishment of a nursing room in the Agency Headquarters, an initiative that will be extended across all fields of operation. In addition, a new policy was developed, for implementation in 2019 that will see new mothers returning to work after maternity leave being able to work 80 per cent with full pay.

For international staff, a considerable challenge rests in the limited female applicant pool that presents itself for some senior-level positions. To address this obstacle, UNRWA continues to utilise Senior Female Talent Pools which aim to ensure a pipeline of qualified female professionals for senior level positions. A major risk to gender parity target achievement relates to the current financial crisis faced by the Agency that has restricted the number of new appointments, a challenge that may also influence the ability of the Agency to attract qualified (female) senior-level professionals.

2.7. accountability to affected populations

the reporting period, Agency commitments to further the meaningful participation of Palestine refugees at all stages in the programme cycle management cycle (PCM), as outlined through the Agency AAP governing framework,¹²⁸ were implemented across all fields of UNRWA operation. This was accomplished through a wide variety of means including communication, appeals and complaints mechanisms for the SSNP, emergency food and cash distributions, shelter assistance (including a beneficiary satisfaction survey) and through protection audits where Agency personnel assessed the level of Palestine refugee access, safety, dignity, participation and accountability in relation to service delivery. In all cases, this engagement was grounded in the unique platforms provided by the: (i) workforce of around 30,000 UNRWA staff, the vast majority of whom are engaged in the direct-delivery of assistance and are drawn from the Palestine refugee communities they serve; and (ii) extensive network of area offices, camp services offices, schools (including school parliaments and PTAs), HCs (including HC friendship committees) and other installations. This ensured that refugees have direct and regular access to Agency staff.

During the reporting period, UNRWA rolled out a post-distribution monitoring (PDM) mechanism in Syria that, through a formal, bi-annual process, allowed the Agency to better track the impact of cash and food distributions and adjust programming accordingly.¹²⁹ Current practice in Syria is illustrative of complaints and feedback mechanisms. In this regard, Palestine refugees in this field of operation are able to access a mechanism to provide feedback as to services provided and staff conduct. The custodian of this process is the Syria field of operation investigations intake committee that receives complaints through various channels including e-mail, a telephone hot line, social media networks and/or in-person. Complaints are reviewed through committee meetings and if required, actionable recommendations are issued. In cases of alleged misconduct, if complaints warrant further investigation, a recommendation to the SFO Field Director is issued. Where investigations proceed, investigators (trained staff members) determine if misconduct occurred and if so, recommendations are issued as to disciplinary measures. Aside from the use of a complaints and feedback mechanism in Syria, on a regular basis, SFO engages the served community through the full spectrum of means referenced above.

In 2018, the *Accountability to Affected Populations Pilot Project in Lebanon* was rolled out across the country as a means of increasing Palestine refugee engagement. During the reporting period, AAP officers were embedded in four of UNRWA's operational areas in Lebanon to implement a comprehensive community engagement system. In this regard, the following two-way communication and feedback

channels were established between the Agency and refugee communities, including vulnerable groups:¹³⁰ (i) a mobile application; (ii) common social media networks; (iii) regular community consultations; (iv) focus group discussions; and (v) dedicated email and phone line services. As a result of these project initiatives, UNRWA is better placed to secure the required support and understanding of refugee communities towards its services and reforms while refugees have additional opportunities to express their views as to how services are provided and managed. In addition, the Agency is better able to address concerns and communicate and adapt programmes to priority areas of need, enabling the smoother implementation of assistance. Also during the reporting period, four AAP focal points were appointed within the LFO health, education, relief and social services and infrastructure and camp improvement programmes to enhance direct interaction with refugee communities. In addition, beneficiaries and UNRWA senior management participated in 68 community consultations, 50 focus group discussions and nine high level meetings. In all, over 45,000¹³¹ beneficiaries were engaged and as of December 2018, 75 per cent of the total feedback received had been responded to.

In Jordan, AAP is implemented through the regular engagement of Palestine refugees, local authorities, Agency personnel and all 13 camp committees by Agency senior management within the context of structured field visits across all areas of operation. During these meetings, participants, including the most vulnerable, discuss service provision and pertinent issues and concerns that form the basis for follow-up by relevant programmes/offices. Wherever possible, issues transmitted through confidential complaint and suggestion boxes, housed in a majority of Agency installations in Jordan, are dealt with locally. More sensitive issues are referred to programmes or are escalated further, as appropriate. As the overwhelming majority of UNRWA staff in Jordan are drawn from the Palestine refugee communities they serve, this promotes regular and direct contact. Also during the reporting period, a PDM exercise collected PRS feedback on cash assistance service reductions related to the 2018 financial crisis.¹³²

In Gaza, the participation of and accountability to Palestine refugees included proactive engagement with Palestine refugee Committees, complemented by regular engagement with more vulnerable groups including women, children, the elderly and persons with disabilities. Student parliaments and PTAs provided fora to influence discourse and decisions on issues related to the school-environment. In HCs, friendship committees provided a similar forum for refugees to engage with health staff. Additional examples of incorporating refugee input into Agency programming included: (i) a study that reviewed social transfer options in Gaza, profiled above, which

included focus group discussions with Palestine refugees to assess satisfaction levels with in kind food assistance/ UNRWA service provision; (ii) the solicitation of refugee views on the impact, efficiency and effectiveness of the Agency's gender equality initiatives; and (iii) the development and implementation of comprehensive engagement strategies as to emergency programme service reductions related to the financial crisis.

The 2018 financial crisis also resulted in difficult emergency programme service reductions in the West Bank. Here, engagement with Palestine refugees was essential to prepare them for adjusted levels of assistance and included: (i) the development and implementation of a communication strategy towards affected beneficiaries, staff and external actors; (ii) the establishment of a dedicated hotline system,

shared in public messaging, to handle queries; (iii) constant engagement between senior management and community level bodies and local representatives on service reductions to address critical needs; (iv) the establishment of a communication taskforce that conducted an AAP gap analysis and issued specific recommendations to senior management on improving beneficiary dialogue; (v) the development of a guidance document, "Ethical Communications with Refugees" to improve the quality and nature of UNRWA's engagement with its beneficiary population in the West Bank; and (vi) engagement with community stakeholders, including women, children and persons with disability as part of an emergency planning for communities at risk of displacement and forcible transfer, namely, the Bedouin community of Khan al-Ahmar Abu Al Hilu, to identify needs and provide a tailored response.

2.8. combatting sexual exploitation and abuse

The Agency's capacity to help Palestine refugees achieve their full human development potential depends, amongst other things, on the ability of its staff to uphold and promote the highest standards of ethical and professional conduct. The Agency's rules and regulations prohibit staff from engaging in SEA of beneficiaries and sexual harassment in the workplace (collectively referred to as sexual misconduct). In early 2018, an UNRWA-wide sexual misconduct task force, coupled with individual field office based sexual misconduct working groups, were established by the Commissioner-General to: (i) ensure that the Agency adheres to UN Secretary-General and Chief Executive Board initiatives, standards and reporting requirements related to the prevention and response to sexual misconduct; and (ii) go beyond system-wide efforts in ensuring that Palestine refugee needs are met within an environment that is free from SEA, and sexual harassment in the workplace.

Key 2018 initiatives implemented in relation to the prevention and response to sexual misconduct included the development and roll out of: (i) a number of "all staff" communications from the Commissioner-General, Field and Department Directors and the UNRWA Ethics Office that conveyed the Agency's zero tolerance of SEA as constituting serious misconduct and sexual harassment, a priority discipline area; (ii) a gap analysis and due diligence to identify key areas where the Agency's efforts should be strengthened to prevent and address sexual misconduct¹³³; (iii) awareness raising on sexual misconduct for over 3,500 staff and other personnel; (iv) a sexual misconduct microsite on the UNRWA intranet that serves as a repository of relevant

policies, rules and initiatives including an avenue through which Agency personnel can report allegations of SEA; and (v) community outreach on SEA, including through the 16-Day campaign on violence against women.¹³⁴

UNRWA actively participates in UN and IASC forums on SEA and sexual harassment and strongly contributes to system-wide initiatives in these areas, including through: (i) progressive introduction of the Clear Check database as a recruitment tool;¹³⁵ (ii) participating in the development of the UN system model policy on sexual harassment;¹³⁶ and a revised Secretary-General's Bulletin on SEA that is currently under development; (iii) Agency alignment with the UN SEA victim assistance protocol;¹³⁷ and (iv) engagement with the protection from SEA networks¹³⁸ and with the UN Victim's Rights Advocate¹³⁹ during her 2018 mission to Jordan and Lebanon.

During the reporting period, two allegations of SEA were reported and investigated. One of these allegations was investigated, substantiated and the implicated staff member was dismissed without termination indemnity in compliance with the UNRWA regulatory framework. The staff member in the second case left the Agency prior to investigation. The Agency is updating regulatory provisions to facilitate findings of misconduct even after separation unrelated to misconduct has taken place. Five additional cases that were reported and investigated prior to current reporting period were finalised and closed in 2018 with the results being separation without termination indemnity in four cases and summary dismissal in one case.

2.9. grand bargain

The Grand Bargain, launched at the World Humanitarian Summit held in Istanbul in 2016, sets out 51 mutual commitments across 10 different work streams. UNRWA made commitments against seven of these work streams. Up to the end of 2018, progress has been made in the following areas:

- (i) Greater financial transparency: Through its Enterprise Resource Planning system the Agency continued to articulate its funding requirements through integrated financial reporting that linked its three funding portals (programme budget, EAs and projects). In addition, during the reporting period, UNRWA produced regular donor updates to ensure the provision of clear and transparent information on Agency funding status and shortfalls. This included updated information on critical requirements and minimum needs to avoid a disruption in service provision.
- (ii) Cash: In 2018, UNRWA continued to strengthen cash based programming across its five fields of operation, with the aim of providing refugee families with greater dignity and choice in assistance. As profiled under AOR section 2.5., during the reporting period, an external evaluation of UNRWA's transition to the e-card modality in the Jordan, Lebanon and the West Bank Fields was conducted to determine the efficiency and effectiveness of the transition from in-kind food assistance to cash based transfers. Based on these recommendations, effective in 2019, the Agency increased the value of SSNP social transfers in Jordan, Lebanon and the West Bank in accordance with changes in consumer price indices. As also profiled under AOR section 2.5., a multi-disciplinary study, "Social Transfers in Gaza" was conducted during the reporting period. Given the significant risks associated with a transition of UNRWA's food operation to cash based transfer schemes, the Agency will continue to prioritize the provision of in kind food assistance in Gaza under its 2019 EA.
- (iii) Management costs: In line with a central element of the MTS 2016-21, in 2018, UNRWA continued to implement measures to increase cost effectiveness, including through the continued roll out of electronic management information systems for the Agency education (EMIS) and health (eHealth) programmes. The EMIS system includes three sub-systems (modules) related to students, staffing and premises. By the end of the reporting period: (a) the EMIS student module was in place across all UNRWA fields of operation while the roll-out of the teacher and premises modules continued; and (b) e-Health

was in place in all HCs except in Syria where system roll out was challenged by the conflict and resultant internet connectivity issues. Agency efficiency was also enhanced during the reporting period through the Department of Administrative Services reform to ensure continued efficient, effective and high-quality support for substantive programmes in Headquarters and Field Offices in the areas of procurement, travel management, mail and pouch services and other general administrative services.

- (iv) Participation revolution: Please see section 2.7 of the current report;
- (v) Multi-year planning and funding: Please see Chapter 5 of the current report;
- (vi) Reporting requirements: UNRWA's commitment to improvements in reporting is reflected in the current report which amalgamates results reporting across the Agency programme budget, EAs and the resource mobilization strategy. In 2018, the Agency strengthened its focus on results reporting through the inclusion of specific AOR results analysis sections that synthesize performance indicator results reporting to inform overall progress towards the achievement of macro-level strategic outcomes within the MTS. These sections highlight trend information as to the achievement, underachievement or non-achievement of results and where results are either not achieved or underachieved, specific reasons are cited for non-achievement / under-achievement.
- (vii) Humanitarian – development engagement: Across its five fields of operation, UNRWA continued to operate in environments where its humanitarian operations were delivered in parallel with human development activities. In operational terms, the Agency continued to adopt a mix of humanitarian and development approaches, using its infrastructure and assets as the vehicle for humanitarian programmes, and adapting its human development services to meet the needs of those affected by crisis. During the reporting period, UNRWA also continued to strengthen emergency preparedness with a particular focus on emergency management capacities and contingency planning at the field level.

The UNRWA 'self-report' to the Grand Bargain Secretariat on progress made in 2018 is available at https://www.agendaforhumanity.org/sites/default/files/UNRWA%20Grand%20Bargain%202018%20_0.pdf.

2.10. environmental protection

UNRWA acknowledges that it has a key role to play in addressing environmental issues within the Palestine refugee community in its fields of operation and an obligation to minimize the negative environmental impact of its own operations. Despite this imperative, the prioritisation of limited available funding to sustain service provision for Palestine refugees translated into environmental protection measures that are somewhat muted in terms of an Agency-wide strategic focus. On a field by field basis, however, UNRWA made concerted efforts to ensure that environmental quality and protection concerns were factored into day-to-day decisions and activities.¹⁴⁰

In 2018 the Agency implemented the following measures to reduce the environmental impact of UNRWA operations in Jordan: (i) the installation of off-grid solar photovoltaic systems in five HCs. Already in place in three Agency installations, in 2018, these systems lowered the consumption of fossil fuel produced electricity by 17,910 kWh and CO₂ emissions by 115 tonnes, generating an overall cost savings of US\$ 55,800; (ii) the development of a project to support of the establishment of a three-megawatt wheeling solar power station that would reduce CO₂ emissions by 3,500 tonnes/year, covering 89 per cent of total electricity needs (vs. 2016) of JFO and Headquarters-Amman. This proposed initiative is currently awaiting donor funding; (iii) the installation of 2,788 LED lights in HCs and schools, reducing electricity consumption by 54,957 kWh, CO₂ emissions by 35 tonnes and saving US\$ 18,576; (iv) the replacement of 16 old air conditioners with inverter air conditioners that saved 18,800 kWh in electricity (a 58 per cent reduction), 7.3 tonnes of CO₂ and US\$ 51,500; (v) the installation of a new cooling/heating system in JFO Amman. Operational since July, this energy efficient system has lower energy consumption by an estimated 25,700 kWh, CO₂ emissions by 21.8 tonnes and saved US\$ 25,626; and (vi) the recycling of 6.3 tonnes of waste paper.

Palestine refugee camps in Lebanon struggle to cope with overcrowding and overburdened sewage and waste disposal networks that contribute to air, land and water pollution and other environmental hazards. In line with its 2016-21 Environmental Health Strategy for Palestine Refugee Camps in Lebanon and its 2018-21 Environmental Health Response Plan, focused on addressing environmental health and protection needs, including water and sanitation, energy efficiency, renewable energy, green technology, air and soil quality monitoring and climate change, UNRWA commenced with the development of an integrated solid waste management system that will serve all Palestine refugee camps in Lebanon. To this end, in 2018: (i) a new solid waste operational plan applicable to all 12 Palestine refugee camps was developed, focussing on environmentally friendly approaches to solid waste management; (ii) LFO staff, including sanitation labourers, received capacity development training to facilitate plan implementation;

and (iii) a waste sorting pilot initiative was developed and implemented in Burj Shemali camp that aims to foster recycling at source and ultimately, waste reduction in the camp. The Agency also addressed environmental protection issues in 2018 through a number of comprehensive water supply and waste water system rehabilitation activities and infrastructure improvement efforts within camps. In addition, solar panels were installed in 26 HCs.

During the reporting period, WBFO elaborated a strategy to improve the urban environment and living standards of Palestine refugees in and around refugee camps. Inclusive of a greening focus, the strategy prioritises the efficient use of light and water and waste reduction and is incorporated throughout the life-cycle of ICIP activities from design and construction to maintenance and demolition. In 2018, the construction of Tulkarem Boys School and Beit 'Anan School included the installation of solar panels and efficient ventilation and lighting systems and used advanced greening techniques to ensure the maximum absorption of natural light. In addition, the implementation of the solid waste management (SWM) strategy proceeded through the drafting of plans in Tulkarem, Nurshams and Shufat to enhance waste collection efficiency and effectiveness. Finally, under the education programme, environmental awareness raising initiatives were organised in eight schools across the West Bank¹⁴¹ to enhance the environmental awareness of approximately 3,400 students in the areas of waste disposal, recycling, healthy lifestyles and the proper use of natural resources.

The energy crisis that limits Gaza to between four and eight hours of electricity per day has reduced an already limited drinkable/piped water supply and negatively affected the operation of approximately 130 critical water and sanitation facilities. This has resulted in the discharge of untreated sewage into the Mediterranean Sea, contaminating the majority of beaches in Gaza and heightening the risk of raw sewage overflowing into the streets. With 95 per cent of the water extracted from the aquifer in Gaza declared unfit for human consumption, residents have had to rely on the purchase of desalinated water from private water trucking companies, an expense that has seen the diversion of household resources away from other critical needs. By way of response, UNRWA, alongside other humanitarian actors, supported the distribution of fuel to hospitals and critical WASH facilities. In addition, the Agency was active in mitigating the outbreak of infectious diseases and other public health hazards through the clearing of mosquito breeding sites and in ensuring continuity in SWM in refugee camps. By way of enhancing the use of renewable energy, UNRWA continued to install solar power systems in HCs and schools and has progressed to the point where, by the end of the reporting period, 80 schools and six HCs operated under solar power.

In Syria, despite numerous contextual challenges related to the ongoing conflict that are exacerbated by funding gaps, the Agency continued to provide camps with WASH services, including the management of solid waste, maintenance and the rehabilitation of sewage and water networks, the removal of rubble and the provision of clean potable water, all of which have contributed to the maintenance of a clean and healthy environment. With regard to specific environmental protection measures: (i) SFO is using solar panels as a source of clean energy within the UNRWA field office HC in Damascus. Not only does solar energy result in environmental protection

and cost saving benefits but it also mitigates the impact of electricity cuts which are quite common in Syria, helping to save on generator fuel consumption; (ii) In an on-going effort to go green and reduce costs, the Agency is continuing to progressively move to energy efficient LED bulbs in all of its installations. The implementation of this initiative remains contingent on the availability of funds; and (iii) Tree planting, recycling and cleanliness campaigns are being implemented in various Palestine refugee camps.

2.11. value for money

UNRWA would like to highlight efficiency gains reporting under the Grand Bargain section of the 2018 AOR relating to: (i) the continued to roll out of electronic management information systems for the Agency education (EMIS) and health (eHealth) programmes; and (ii) Department of Administrative Services reform to ensure continued efficient, effective and high-quality support for substantive programmes in Headquarters and Field Offices in the areas of procurement, travel management,

mail and pouch services and other general administrative services. In addition, the application of class formation norms and standards and hospitalization reform in Lebanon and the West Bank served to further enhance Agency efficiency and effectiveness during the reporting period. Finally, through the below table, the Agency would like to highlight the cost of UNRWA education and health programming in comparison with select OECD countries.

Indicator	Cost per pupil: elementary (US\$)	Cost per pupil: preparatory (US\$)	Health expenditure per person ¹⁴² (US\$)
UNRWA (basic education) ¹⁴³	831		
UNRWA (health) ¹⁴⁴	-		28.6
OECD ¹⁴⁵	8,643.5	9,371.5	4,003
USA	11,727	13,083.8	9892
UK	11,629.6	10,569.4	4,192.5
EU	7,123.7	8,241.5	
Turkey	4,134.1	3,510.8	1,087.5
Brazil	3,109.9	3,258.7	995
Argentina	3,364.8	4,801.7	-
Hungary	5,089.2	5,870.0	2,101
Israel	7,971.3	-	2,822
Mexico	2,874.5	3,128.7	1,080
Indonesia	1,514.4	1,435.1	302
India			269

chapter three:
annual reporting under the 2018 opt
emergency appeal

executive summary

This report covers the UNRWA 2018 EA for the oPt during the period from January through December 2018, and is intended to provide information on results achieved as measured against the full range of indicators included in the 2018 oPt EA.

Overview

In 2018, Palestine refugees in Gaza continued to face the socioeconomic and humanitarian consequences of the land, air and sea blockade, now in its twelfth year, coupled with cycles of hostilities and violence, political instability and restricted entry and exit at Rafah border crossing with Egypt. The security situation remained volatile with recurring incidents of violence, incursions and airstrikes by the ISF, alongside the firing of rockets and frequent unrest. The GMR demonstrations, which started on 30 March 2018, have resulted in the death of 180 Palestinians and injuries to more than 23,300, as of December 2018.¹⁴⁶ This has put increased pressure on an already overstretched health system, and has compounded existing vulnerabilities of the population, including Palestine refugees. Socioeconomic conditions remained bleak and deteriorated during the year, characterized by an increase in the unemployment rate from 44 per cent in 2017 to 52 per cent in 2018. This is the highest annual rate of unemployment ever recorded in Gaza, which has consistently endured some of the highest levels of joblessness in the world. The energy crisis continued throughout the year, with electricity cuts of 16-20 hours a day for the most part of the year¹⁴⁷ impacting on the delivery of essential services, and increasing dependency on humanitarian donors to fund fuel to support the functioning of hospitals and other public services. Power cuts also further hindered water desalination capacity with negative consequences on access to clean water for the population. Food insecurity levels continued to increase; according to the preliminary findings of the 2018 Socio Economic and Food Security Survey (SEFSec), 68 per cent of households are now food insecure, compared to 60 per cent in 2014. These factors together have resulted in an increased number of Palestine refugees who require UNRWA assistance.

Palestine refugees in the West Bank continued to experience difficult socio-economic conditions and protection concerns that are often rooted in occupation-related policies and practices imposed by the Israeli authorities, such as shelter demolitions under a restrictive and discriminatory planning regime; forced displacement; and increasing restrictions on access to land, services and markets. In 2018, UNRWA completed a re-assessment of its emergency caseloads, and identified a caseload of 70,000 Palestine refugees living beneath the abject poverty line of US\$ 1.79 per day. Palestinian communities, especially those in Area C, continued to face the threat of or actual home demolitions and confiscations, a central element of the coercive environment they face

that may lead to their displacement. Bedouin and herder communities remained particularly vulnerable to a number of protection risks and high levels of food insecurity.

The UNRWA Response

The unprecedented financial crisis faced by the Agency in 2018 had a major impact on UNRWA emergency operations in the oPt, forcing the Agency to take mitigating measures and implement changes to some of its emergency interventions. In order to avoid interruptions in the provision of critical humanitarian assistance, other interventions had to be scaled back or discontinued during the second half of the year, such as in Gaza, the community mental health and job-creation programmes, as well as rental subsidies to families made homeless as a result of the 2014 hostilities; and in the West Bank, CfW,¹⁴⁸ community mental health and mobile health clinics interventions. In both fields, protection capacities were reduced and adjusted to a constrained budget.

In 2018, the provision of food assistance remained a priority for UNRWA in Gaza. With emergency funds, UNRWA supported the food and nutritional needs of approximately 933,979 vulnerable Palestine refugees in Gaza, including 18,116 female-headed households. The Agency also provided temporary CfW opportunities for over 10,000 refugees, including 3,633 women, although due to underfunding, UNRWA could only support 19 per cent of the target number of beneficiaries. Due to funding constraints, during the second half of 2018, UNRWA was forced to discontinue its community mental health intervention as a standalone programme; however, critical mental health and psychosocial services continued to be provided through UNRWA existing HCs and schools. Under the EiE programme, schools were supplied with essential educational materials for 271,900 students enrolled in the scholastic year 2017/18. Health services were maintained through the Agency's 22 HCs and 10,284 children with special needs received a comprehensive medical examination. In response to the increased emergency health needs due to the high number of injuries and casualties in the context of the GMR demonstrations, the Agency launched an urgent appeal for US\$ 10 million to support Gaza's health care system. The activities carried out in the framework of UNRWA health appeal for Gaza are part of a separate reporting process and are not addressed under this report.

In the West Bank, food assistance to vulnerable Palestine refugee families was provided using a variety of modalities. In partnership with WFP, e-vouchers were provided to 45,887 food-insecure refugees outside camps, of whom almost 50 per cent were women. However, due to underfunding, UNRWA was able to reach only 30 per cent of the target under this intervention. Also in partnership with the WFP, UNRWA provided in-kind food assistance to some 37,000 Bedouins and herders, assessed to be food insecure or vulnerable to

various protection threats. Emergency CfW opportunities were extended to over 5,900 food-insecure refugee households. Due to funding constraints, the Agency was forced to discontinue this programme at the end of July 2018. Between January and October 2018,¹⁴⁹ six emergency mobile health clinics improved access to PHC for 78,762 people living in hard-to-

reach locations. Due to funding constraints, community mental health services were provided until August, assisting 11,162 individuals with counselling and PSS. Throughout the year, UNRWA also continued to monitor, document, report and provide emergency assistance to Palestine refugees impacted by protection threats in the West Bank.

3.1. funding summary: 2018 oPt emergency appeal

Table 1: oPt EA funding summary by field, 01 January – 31 December 2018 (US\$)¹⁵⁰

Programme Interventions	Amount	Total	Allocation Gaza	Allocation West Bank	Allocation Headquarters
Emergency food assistance	<i>required</i>	118,740,196	96,326,224	22,413,972	0
	<i>received</i>	78,610,043	76,675,842	1,934,201	0
	<i>difference</i>	40,130,153	19,650,382	20,479,771	0
Emergency CfW	<i>required</i>	84,370,874	71,199,123	13,171,751	0
	<i>received</i>	10,067,386	6,327,371	3,740,015	0
	<i>difference</i>	74,303,488	64,871,752	9,431,736	0
Livelihoods	<i>required</i>	200,000	200,000	0	0
	<i>received</i>	0	0	0	0
	<i>difference</i>	200,000	200,000	0	0
Emergency health/mobile health clinics	<i>required</i>	6,927,052	5,500,000	1,427,052	0
	<i>received</i>	826,869	195,883	630,986	0
	<i>difference</i>	6,100,183	5,304,117	796,066	0
Education in emergencies	<i>required</i>	5,000,000	5,000,000	0	0
	<i>received</i>	2,934,564	2,934,564	0	0
	<i>difference</i>	2,065,436	2,065,436	0	0
Emergency environmental health	<i>required</i>	5,400,000	5,400,000	0	0
	<i>received</i>	1,037,654	1,037,654	0	0
	<i>difference</i>	4,362,346	4,362,346	0	0
Transitional shelter cash assistance	<i>required</i>	6,500,000	6,500,000	0	0
	<i>received</i>	1,000,000	1,000,000	0	0
	<i>difference</i>	5,500,000	5,500,000	0	0
Emergency shelter repair and NFIs	<i>required</i>	138,366,282	138,366,282	0	0
	<i>received</i>	332,302	332,302	0	0
	<i>difference</i>	138,033,980	138,033,980	0	0
Community mental health	<i>required</i>	9,959,251	9,500,936	458,315	0
	<i>received</i>	3,217,784	3,104,619	113,166	0
	<i>difference</i>	6,741,467	6,396,317	345,149	0
Protection	<i>required</i>	2,424,999	500,000	1,924,999	0
	<i>received</i>	1,215,186	0	1,215,186	0
	<i>difference</i>	1,209,813	500,000	709,813	0
Gaza summer fun weeks	<i>required</i>	4,000,000	4,000,000	0	0
	<i>received</i>	694,444	694,444	0	0
	<i>difference</i>	3,305,556	3,305,556	0	0
Coordination and management	<i>required</i>	9,010,897	7,693,247	630,440	687,210
	<i>received</i>	786,452	283,562	491,790	11,100
	<i>difference</i>	8,224,445	7,409,685	138,650	676,110
Neutrality	<i>required</i>	5,819,854	2,075,700	3,744,154	0
	<i>received</i>	391,536	9,031	382,505	0
	<i>difference</i>	5,428,318	2,066,669	3,361,649	0
Emergency preparedness	<i>required</i>	268,400	70,000	198,400	0
	<i>received</i>	0	0	0	0
	<i>difference</i>	268,400	70,000	198,400	0
Safety and security	<i>required</i>	1,819,139	1,819,139	0	0
	<i>received</i>	519,331	519,331	0	0
	<i>difference</i>	1,299,808	1,299,808	0	0
To be allocated	<i>received</i>	114,149	114,149	0	0
Total	<i>required</i>	398,806,944	354,150,651	43,969,083	687,210
	<i>received</i>	101,747,698	93,228,751	8,507,848	11,100
	<i>difference</i>	297,059,246	260,921,900	35,461,235	676,110

3.2. gaza: sector-specific interventions

3.2.1. Strategic priority 1: Crisis-affected palestine refugee households facing acute shocks have increased economic access to food

Gender and Youth Commitment

During the reporting period, the Agency provided CfW opportunities to 3,633 women, of whom 1,423 were awarded skilled or professional positions. As a result, skilled female applicants received 55 per cent of the total number of skilled jobs with over 88 per cent of skilled female contractors placed in UNRWA installations (in positions related to education, health, RSS). 71.9 per cent of skilled CfW contracts were awarded to youth between the ages of 18-29 years old.

Unskilled women were hired for positions such as school attendants, cleaners, packers, agricultural workers. Under the graduate trainee programme, 1,703 recent graduates were provided with short term opportunities to enhance their skills and increase chances of employability. Identifying culturally acceptable jobs for unskilled women in the current economic and social context remains a challenge in Gaza. The Agency has sought to address this including by sourcing interventions mainly in the agriculture sector, where vulnerable unskilled women participate in CfW as labourers in packing centres. During the reporting period, the Agency was able to ensure that 29.4 per cent of non-skilled CfW contracts were awarded to women (target: 20 per cent)



A refugee receiving food assistance from the Rafah distribution centre, Gaza.

© 2018 UNRWA Photo by Khalil Adwan

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered			
Output	Indicator	Actual	Target (2018)
Refugee households living in poverty meet their most basic food requirements	Number of refugees living beneath the abject-poverty line of US\$ 1.74 per day who received emergency food assistance	584,574 (290,946 female, 293,628 male)	526,856 (262,413 female, 264,443 male)
	Number of refugees living between the abject-poverty line of US\$ 1.74 per person per day and the absolute-poverty line of US\$ 3.87 per person per day who receive emergency food assistance	349,405 (173,654 female, 175,751 male)	397,454 (198,027 female, 199,427 male)
	Percentage of caloric needs for the abject poor that are met through food distributions	79.76%	80%
	Percentage of caloric needs for the absolute poor that are met through food distributions	42.95%	43%

The protracted humanitarian crisis continues to have a negative impact on the food security of Palestine refugees in Gaza. Restricted movement of people and goods due to the blockade, chronic electricity shortages, and high unemployment increase the vulnerability and erode the resilience and coping mechanisms of Palestine refugee families.

In 2018, UNRWA provided emergency food assistance to 933,979 beneficiaries (184,993 families), including 18,116 female-headed households. Overall, 584,574 refugees (111,439 families, including 12,597 female-headed households), living below the abject-poverty line of US\$ 1.74 per person per day received food parcels covering 80 per cent of their required daily caloric needs, while 349,405 refugees (73,554 families), including 5,519 female-headed households, living below the absolute poverty line of US\$ 3.87 per person per day received 43 per cent of their caloric requirements.

In 2018, 141 social workers assessed the food assistance eligibility of 67,108 refugee families. Of these, 37,172 families were identified as abject poor (55.39 per cent), and 18,648 families as absolute poor (27.79 per cent) while the remaining 11,288 families were neither abject nor absolute poor. The number of abject poor families assisted in 2018 exceeded the target, confirming the increased levels of vulnerability and the

deteriorating food insecurity situation in Gaza. In this context, food assistance remains a vital component of UNRWA's emergency interventions in Gaza; based on the preliminary findings of the SEFSec 2018, food insecurity levels in Gaza now exceed 68 per cent as compared to 60 per cent in 2014.¹⁵¹

In 2018, a multi-disciplinary study on "Social Transfers in Gaza" was commissioned by UNRWA and conducted by an external consultancy firm. The objective of the study was to review current social transfer options, notably UNRWA's extensive food assistance programme, with regards to effectiveness and efficiency in achieving programme objectives compared to other transfer modalities (vouchers, cash) and in light of the social, economic and political realities of the Gaza Strip. The study identified a number of factors that may pose significant risks with regards to any transitioning of UNRWA's food operation to cash based transfer schemes. These related to the state of market (dis)functionalities in Gaza, including the volatility of the market supply chain, taxation on private sector goods, reliability of private sector suppliers, food price instability, monopolistic market structures, and limited local agricultural capacity. The study also identified shortcomings related to the cash economy in Gaza including authorization of cash imports and cash shortages among others. UNRWA will continue to prioritize the provision of in kind food assistance in Gaza under its 2019 EA.

Emergency Cash-for-Work

Outcome: The severity of refugee food insecurity is tempered			
Output	Indicator	Actual	Target (2018)
Palestine refugees earn wages to cover their basic food needs.	Number of workdays generated	688,235	5,536,232
	Number of FTEs created	2,393	19,223
	Number of refugees benefiting from short-term CfW	10,171 (3,633 female, 6,538 male)	54,121 (13,839 female, 40,282 male)
	Total value provided to CfW beneficiaries	US\$ 8,002,330	US\$ 63,678,628

The unemployment rate in Gaza remains extremely high, reaching 54.9 per cent during the third quarter of 2018.¹⁵² In response, UNRWA CfW programme has been providing short term employment opportunities for vulnerable persons

including women and youth since the emergency programme began in 2000. In 2018, the Agency created 688,235 working days which translated into short-term opportunities for 10,171 refugees, benefiting a total of about 58,700 individuals (workers

and their families) and injecting US\$ 8,002,330 into the local economy. A majority of beneficiaries were unskilled workers (7,516 individuals, or 74.3 per cent of the total), followed by 2,369 skilled workers (23.4 per cent), with only 232 individuals employed under the professional category (2.3 per cent).

Due to funding constraints, the Agency continued to use a family-based approach whereby only one member of a given

household was eligible for a job opportunity at any one point in time. The waiting list currently includes about 264,000 eligible applicants with an average waiting time of 4.3 years per family. Due to the unprecedented funding shortfall faced by the agency in 2018, UNRWA had to reduce its CfW programme, prioritizing CfW opportunities that were directly linked to the delivery of UNRWA core services.



CfW beneficiaries employed at the Beach Distribution Centre, Gaza.

© 2018 UNRWA Photo by Khalil Adwan

Support for Resilient Livelihoods

Outcome: The resilience and self-reliance of vulnerable groups, including vulnerable women, is enhanced			
Output	Indicator	Actual	Target (2018)
Support is extended to CBOs that assist vulnerable groups.	Number of official partnerships in support of vulnerable groups	0 ¹⁵³	14
	Number of refugees with disabilities supported	0	6,344 (2,868 female, 3,476 male)
	Number of refugees supported through UNRWA Women's Programme Centres	0	5,789 (4,704 female, 985 male)

In 2018, no funding was received under the EA for this intervention. However, through other sources of funding, UNRWA was able to support eight official partnerships;

provided assistance to 16,819 persons with disabilities and supported 11,360 refugees through UNRWA Women's Programme Centres.

3.2.2. Strategic priority 2: Palestine refugees enjoy their rights to critical services and assistance

Gender and Youth Commitment

The Agency continued to accord greater priority to women and youth in supporting access to emergency health assistance. In 2018, 93,683 (45,604 female and 48,079 male) students received in-depth medical assessments. These comprehensive screening processes are critical in the early identification and diagnosis of conditions that might affect the students' learning process. Screening reports are also used to inform the design of appropriate interventions to support the stable physical and mental development of young persons living with the residual psychosocial impact of the 2014 hostilities, compounded by the difficult conditions in Gaza. With regard to the provision of secondary and tertiary health care, out of the 1,968 refugees assisted during the reporting period, 1,604 were female



A child receiving medical assistance at the Al Sabra Health Centre, Gaza.

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Emergency Health

Outcome: Crisis-affected refugees enjoy their right to health			
Output	Indicator	Actual	Target (2018)
Crisis-affected refugees have access to secondary and tertiary health care.	Number of poor refugee patients receiving secondary or tertiary health care	1,968 cases (1,604 female, 364 male)	14,000
Crisis-affected refugees have access to primary health care.	Percentage of UNRWA HCs with no 'stock-out' of 12 tracer items	79.7%	100%
Crisis-affected refugee students receive medical support.	Percentage of students who receive support as a result of in depth medical assessments	99% (39% female, 59% male)	100%

The high number of casualties in the context of the GMR demonstrations, which started on 30 March 2018, put increased pressure on an already burdened health system, constrained by chronic shortages of medical supplies and equipment, an electricity crisis, salary cuts for civil servants and the consequences of a protracted blockade. In response, and in addition to the interventions planned under the 2018 EA, the Agency launched an urgent appeal for US\$ 10 million to support increased demands for care of injury and dressings; rehabilitation; mental health and access to non-emergency surgeries. The activities carried out in the framework of UNRWA health appeal for Gaza are part of a separate reporting process and are not addressed by this report.

During the reporting period, UNRWA continued to provide quality health care through 22 Agency HCs; secondary and tertiary care was made available through contracted hospitals

inside Gaza to 1,968 poor refugees requiring life-saving/life-supporting medical treatment. As the Israeli authorities continue to approve only around 60 percent of applications for medical permits to travel outside Gaza, many Palestine refugees cannot access necessary treatment and care not available in Gaza. During the reporting period, 79.7 per cent of the 22 HCs recorded no stock out of 12 tracer items, due to both funding and procurement challenges. In 2018, UNRWA school health team provided health screenings for 93,683 refugee students (48,079 male and 45,604 female) to identify and treat children with health conditions. Out of them, under the Special Children, Special Needs initiative, 10,284 students identified with learning difficulties underwent a comprehensive medical assessment and were provided with specialized support, including assistive devices, treatment and hospital services.

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence are countered through a supportive learning environment where refugee students can realize their potential			
Output	Indicator	Actual	Target (2018)
Refugee students with additional learning needs in Arabic and mathematics are supported to overcome their learning challenges.	Number of support teachers hired to facilitate students' education in Arabic and mathematics	605 (365 female, 240 male)	1,000 (400 female, 600 male)
	Number of children supported by additional learning in Arabic and mathematics	62,646 ¹⁵⁴ (30,462 female, 32,184 male)	52,561 (19,122 female, 33,439 male)
Refugee students are provided with learning tools.	Number of Palestine refugee students provided with educational materials (self-learning materials - SLM, back-to-school kits, PSS/recreational kits, stationery) each semester	271,900 (131,553 female, 140,347 male)	271,900 (131,553 female, 140,347 male)

In a context of deteriorating living conditions and ongoing violence, access to inclusive, equitable, quality and safe education, including in emergencies, remains a priority for UNRWA in Gaza. Building on the existing Agency education system, the EiE programme is focused on supporting students whose education has been impacted by conflict. During the period under review student enrollment rose from 271,900 students in the 2017/18 scholastic year (140,347 male and 131,553 female) to 278,991 students (143,754 male and 135,237 female) at the start of the 2018/19 school year.

Due to funding constraints, UNRWA was able to implement EiE activities only in the first half of the year, with 605 support teachers (365 female, 240 male) hired to assist students underachieving in Arabic and mathematics. Targeted support was provided to 62,646 students (30,462 female, 32,184 male). Teachers were trained to identify and respond to students' diverse needs using the Agency's Inclusive Education Tool kit, which provides practical support to teachers in identifying and responding to the diverse needs of children, including those with disabilities, or learning, psychosocial and health needs.



Back to school at Al Zahra Elementary School in Gaza.
© 2018 UNRWA Photo by Mohammad Hinnawi

Emergency Water and Sanitation

Outcome: A critical deterioration in refugee health is avoided through emergency water and sanitation interventions			
Output	Indicator	Actual	Target (2018)
Outbreaks of water-borne diseases originating from non-functioning water and sanitation systems are prevented.	Total litres of fuel provided to support WASH facilities	3,144,106	520,000 litres of fuel per month Total: 6,240,000
Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented	Number of critical WASH facilities supported by UNRWA	UNRWA:9 Non-UNRWA:169	UNRWA: 9 Non-UNRWA: 154
	Percentage of identified repairs to damaged and degraded water and wastewater networks in camps carried out	0	100%
Exposure of refugees to vector-borne diseases is reduced.	Number of identified mosquito-breeding sites cleared	3	3
	Tons of waste removed from unofficial dumping sites	0	60,000

During the reporting period, UNRWA continued to support the functioning of water wells, desalination plants, wastewater treatment and waste management services in Gaza through the provision of 3.1 million litres of fuel to nine UNRWA installations and 169 non-UNRWA facilities. UNRWA facilities were located in Jabalia (seven facilities), Khan Yunis (one), and Rafah camps (one), while non-UNRWA supported facilities were municipal WASH facilities (130) and municipality waste management services (39). Due to funding constraints, no emergency repairs of camp water and sanitation networks

were undertaken during the reporting period, compromising refugees' access to water and sanitation services. During the reporting period, no funding was received under the EA for the removal of solid waste; however, UNRWA continues to support this assistance measure through other funds.

In order to prevent the outbreak of infectious diseases and other public health hazards, UNRWA supported the clearing of three identified mosquito breeding sites in Beit Lahia, Nuseirat and Khan Yunis.

Emergency Shelter and Shelter Repair

Outcome: Displaced refugee families are able to access shelter			
Output	Indicator	Actual	Target (2018)
Designated emergency shelters (DES) are established for displaced refugees.	Number of DES established	0	50
Displaced refugee families have increased means to access temporary housing solutions.	Number of internally displaced refugee families receiving TSCA	1,684	2,500
	Percentage of housing cost coverage by TSCA	88%	80%
Refugee families affected by military operations and/or natural disaster are able to return to their homes	Number of families receiving shelter repairs assistance	0	49,700
	Number of families provided with winterisation Assistance	0	5,000

During the first half of the year, UNRWA provided assistance to Palestine refugees for the reconstruction and repair of damaged or destroyed homes. About 1,684 displaced families whose shelters remain uninhabitable received Transitional Shelter Cash Assistance (TSCA), a monthly subsidy of approximately US\$ 220/250 (depending on family size) to support temporary rental or stay with host families. Exchange rate fluctuations enabled beneficiaries to cover up to 88 per cent of their rental cost instead of the planned 80 per cent.

TSCA payments were discontinued during the second half of the year due to unavailability of funds.

The Agency also extended assistance to 5,596 families (33,308 individuals) who were particularly vulnerable to harsh winter conditions. These families received NFIs, mainly made available from stocks carried over from 2017. Due to underfunding, UNRWA was able to provide cash grants for shelter repair to only 94 families whose homes suffered from different levels of damage during the 2014 hostilities.

A student at Daraj Elementary Girls School in Gaza
© 2019 UNRWA Photo by Khalil Adwan



3.2.3. Strategic priority 3: Palestine refugees are protected from the effects of the conflict and violence

Gender and Youth Commitment

Commendable results were achieved in the implementation of gender and youth commitments, as demonstrated by the favourable balance between male and female beneficiaries in mental health interventions targeting students as well as in the role played by education in this regard, through ensuring equitable access to education for both boys and girls. However, the participation of men in mental health interventions remained relatively low, despite the fact that UNRWA assessments have confirmed high levels of stress, depression and anxiety in men. This could be rooted in societal perceptions and attitudes that reserve such interventions to women.

Funding constraints adversely affected the achievement of gender and youth commitments related to supporting children and GBV protection cases. Reprioritization of the EA meant that fundraising and resource allocation was shifted towards other areas of critical need.

Community Mental Health Programme

Outcome: The psychosocial well-being of Palestine refugees is enhanced			
Output	Indicator	Actual	Target (2018)
UNRWA students and parents receive PSS.	Number of students receiving life skills support	271,900 (131,553 female, 140,347 male)	271,900 (131,553 female, 140,347 male)
	Number of students receiving group interventions	10,808 (5,747 female, 5,061 male)	20,555 (10,278 female, 10,277 male)
	Number of students receiving individual counselling	9,350 (4,120 male, 5,230 female)	13,700 (6,850 female, 6,850 male)
	Number of parents receiving parent education	41,297 (34,232 female, 7,065 male)	10,000 (3,000 female, 7,000 male)
Families and communities receive PSS.	Number of adults receiving group interventions	5,684 (5,592 female, 92 male)	5,280 (4,224 female, 1,056 male)
	Number of adults receiving individual counselling	4,397 (3,807 female, 590 male)	4,400 (3,960 female, 440 male)
	Number of adults receiving individual legal counselling	1,566 (1,389 female, 177 male)	1,500 (1,350 female, 150 male)
	Number of adults attending legal advice sessions	2,637 (2,466 female, 168 male)	1,800 (1,620 female, 180 male)

During the second half of 2018, due to funding shortfalls, UNRWA was forced to discontinue the provision of community mental health as a standalone programme. However, the Agency undertook a number of structural changes in its emergency interventions to ensure that critical mental health support continued to be embedded within UNRWA health and education services through mental health counsellors working on a part-time basis.¹⁵⁵

In 2018, at UNRWA HCs, health counsellors provided individual counseling to 4,397 adults, complemented by structured psycho-education and group sessions, which are intended to strengthen both individual coping and mutual support among participants. During the first half of the year, the

WHO Interpersonal Group Therapy intervention was piloted, targeting 287 women identified as experiencing significant symptoms of depression.

In addition, some 4,525 adults were supported through public awareness sessions on GBV and other topics related to family life, whilst legal counsellors provided individual support to 1,566 persons,¹⁵⁶ predominantly on issues related to women's rights, custody and separation issues. In addition, 2,634 beneficiaries (including 2,366 women) attended general legal advice sessions.

In 2018, and in support of its Inclusive Education Approach, UNRWA finalised the development of structured guidance for

school personnel to support UNRWA students experiencing various emotional and behavioural difficulties. This contributed to ensuring that all students in UNRWA schools received life-skills sessions to strengthen their coping skills and resilience. School counsellors¹⁵⁷ also provided support through other initiatives aimed at enhancing children's safety and well-being, such as a street safety initiative for elementary

schools. For those students requiring more focused support, counsellors continued to provide group interventions with a structured guidance intervention developed and finalised at the beginning of the year. In 2018, some 10,808 children benefited from group support. Moreover, individual counselling was provided to 9,350 at-risk students and 41,297 parents received awareness raising sessions at schools.



Community mental health activities at Al Khansa Elementary co-ed school, Gaza.

© 2018 UNRWA Photo by Khalil Adwan

Protection¹⁵⁸

Outcome: Refugee enjoyment of human rights is enhanced			
Output	Indicator	Actual	Target (2018)
Protection vulnerabilities are mitigated and the most acute needs are effectively addressed.	Number of children provided with targeted support to address situations of exploitation and abuse, especially cases of child labour	0 ¹⁵⁹	300
Increased staff capacity to identify and respond to protection needs.	Number of UNRWA staff members trained on protection	779	500
Delegations are fully aware of the impact of the protracted humanitarian crisis in Gaza and its implications for the protection of Palestine refugees.	Number of briefings on the humanitarian and protection environment conducted with visiting delegations	68	30

The protection team continued to provide technical support to programmes on case identification and referrals, in line with the Protection Coordination and Referral System. In 2018, very limited funding was available under the EA to support protection programming; however, project funding supported emergency protection activities, including responses to cases of child labour and other high risk and severe protection cases identified through the Community Mental Health and the RSS programmes. In 2018, a response was provided to 1,859 individuals experiencing severe protection concerns (95 men, 1,299 women, 248 boys, 217 girls, 27 persons with disabilities) through the provision of direct services and/or referral to external service providers.¹⁶⁰

Through EA funding, UNRWA protection team delivered a number of trainings to strengthen staff protection capacity. Training on GBV, including on GBV in emergencies, core protection standards and on disability inclusion guidance was provided to 779 Agency staff as part of a collaborative effort among UNRWA RSS, CMH, Health and Education programmes, and the Gender Initiative, with a focus on key frontline staff involved in responding to GBV. In addition, 20 staff

attended a training of trainers (ToT) course in GBV response. Refresher training on protection standards was provided to five UNRWA Area Protection Committees (APC) involving 68 Agency staff. The APC members have an important role in monitoring protection issues and provide recommendations where response is needed. Finally, seven staff in RSS and Education programmes were trained as trainers in Disability Inclusion to enhance the Agency’s capacity and strengthen the participation and involvement of people with disability in designing initiatives and projects.

In 2018, the UNRWA protection team continued to contribute as an active member of the Protection Cluster and relevant sub-working groups on key issues such as the impact of GMR, children in detention and child labour. Data was gathered and analysed on the impact of the GMR demonstrations and reports were submitted to high level international mechanisms investigating protection concerns and violations. In 2018, UNRWA organised 68 field briefings for key stakeholders from the international community to raise awareness on the impact of the protracted crisis in Gaza and protection issues affecting Palestine refugees.



UNRWA staff discuss a protection case in Khan Younis, Gaza.
© 2019 UNRWA Photo by Khalil Adwan

Gaza Summer Fun Weeks

Outcome: Enhanced physical and psychosocial well-being for children			
Output	Indicator	Actual	Target (2018)
Children participate in 2018 summer fun weeks (SFW).	Number of children that participate in contests	21,330 children (10,692 girls, 10,638 boys)	420
	Number of students participating in Global Camping activities (oPt student exchange)	0	244

The severe funding shortfall faced by the Agency in 2018 affected the implementation of the SFW as initially planned. By way of response, UNRWA, in collaboration with UNICEF, made some adjustments to the programme, to ensure that minimum services continued to be delivered, in particular in relation to the provision of PSS to vulnerable children in schools and community rehabilitation centres, taking into account the physical and mental impact of the GMR demonstrations. Under the theme Keeping Kids Cool, activities provided support to conflict-affected children, in line with the objectives of the SFW initiative. Recreational and structured psychosocial activities were conducted in 60 UNRWA installations (47 schools, seven Community Based Rehabilitation Centres and six HCs, as well as the Rehabilitation Centre for the Visually Impaired) with the

aim of enhancing students' wellbeing and restoring a sense of normalcy in children's lives through constructive and fun initiatives. The UNRWA Recreation Guide was used for the implementation of these activities in schools. As a result, 21,330 children (10,692 girls and 10,638 boys) benefitted from activities which included art and craft (such as free drawing, paper murals, handicrafts), and life-skills and sport (football, basketball and traditional games). At the HCs, the activities were tailored based on children's needs with specific sessions provided to vulnerable children, including those injured in the GMR demonstrations. Feedback received from parents and children confirmed the positive impact on these afterschool activities on beneficiaries.

3.3. west bank: sector-specific interventions

3.3.1. Strategic priority 1: Crisis-affected palestine refugee households facing acute shocks have increased economic access to food

Gender and Youth Commitment

Due to the funding shortfall faced by UNRWA in 2018 that impacted on the delivery of emergency interventions in the West Bank, the Agency was not able to achieve its commitments under this priority. With funding allocated on a month to month basis, planning for focus groups and workshops was very challenging. Despite funding constraints, UNRWA was still able to provide short-term work opportunities to refugee youth living in camps; however, this target was underachieved due to delays in the implementation in the first half of the year, coupled with the discontinuation of the CfW programme in August 2018.

- i. Number of work opportunity focus group discussions held with women and youth in refugee camps (target: 19; actual: 0);
- ii. Percentage of food-insecure refugee youth that are provided with CfW opportunities (target: 12 per cent; actual: 10.3 per cent); and
- iii. Number of nutrition awareness-raising sessions held for women and men benefiting from electronic food vouchers (target: 10; actual: 0).

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered			
Output	Indicator	Actual	Target (2018)
Food-insecure refugee households are provided with the means and knowledge to meet their most basic food requirements.	Number of food-insecure refugee households receiving food voucher assistance	7,843	25,833
	Number of food-insecure refugees receiving food assistance	45,887 (22,893 female, 22,994 male)	155,000 (78,275 female, 76,725 male)
	Total value of electronic vouchers provided to food-insecure refugees	US\$ 6,073,772	US\$ 19,158,000
	Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C	36,999	37,000

During 2018, UNRWA continued to provide electronic food voucher assistance to food-insecure refugees residing outside of refugee camps in the West Bank, despite the critical funding shortfall faced under the oPt EA. Due to uncertainty about the availability of funds, the Agency faced some challenges in providing services to beneficiaries in the first half of the year, which resulted in delays in the provision of assistance. This raised concerns among the refugee community on the continuity of the programme. These challenges were resolved in the second quarter, and the programme continued to provide assistance to absolute poor refugee households living outside camps throughout 2018. Due to funding gaps, UNRWA was only able to reach 7,843 refugee households (45,887 individuals) or 30 per cent

of the 155,000 refugees identified as eligible for assistance. Among these, female headed households and persons with disabilities were prioritised.

Assistance under the food voucher programme was delivered in partnership with WFP, which provided logistical and technical support. Recipients of the food vouchers were selected through the Agency PMTF, with a focus on abject and absolute poor households.¹⁶¹

The Agency ensured quality support and accountability to beneficiaries through regular monitoring coupled with a hotline service that facilitated feedback and the lodging of complaints concerning service provision. UNRWA followed up and resolved all of the issues raised through the hotline service during 2018. These primarily focused on lost

cards, changes in household composition, and change of supermarkets where cards can be used.

In 2018, UNRWA completed a complete re-assessment of its emergency caseload outside camps. Some 16,311 families were visited through the year, including 7,920 families benefiting from the EA-funded food voucher programme. Based on the assessment results, around 2,577 Palestine refugee families were identified as living beneath the abject poverty line. Despite sustained fundraising efforts and extraordinary contributions, UNRWA emergency operations in the West Bank remained underfunded throughout the year and the food voucher programme was discontinued in December 2018. However, in 2019, through available resources, UNRWA will continue to support the food security of more than 23,000 abject poor refugees through the provision of emergency cash assistance under the e-card modality.

Given severe protection threats and the high levels of food insecurity faced by Bedouin and Herder communities, in 2018

UNRWA continued to provide all communities located within Area C with in-kind food assistance, an initiative implemented as a joint partnership between UNRWA and WFP. During the reporting period, emergency food assistance was provided to refugee and non-refugee Bedouin communities in the West Bank. Reaching up to 36,999 individuals, distributions were largely carried out according to plan through four rounds and served to alleviate need within these vulnerable communities. Some delays occurred in the procurement of some food items which impacted the start of the first distribution round. Furthermore, UNRWA faced a number of access challenges in the last two rounds of food distribution, specifically to Khan Al-Ahmar community, which resulted in delays in the planned start and end date of distributions. During the first two rounds, UNRWA and WFP distributed additional wheat flour parcels due to additional stock available at WFP. UNRWA is planning to continue running this programme along with WFP in 2019.



Food distribution for the Arab al Jahaleen Bedouin community in Eizariya, West Bank.

©2017 UNRWA Photo by Iyas Abu Rahmah

Emergency Cash-for-Work

Outcome: The severity of refugee food insecurity is tempered			
Output	Indicator	Actual	Target (2018)
Food-insecure refugees living inside refugee camps earn short-term wages to cover basic food needs and restore coping capacities.	Number of food-insecure refugee households engaged in CfW	5,913	8,000
	Total number of food-insecure refugees benefiting from CfW assistance	32,944 (16,164 female, 16,780 male)	48,000 (23,520 female, 24,480 male)
	Total value provided to CfW beneficiaries	US\$ 4,996,680	US\$ 10,080,000
	Number of CfW projects realized in camps	0	19

Due to the critical funding shortfall faced in 2018, the first quarter of CfW operations was delayed by one month. This raised concerns within the refugee communities served under this programme, with a number of demonstrations taking place in camps in January 2018. In February, UNRWA was able to resume its normal operations, issuing three-month contracts covering the period February-April instead of January-March. However, due to funding constraints, the Agency was forced to discontinue the programme at the end of July 2018. In this context, UNRWA developed a communication strategy targeting beneficiaries, staff and external actors to ensure that information was circulated in due time and in the most effective manner. This included letters, short message service (SMS), calls and tailored robocalls to affected beneficiaries to inform them of the changes.

A total of 5,913 refugee households were supported through the CfW programme during the period February to July 2018. The CfW programme targeted food insecure refugee households (abject and absolute poor)¹⁶² inside 19 camps with the objective of increasing their ability to cover basic food and non-food needs. Out of the total number of CfW recipients contracted during the reporting period, 3,489 (59 per cent) were men and 2,424 (41 per cent) were women. A

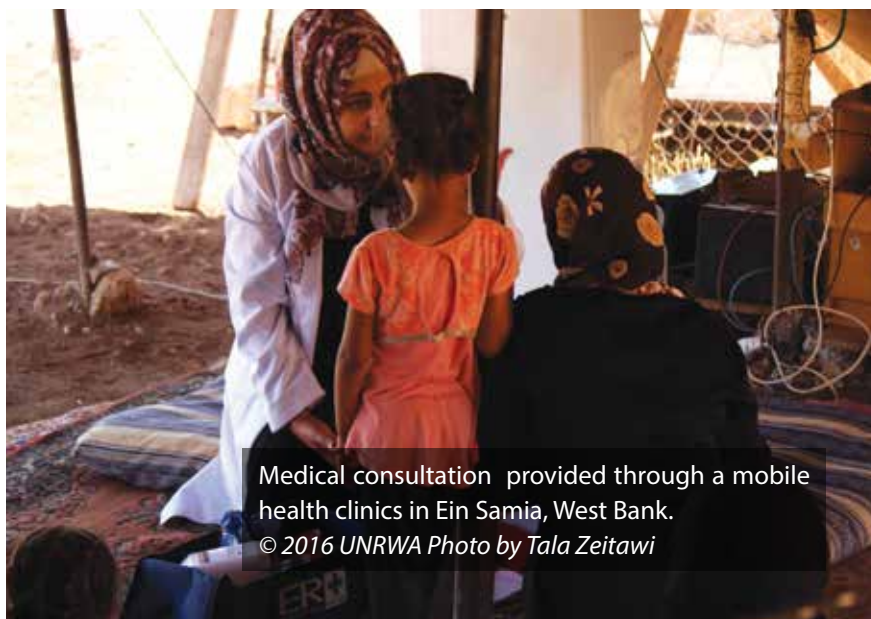
total of 32,944 refugee individuals (labourers and dependents) benefited from the programme of whom 16,780 were men (50.9 per cent) and 16,164 were women (49.1 per cent); 296 (5 per cent) of engaged beneficiaries were persons with disabilities and about 609 (10.3 per cent) were youth aged 18 to 24 years. Each recipient received on average US\$ 420 per month in exchange for services rendered, to help cover basic food and other needs. As was the case for households benefiting from emergency food voucher assistance, CfW recipients were also selected using the Agency PMTF that measures household income and expenditure characteristics to identify those most in need.

In total, US\$ 4,996,680 was distributed in CfW subsidies to food insecure households. Beneficiaries contracted under this programme were employed on short-term three-month work contracts in positions under the supervision of partner CBOs that sought to: (i) improve the camp environment (sanitation workers, guards, and maintenance and rehabilitation workers) and (ii) support CBOs (administrative staff, couriers and kindergarten staff). Due to funding constraints, UNRWA could not implement any of the 19 planned small scale infrastructure projects in camps.

3.3.2. Strategic priority 2: Palestine refugees enjoy their rights to critical services and assistance

Gender and Youth Commitment

During 2018, UNRWA remained committed to providing quality and inclusive services on an equitable basis to women, men, girls and boys. To this end, 57 per cent of overall consultations provided through mobile health clinics benefitted women (against a target of 60 per cent); and 30.77 per cent of all prenatal care visits were attended by fathers accompanying mothers, overachieving the planned target of 10 per cent.



Medical consultation provided through a mobile health clinics in Ein Samia, West Bank.
© 2016 UNRWA Photo by Tala Zeitawi

Mobile Health

Outcome: Crisis-affected refugees enjoy their right to health			
Output	Indicator	Actual	Target (2018)
Palestine refugees facing access and movement restrictions, or located in isolated communities are able to access quality preventative and curative services	Percentage of regular visits conducted per community, as scheduled	97.89%	100%
Access to health services for the vulnerable in remote areas is ensured	Number of communities provided with improved access to health services through mobile health clinics	50	51
	Number of patient consultations provided in mobile health clinics	78,762 (45,015 female, 33,747 male)	98,448 (59,069 female, 39,379 male)

Despite the funding shortfall under the 2018 oPt EA, UNRWA was able to run its emergency mobile health clinic programme for ten months, until the end of October 2018 when the programme was discontinued. The six mobile teams deployed by UNRWA included a clerk, a nurse, a midwife, a doctor, a pharmacist and a psychosocial counsellor. The teams provided PHC to communities with limited or no access to such services, due to: (i) severe movement restrictions linked to their proximity to settlements, or Israeli-declared military zones or natural reserves; or (ii) their isolated location.

During the ten months of implementation, the teams were able to reach 50 vulnerable communities providing a total of 78,762 medical consultation over 1,630 visits to targeted communities. Of the total consultations, 45,015 (57 per cent) were provided to females, while 33,747 (43 per cent) were provided to males. Due to difficulties experienced in coordinating access with the Israeli Authorities, of the 51 communities targeted by

the programme during the reporting period, mobile health clinics were unable to provide services to one community in the Seam Zone around Qalqiliya (Arab ar Ramadin al Shamali). Access challenges were raised within the Health Cluster in the oPt to ensure that the affected beneficiaries of this community were not left without health care.

The discontinuation of the programme in October affected the achievement of the set target. In order to ensure that communities and external partners were informed in due time about the suspension of the programme, UNRWA developed a communication plan targeting village councils and the Health Cluster in the oPt. During the second half of the year, UNRWA engaged with OCHA and the Health Cluster to identify possible partners that could fill the gap following the discontinuation of the Agency's mobile health clinics. Several local NGOs and the Ministry of Health were able to step in to continue providing these services.

3.3.3. Strategic priority 3: Palestine refugees are protected from the effects of the conflict and violence

Gender and Youth Commitment

Throughout the implementation period, the emergency CMHP succeeded in conducting activities related to gender and youth within the targeted Bedouin communities. The target was not reached due to the discontinuation of the programme in August 2018, with only 50 awareness raising activities conducted out of a target of 108. The target groups were women, adolescents and school children. The aim of the activities was to raise awareness on issues related to gender and GBV (and the psychological, social and behavioural effects of violence on the individual and family); and to train participants on alternatives to violence. Topics addressed during the activities included: risks of gender discrimination and its impact on mental health of individuals; violence against women and girls; forms of violence; division of roles between parents; communication between parents and between parents and their children; and problem solving methods between parents.

In 2018, UNRWA finalised and launched a new vulnerability assessment tool to ensure that the most vulnerable Palestine refugees were assisted following ISF operations or settler violence. The tool was specifically crafted to ensure that the unique vulnerabilities of particular groups including children, young people, women and girls, were taken into account.

- i. Number of awareness-raising group activities that address women's rights, gender and/or GBV (target: 108; actual: 50);
- ii. Percentage of youth representation in community committees (target: 20 per cent; actual: 28.9 per cent); and
- iii. Percentage of women and girls out of the total number of persons assisted through the Crisis Intervention Model (target 50 per cent; actual: 46.35).

Community Mental Health Programme

Outcome: The psychosocial well-being of vulnerable and marginalized communities is enhanced			
Output	Indicator	Actual	Target (2018)
Vulnerable and marginalized communities are provided with structured PSS.	Percentage of targeted vulnerable communities provided with counselling or psychosocial activities	100%	100%
	Number of group psychosocial activities/sessions	381	660
	Number of individual, group or family counselling sessions	535	800
	Number of individuals with access to psychosocial and mental health services through mobile mental health units	11,162 (5,576 female, 5,586 male)	11,162 (5,576 female, 5,586 male)
Enhanced awareness of vulnerable and marginalized communities to address emergencies.	Number of community members trained in prevention and response to crises and psychosocial emergencies	8	15

In 2018, UNRWA continued to provide MHPSS to 46 Bedouin and Herder communities through its six mental health mobile teams for a total of eight months in 2018. Due to lack of funds the programme had to be discontinued at the end of August 2018, underachieving the target of psychosocial and counselling sessions provided.

The programme targeted the most vulnerable Bedouin and Herder communities in the West Bank, including East Jerusalem. These communities endure multiple protection threats including forced displacement due to demolitions, settler violence, and loss of traditional lifestyles as a result of the construction and expansion of Israeli settlements. The CMHP aimed at preventing and mitigating negative psychological impact associated with this environment through a provision of group psychosocial activities and counselling.

During the first eight months of 2018, UNRWA emergency

CMH teams conducted 381 psychosocial group activities/sessions, with 11,162 Bedouins enjoying awareness raising activities, open days and group activities. Among them, 5,576 were female (49.9 per cent) and 5,586 were male (50.04 per cent). Awareness on gender issues and GBV was raised through sessions on alternatives to violence in education, and non-violent communication in the family through 50 group sessions. In addition to counselling and activities, eight Community Committees were trained in prevention and response to crises and psychosocial emergencies. Training was provided to the committees to support the development of resilience and immediate response capabilities. At the beginning of the second quarter of the year, UNRWA developed a communication plan to inform community heads about the discontinuation of the CMHP. In coordination with OCHA and the Health cluster, local NGOs were identified in order to ensure continued service provision to vulnerable communities.



A Bedouin boy living in Jabal al-Baba, West Bank, seen in the remains of his family's home that was demolished in 2017.

© 2018 UNRWA Photo by Lára Jónasdóttir

Protection¹⁶³

Outcome: Refugees receive protection from the immediate effects of the conflict/occupation, respect for international humanitarian law (IHL) and international human rights law (IHRL) is promoted, and abuses are mitigated			
Output	Indicator	Actual	Target (2018)
Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of UNRWA interventions on protection issues that prompt concrete action from the relevant authorities	27.27%	20%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	78.57%	80%
Delegations are better informed to advocate on the protracted crisis affecting refugees	Number of protection (advocacy) interventions that target external actors	146	85
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Percentage of vulnerable refugee households impacted by protection threats that re-establish the physical safety and security of their residence after receiving emergency cash assistance	74.17%	50%
	Percentage of refugee households affected by demolitions/evictions that re-establish stable accommodation at the cessation of interventions ¹⁶⁴	88.23%	50%
	Number of at-risk communities supported by community-driven protection projects	0	12

The security situation in the West Bank including East Jerusalem remained tense in 2018, with a number of protection incidents affecting Palestine refugees. UNRWA West Bank's Protection and Neutrality team continued to monitor, document, report and provide emergency assistance to those affected. The Agency also continued to raise protection concerns with the Israeli authorities. These included the use of live ammunition against Palestine refugees mostly during security operations and raids into and around refugee camps; the excessive and repeated use of tear

gas in the densely populated refugee camps; the landing of tear gas canisters inside UNRWA schools, administrative and punitive demolitions and threats of forced displacement.

In 2018, UNRWA West Bank provided 146 briefings to the international community and other concerned stakeholders, including 36 meetings with Israeli Government representatives to address alleged human rights and other international law violations. This figure is above the expected target due to the fact that the Protection and Neutrality team has made efforts

to integrate protection elements into briefings conducted by UNRWA staff, and has also improved the method of collection of this information to reflect the full extent of the interventions with external actors, including all meetings with duty bearers, letters and real-time interventions, which were not previously reflected in the reporting.

In 2018, UNRWA documented 29 protection related incidents which raised concerns of possible human rights and international law violations. However, due to resource limitations, which resulted in a tightening of criteria for documentation to the most severe incidents, this marks a decrease in the number of cases as compared to the prior periods.

In the early part of 2018, there was a noticeable decrease in the incidents affecting Palestine refugees, e.g. injuries in camps throughout the West Bank (86 between January and June 2018 compared with 223 in 2017). This trend was however reversed in the second half of 2018, with a rise in the number of injuries in camps as compared to the same period in 2017 (146 between July and December 2018 as compared 124 between July and December 2017).

Numerous legal cases surrounding Bedouin refugee communities and communities in Sheikh Jarrah, East Jerusalem are in the midst or at the end of court proceedings.¹⁶⁵ In Khan al Ahmar in Area C and in one case in Sheikh Jarrah, demolitions have been sanctioned by the courts; they have been delayed, however the threat of implementation remains high. Overall, Israeli measures on the ground and the pressures on affected communities as a result of these measures have significantly intensified, particularly during quarter two of 2018.

In 2018, UNRWA assisted 57 refugee families (321 individuals) that were displaced by ISF operations, settler violence or

demolitions. Further, UNRWA assisted 548 families (2,951 individuals) affected by damages to their private properties as a result of security operations or settler violence. Through its Crisis Intervention Model, the Agency provided emergency cash assistance and case management support including referrals to specialized services (such as mental health support, emergency shelter assistance, NFIs provision and health support) to Palestine refugee families affected by demolitions, settler violence and ISF operations; 47 per cent of those assisted were female and 40 per cent were children.

During the first half of 2018, UNRWA developed a tool to measure the impact of the work undertaken by the Crisis Intervention Unit (CIU). The tool assesses the extent to which those assisted have returned to their pre-crisis level of functioning following ISF operations, demolitions or settler violence. In 2018, this tool was applied to all cases that were opened between 1 April 2018 and 30 September 2018 (there is a three month lag between case opening and closure, reflecting the period of intervention); according to the tool, of the 416 families who were assessed 74 per cent were found to have returned to their pre-crisis level of functioning following the CIU intervention. The two indicators related to the ability of families to re-establish stable accommodation at the cessation of interventions were overachieved during the reporting period. This is due to the fact that both indicators were newly introduced in 2018 and thus targets set were modest considering there was no baseline to work from. A more appropriate target will be set for 2019 for these specific indicators.

In 2018, the community driven protection projects could not be implemented due to lack of funds and were discontinued as of 31 August 2018.



Home demolition in al-Walaja displaced a family of five, including three children.

© 2018 UNRWA Photo by Firas Shehadeh

3.4. gaza, west bank and headquarters

3.4.1 Strategic priority 4: effective management and coordination of the emergency response

Coordination and Management and Safety and Security

Outcome: The emergency response, as funded, is effectively implemented and managed			
Output	Indicator	Actual	Target (2018)
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	2
	Mid-year EA progress report issued within a set period of time after the end of the reporting period	120	120 days
	Draft annual EA report issued within a set period of time after the end of the reporting period	93	120 days

In 2018 UNRWA continued to reinforce the planning, management, monitoring and evaluation of emergency interventions and activities related to the safety and security of staff and refugees and the neutrality of its facilities. This proved vital for the efficient and effective delivery of services and to maintain and further develop capacity to respond to rapid-onset emergencies.

To improve the safety of UNRWA personnel and further to the recommendations of the UNBOI into certain incidents that occurred in the Gaza Strip between 8 July 2014 and 26 August 2014 to improve the security of UNRWA schools and other installations in Gaza,¹⁶⁶ the Agency requires continued and strengthened capacity to: (i) support the management and training efforts of the Department of Security and Risk Management and the respective Field Security and Risk Management (FSRM) Offices; and (ii) deploy an appropriate guard force to address security and other risks. Resources are also needed to ensure effective coordination with other humanitarian organisations, bilaterally and through established multi-agency structures, including the Humanitarian Country Team (HCT) the clusters, the Food and Agriculture Organisation of the United Nations (FAO) and the WFP Food Security Analysis Unit.

At the Headquarters level, the Department of Planning continued to be responsible for the planning and coordination

of emergency response activities. In 2018, a special focus was put on supporting UNRWA field offices in identifying priority activities, to ensure that limited resources were allocated towards the most essential interventions and the provision of vital assistance could continue despite funding challenges. In addition, during the reporting period, the Department of Planning, Gaza and West Bank Field Offices worked in a coordinated fashion to review and update field-level contingency and business continuity plans; critical areas for Headquarters support were also identified as part of the Agency's preparedness efforts.

A senior emergency officer continued to oversee the monitoring and reporting activities, while an online RBM system allowed the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. This annual report under the 2018 EA was preceded by a Mid-Year Report available at <https://www.unrwa.org/resources/reports/opt-emergency-appeal-progress-report>.

In 2018, UNRWA also maintained other headquarters functions in support of emergency operations, including data analysis for emergency programming; and legal services supporting the engagement on protection issues, including training on issues relating to the use of force and engagement with the international human rights system on protection issues that raise concerns of violations under international law.

Emergency Preparedness

Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities			
Output	Indicator	Actual	Target (2018)
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies.	Number of staff trained in emergency preparedness and response	431 (Gaza) 0 (West Bank)	1,026 (Gaza) 65 (West Bank)
	Number of staff trained in early recovery	0	342 (Gaza)

In 2018, UNRWA Gaza Field Office (GFO) conducted two simulation sessions (one in March and one in December) for 431 Area Operations Room staff, aiming to enhance preparedness and response capacities. During the reporting

period, 256 UNRWA staff involved in emergency response, relief and recovery services were trained on GBV in emergencies. No early recovery training was conducted in 2018 due to funding shortfalls.

The volatile security situation in Gaza remained an issue of major concern throughout the year. UNRWA continued to ensure effective coordination with other humanitarian actors in Gaza to reinforce preparedness and response capacity in emergency.

In 2018, the Emergency Preparedness and Response Working Group in UNRWA WBFO started to work in coordination with the Agency's staff and programmes to strengthen preparedness and response capacities. Four priorities were identified for the year: (i) enhance WBFO's emergency preparedness and response (EPR) normative framework; (ii) facilitate the development of EPR contingency plans and procedures; (iii) strengthen WBFO's EPR institutional capacity through emergency simulation exercises, trainings and workshops; and (iv) facilitate the sharing of best practices and lessons learned both internally and with external actors.

In 2018, UNRWA West Bank reviewed its field emergency structure, developed winter storm contingency plans and an emergency response manual. In quarter four, several meetings with the Agency's staff were conducted in Nablus, Ramallah, and Hebron to better identify the needs and challenges related to winter storm preparedness and response. Due to the unavailability of funds, no EPR training was conducted in 2018, but winter storm simulations were organised in several camps. UNRWA also continued to participate in humanitarian coordination mechanisms focusing on emergency preparedness and response in the West Bank. Emergency preparedness work will continue in 2019, with a focus on bigger scale emergencies.

Neutrality: Gaza

Outcome: Agency neutrality and integrity is safeguarded			
Output	Indicator	Actual	Target (2018)
Inspections and training are carried out to safeguard neutrality	Percentage of UNRWA installations receiving two or more neutrality inspections ¹⁶⁷	100%	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	588 (in-person training)	1,000
	Percentage of noted neutrality breaches addressed and resolved	80%	100%

Routine and systematic monitoring of UNRWA installations to safeguard the neutrality of UNRWA operations and support the provision of humanitarian services, continued throughout the year. During the reporting period, Agency installations in Gaza were inspected on two separate occasions with visits being concentrated during the first half of the year due to: (i) industrial action that limited operational space; and (ii) the availability of staff. During the second half of the year, UNRWA prioritized neutrality monitoring visits for installations with on-going issues and neutrality concerns.

Issues related to neutrality that were observed during the year included the use of inappropriate posters, graffiti, stickers, national flags, unauthorized maps and land encroachment. These issues were raised for immediate action with the installation managers. The percentage of addressed and resolved neutrality breaches was 80 per cent. The remaining 20 per cent of breaches represent long standing issues that are complex and involve actions by the authorities or are still being worked on.

The monitoring visits were also used to raise awareness with installation managers and staff on neutrality in line with UNRWA Neutrality Framework and the SOP for UNRWA installation issued in 2017. The Framework reflects and builds on the existing regulatory framework governing the implementation of the Agency's commitment to humanitarian principles, including neutrality, and ensures Agency-wide standards and procedures for installation neutrality inspections. The neutrality database, used for neutrality monitoring, reporting and management of issues, was updated with the monitoring results as well as lessons learned from other field offices.

Training on the Neutrality Framework was incorporated into the induction training for new UNRWA staff. In 2018, 588 new staff received in-person training on neutrality and compliance requirements, including the appropriate use of social media. The underachievement of this target was due to funding shortfalls, industrial action impacting on UNRWA operations, and security constraints. The training was complemented by on-the-job technical support and advice during field visits.



A neutrality visit to Suhaila preparatory girls school.

© 2019 UNRWA Photo by Khalil Adwan

Neutrality: West Bank

Outcome: Agency neutrality and access is safeguarded			
Output	Indicator	Actual	Target (2018)
Inspections, trainings, interventions and follow-up on access incidents to safeguard neutrality and humanitarian space.	Percentage of UNRWA installations receiving two or more neutrality inspections ¹⁶⁸	96%	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	70 in person training 3,555 staff trained on social media through the e-course	350
Follow-up and interventions on access incidents are conducted to safeguard humanitarian space.	Percentage of cases where OSO intervention resulted in the safe passage of UNRWA staff, goods and services	33.18%	60%
	Percentage of access incidents to which OSO teams are dispatched	0	10%

In 2018, WBFO Protection and Neutrality Department continued to work on safeguarding the neutrality and safety of UNRWA staff and installations. In 2018, UNRWA carried out bi-annual inspections to 96 per cent of its 238 installations in the West Bank, for a total of 669 inspections. Some security and movement restrictions prevented the Agency from carrying out inspections in some locations, including in the last quarter of the year. Inspections were carried out by the Protection and Neutrality team for installations inside the camps, and by Area Staff of various departments, coordinated by UNRWA's Chief Area Officers, for installations outside of refugee camps.

A total of 70 staff members (42 females and 28 males) were provided with trainings on neutrality in 2018. The underachievement on this indicator was due to industrial action at the beginning of the year as well as the lack of funds to prepare and conduct these trainings.¹⁶⁹

A total of 80 access incidents were reported at checkpoints in

the West Bank during 2018, showing a noticeable reduction compared to 2017 (290 incidents). This decrease is indicative of the successful civil-military liaison work conducted by the Protection and Neutrality team. Throughout 2018, staff continued to engage in strong intervention and advocacy with the Bethlehem District Coordination Liaison (DCL) office, which led to the DCL installing notices at these checkpoints regarding UN privileges and immunities. This promoted a better understanding among Israeli officials at the Bethlehem area checkpoints on the proper procedures to handle access for UN staff members. In the third quarter of 2018, and due to the reduction in international staff in UNRWA Protection and Neutrality team in the West Bank, the responsibility for access and movement was transferred to the Access Coordination Unit which works under the RC/HC's office. As a result, UNRWA West Bank has not been engaged in direct follow up on access incidents as was done in the past; this coordination arrangement is expected to remain in practice in 2019.

chapter four:
annual reporting under the 2018 syria
regional crisis response
emergency appeal

executive summary

This report covers the UNRWA Syria regional crisis response during the period from January through December 2018, and is intended to provide information on results achieved as measured against the full range of indicators included in the EA for the 2018 Syria regional crisis.

Overview

In 2018, civilians in Syria continued to suffer the humanitarian and protection impacts of the armed conflict. In the absence of a durable political settlement, intense hostilities continued in several areas of the country, resulting in deaths, displacement and extensive damage to civilian infrastructure. During the first half of the year, military operations between the Government of Syria and its allied forces, and non-State armed opposition groups took place in Southern Damascus, including Yarmouk unofficial camp. This triggered new waves of displacement, including of Palestine refugees, and resulted in the large scale destruction of Yarmouk, previously home to some 160,000 Palestine refugees.

Of the estimated 438,000 Palestine refugees who remain inside the country, 60 per cent have been displaced at least once since the beginning of the conflict and 13,500 are trapped in hard-to-reach or inaccessible locations.¹⁷⁰ During the reporting period, a large majority of Palestine refugees continued to rely on UNRWA humanitarian assistance to meet their basic needs. A vulnerability assessment conducted by UNRWA in 2018¹⁷¹ estimated that 90 per cent of Palestine refugees in Syria live in absolute poverty (less than US\$ 2 person/day) prior to receiving UNRWA cash assistance.

Adverse socioeconomic conditions also continued to affect the almost 47,000 Palestine refugees who have fled Syria and remain in neighbouring Lebanon and Jordan, where many have been pushed into a marginalized existence. In Lebanon, the estimated 29,000 PRS are especially vulnerable due to their precarious legal status and limited access to most public services and employment opportunities, making them heavily reliant on UNRWA support to cover their vital needs. In July and August 2018, UNRWA conducted a comprehensive verification exercise of PRS in Lebanon, verifying the physical presence of 29,145 PRS in the country who are eligible for the Agency's emergency assistance. This indicates a gradual reduction of PRS in Lebanon, due to either onward movement or returns to Syria, while the number of spontaneous returns continues to vary. In Jordan, a government policy of non-admission has posed a significant obstacle to PRS entering the Kingdom, with only 17,550 PRS officially residing in the country as of December 2018. PRS in Jordan struggle with limited income and livelihood opportunities and are exposed to a broad range of vulnerabilities including protection concerns. Some 31 per cent¹⁷² of recorded PRS households are female headed, which increases their likelihood of being vulnerable. In October 2018, following a three-year closure, the Nasib border crossing with Syria was re-opened to the passage of people and goods. As of December 2018, UNRWA recorded some 273 PRS individuals

returning to Syria; however, of them, 107 returned to Jordan slightly after their journey to Syria. UNRWA expects that the majority of PRS will remain in Jordan during 2019.

The UNRWA Response

The unprecedented financial crisis faced by the Agency at the beginning of 2018 also created major challenges in securing the resources needed to provide humanitarian assistance to Palestine refugees affected by the Syria crisis. In 2018, due to funding shortfalls, UNRWA had to reduce the frequency of cash assistance rounds inside Syria (three out of six planned rounds) and the amount of cash disbursed per individual. In Jordan, due to limited resources, from the second quarter of the year only PRS categorized as extremely vulnerable (around one third of the caseload), received the planned amount of US\$ 40 per person per month, while the rest of the caseload received a reduced cash transfer of US\$ 9.58 per person per month.

Even under these difficult circumstances, the provision of vital assistance to Palestine refugees in Syria and to PRS in Lebanon and Jordan remained a priority for the Agency in 2018. Through available resources, UNRWA was able to provide emergency cash assistance to 405,644 Palestine refugees in Syria and in-kind food assistance to 395,499. In May 2018, collective shelters in Syria were evacuated and all Palestine refugees residing there received support to help find alternative accommodation. The shelters were rehabilitated and re-opened as schools in September 2018, in time for the new academic year. During the reporting period, UNRWA provided education to almost 50,000 Palestine refugee students in Syria, and rehabilitated and re-opened its schools in newly accessible areas such as Sbeineh camp, Barzeh and Husseinieh. PHC was made available through 26 health facilities (16 HCs and 10 HPs). Protection services, including legal counselling and PSS, continued to be provided to Palestine refugees in Syria through five Family Support Offices. Throughout the year, UNRWA increased its effort to rehabilitate its installations in newly accessible areas, ensuring that Palestine refugees spontaneously returning had safe access to humanitarian assistance and services.

In Lebanon, humanitarian support in the form of cash grants was provided for food, housing and winterization to over 28,880 PRS. UNRWA continued to provide quality, inclusive and equitable education to 5,482 PRS children; primary health-care services through 27 HCs; and vital protection and legal aid services to 5,552 PRS.

In Jordan, cash grants for basic needs were provided to 16,602 PRS individuals. In addition, 247 extremely vulnerable PRS families were supported through a one-off emergency cash grant to help them absorb shocks and respond to specific protection concerns. Health care services continued to operate, providing medical consultations to over 15,200 PRS. UNRWA also continued to provide basic education to 1,353 PRS and Syrian children through a network of 141 schools.

4.1.funding summary: 2018 syria regional crisis emergency appeal

Table 1: Syria regional crisis EA funding summary by field, 01 January – 31 December 2018 (US\$)¹⁷³

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash assistance for essential needs, including food, shelter and NFIs	<i>required</i>	224,431,216	180,393,644	32,412,793	10,925,175	700,000
	<i>received</i>	86,095,345	55,974,710	22,797,438	7,312,542	0
	<i>difference</i>	138,336,267	124,418,934	9,615,355	3,612,633	700,000
NFIs	<i>required</i>	6,347,671	6,347,671	0	0	0
	<i>received</i>	1,812,264	1,812,264	0	0	0
	<i>difference</i>	4,535,407	4,535,407	0	0	0
Food assistance	<i>required</i>	49,135,463	49,135,463	0	0	0
	<i>received</i>	4,501,117	4,501,117	0	0	0
	<i>difference</i>	44,634,346	44,634,346	0	0	0
Livelihoods (including social cohesion for Lebanon)	<i>required</i>	23,946,901	20,354,281	3,592,620	0	0
	<i>received</i>	565,275	0	565,275	0	0
	<i>difference</i>	23,381,626	20,354,281	3,027,345	0	0
Emergency health	<i>required</i>	20,235,639	11,701,620	7,201,619	932,400	400,000
	<i>received</i>	5,620,627	2,036,503	2,909,664	549,460	125,000
	<i>difference</i>	14,615,012	9,665,117	4,291,955	382,940	275,000
Education in emergencies	<i>required</i>	30,863,090	18,466,411	9,787,579	2,009,100	600,000
	<i>received</i>	13,634,386	5,154,677	7,491,354	988,354	0
	<i>difference</i>	17,228,704	13,311,734	2,296,225	1,020,746	600,000
Protection	<i>required</i>	5,768,475	2,113,480	3,188,495	166,500	300,000
	<i>received</i>	1,574,066	787,545	783,397	3,124	0
	<i>difference</i>	4,194,409	1,325,935	2,405,098	163,376	300,000
Environmental health	<i>required</i>	3,867,795	658,230	3,098,565	111,000	0
	<i>received</i>	1,303,824	1,282,388	18,300	3,136	0
	<i>difference</i>	2,563,971	+624,158	3,080,265	107,864	0
Safety and security	<i>required</i>	2,481,116	1,088,256	422,910	69,950	900,000
	<i>received</i>	2,642,286	2,613,799	17,324	11,163	0
	<i>difference</i>	+161,170	+1,525,543	405,586	58,787	900,000
Capacity and management support	<i>required</i>	18,581,288	15,609,454	1,413,860	1,003,440	554,534
	<i>received</i>	6,170,359	5,166,262	683,542	248,405	72,150
	<i>difference</i>	12,410,929	10,443,192	730,318	755,035	482,384
Emergency repair and maintenance of UNRWA installations	<i>required</i>	23,299,344	23,299,344	0	0	0
	<i>received</i>	314,289	314,289	0	0	0
	<i>difference</i>	22,985,055	22,985,055	0	0	0
To be allocated		0	975,480	0	0	0
TOTAL	<i>required</i>	408,958,394	329,167,854	61,118,441	15,217,565	3,454,534
	<i>received</i>	125,209,317	80,629,688	35,266,294	9,116,184	197,150
	<i>difference</i>	283,749,077	248,538,166	25,852,147	6,101,381	3,257,384

4.2. syria: sector-specific interventions

4.2.1. Strategic priority 1: Preserve resilience through the provision of humanitarian assistance

Cash assistance for essential needs, including Food, Shelter and NFIs

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Number of Palestine refugees receiving one or more UNRWA emergency assistance interventions	405,644	418,000
Outputs			
Palestine refugees in Syria are provided with relief assistance	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex)	405,644 (212,469 female; 193,175 male)	418,000
	Number of Palestine refugees provided with in-kind assistance during the last completed distribution round	395,499	418,000
	Number of Palestine refugees receiving NFIs	35,000	34,000
	Number of displaced people receiving shelter at UNRWA facilities	0	1,500

UNRWA continued to provide cash assistance to Palestine refugees to help them meet their basic needs. Three rounds of cash were distributed in 2018. In the first round, which began on 15 January and was completed on 29 March, 405,193 beneficiaries (193,075 male and 212,118 female) each received the equivalent of US\$ 64 in Syrian pounds to assist in covering their basic needs for two months. The second round began on 13 May and was completed on 16 August reaching 404,412 people (192,572 male and 211,840 female), each receiving US\$ 46 to support their basic needs for a period of two months. The third cash assistance round started on 7 October and was completed on 6 December, benefiting 405,644 beneficiaries (193,175 male and 212,469 female) each receiving US\$ 46. Due to the funding shortfall faced by UNRWA in 2018, the Agency had to reduce the amount of cash assistance provided per person during the second and third distribution rounds; and was forced to scale down the number of rounds from six to three. The reduction in assistance may have a detrimental impact on Palestine refugees' individual and household resilience and coping mechanisms.

The first half of 2018 witnessed intensified hostilities in Eastern Ghouta and Southern Damascus, which resulted in a further wave of displacement of Palestine refugees. UNRWA provided a one-time emergency cash assistance grant of US\$ 70 per family to 2,527 families affected by hostilities in those areas (2,270 families from Yarmouk and 257 families from Eastern Ghouta) to respond to their most urgent needs.

In 2018, UNRWA also conducted three food distribution rounds reaching 388,564 beneficiaries in the first round, 387,530 in the second, and 395,499 in the last round, which concluded in December 2018. In response to acute emergencies in different areas, UNRWA was also able to provide vulnerable Palestine refugees with NFIs, ready to eat food baskets and hygiene kits reaching 103,088¹⁷⁴ individuals throughout 2018.

Finally, the Agency offered food and NFI assistance to 1,706 Palestine refugees in UNRWA collective shelters until May 2018, when all remaining shelters were fully closed upon departure of the last few families residing there. All families were supported and received a one-time cash assistance to help them relocate to alternative accommodation. In the case of three older persons with special needs, UNRWA supported their admittance to a dedicated house for older persons to ensure they received the required assistance in the absence of family members. The level of support to refugees relocating to alternative accommodation was determined based on a vulnerability assessment, paying special attention to more vulnerable families and individuals. Cases raising concerns were assessed through a review committee, and protection cases were managed on an ad-hoc basis according to needs. Collective shelters were closed in May and buildings were handed back to the Education Programme to serve as schools. The rehabilitation of installations used as collective shelters began at the end of June 2018, and seven schools were re-opened in September ready to welcome students for the 2018-2019 academic year.



Palestine refugees displaced from Yarmouk receive emergency assistance in Yalda.

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4.2.2. Strategic priority 2: Contribute to a protective environment for Palestine refugees by maintaining access to basic services

Livelihoods (Vocational Training and Microfinance)

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Improved access to livelihood opportunities for Palestine refugees.	Number of students completing long-term vocational training courses (disaggregated by sex)	0	400
	Number of students completing short-term courses (disaggregated by sex)	0	2,000
Outputs			
Palestine refugees in Syria and Syrians receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (disaggregated by sex)	0	11,000
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of Palestine refugees enrolled in long-term training	0	1,200

No funding was received against this intervention under the Syria Regional Crisis EA 2018. Vocational training activities continued to be funded by other sources, including projects.

Emergency Health

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	853,996	1,017,000
Outputs			
Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	842,158 (451,978 female; 390,180 male)	1,000,000
	Number of Agency HCs, HPs and mobile clinics	24	26
	Number of UNRWA hospitalizations accessed by Palestine refugee patients	11,838	17,000
	Percentage of HCs with no stock-out of 12 tracer items	78.13%	100%

During the first half of 2018, UNRWA continued to deliver health services through its 26 facilities, including 16 fully-equipped HCs and 10.¹⁷⁵ Towards the end of 2018, the number of functioning health facilities decreased from 26 to 24, including 17 HCs, five HPs and two mobile clinics. Throughout the year, the Agency provided preventative dental health care, including services to children in schools, through 18 of its health facilities and supported referrals to secondary and tertiary care. Although a small portion of emergency funding was allocated for hospitalization, this assistance measure was still provided and supported under other sources of funding, accommodating 11,838 referrals/requests of hospitalization during the reporting period.

From January to December, UNRWA provided PHC for 842,158 consultations in Syria. The number of consultations reported in 2018 shows a decrease as compared with the previous year mainly due to the implementation of the UNRWA health reforms, including the roll-out of e-Health system, and the implementation of the FHT approach that led to an increase in the quality of reporting against services provided, and better clarity on patient tracking, thus eliminating potential duplicate

records of cases not requiring medical staff's attention (e.g. patients collecting prescribed periodic medication). The roll out of the e-health system continued during the reporting period, with 12 health clinics fully implementing the reform and seven others expected to go online by the end of the first quarter in 2019.

All UNRWA health clinics in Syria received regular medical supplies in the second half of 2018, showing an improvement compared with the first six months of the year when ruptures in medical stocks were reported in Muzeirib clinic in Dera'a governorate due to access constraints, with patients having to travel to Dera'a city to seek medical support through UNRWA's clinic in that area. In the fourth quarter of 2018, none of the health facilities experienced shortages of drugs, achieving 100 per cent of the expected target of HCs operating with no stock-out of 12 tracer items for quarter four 2018. Throughout the year, the Agency increased coordination among its Health and Education programmes and Protection team, to provide training to staff on MHPSS, as well as regular dental screening services in the Agency's schools. The efforts contributed to improved results in preventative health care delivery.

During the reporting period, UNRWA also provided emergency health services in conflict-affected areas. In March and April, the Agency conducted needs assessments in collective shelters in Eastern Ghouta and facilitated the medical evacuation of Palestinian children to contracted health facilities in Damascus, in coordination with the Palestinian Red Crescent. Since June, an UNRWA mobile clinic has been deployed regularly to Yalda, providing essential health services to 9,000 civilians in the area

including those recently displaced from Yarmouk. The medical presence in South Damascus area remains limited, and some of the beneficiaries had not seen a doctor in years. Patients were treated for war related injuries (hematomas, traumas), infectious diseases (including various skin diseases), NCD (diabetes, hypertension) while various levels of malnutrition and a serious deterioration in oral health were observed.



An UNRWA mobile health clinic provides basic healthcare and medicines to improve the quality of life of displaced Palestine refugees in Sahnaya, Rif Damascus.

©2018 UNRWA photo by Taghrid Mohammad

Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of students graduating from basic education	3,213 (1,722 girls; 1,491 boys)	3,200
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	40,954 (20,363 girls; 20,591 boys)	39,900
Outputs			
Palestine refugee students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	49,682 students (24,438 girls; 25,244 boys)	48,100
Palestine refugee students are provided with PSS	Number of school-age children receiving PSS	40,465 (20,320 girls; 20,145 boys)	30,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of Palestine refugee students provided with educational/recreational materials (SLMs, back-to-school kits, PSS/recreational kits, stationery)	49,682 students (24,438 girls; 25,244 boys)	48,100

During the reporting period, UNRWA provided education to Palestine refugee students in Syria through 103 schools in the 2017/2018 academic year, the majority of them operating on a double-shift basis and consisting of 43 UNRWA schools, 56 schools operating from governmental buildings, two schools in rented facilities and three schools donated by local communities. The total number of schools for the 2017/2018 academic year increased by three in comparison to the previous academic year, due to the reopening of schools in newly accessible areas in Sbeineh camp, Barzeh and Husseinieh.

In the first semester of 2017/2018, enrollment increased slightly from the previous school year, from 46,733 pupils in May 2017 to 47,585 at the beginning of the 2017/18 school year (23,469 girls and 24,116 boys), mainly due to the reopening of schools in Sbeineh, Barzeh and Husseinieh. Total enrolment increased to 49,682 students (24,438 girls and 25,244 boys) at the beginning of 2018/19 academic year due to the reopening of rehabilitated schools as well as the return of Palestine refugees in Sbeineh and Khan Eshieh.

A total of 40,954 students completed their end of year exams for grades 1 to 8 in June 2018. In addition, 3,213 students (1,722 females and 1,491 males) out of 3,934 passed their ninth-grade exam achieving an 81.7 per cent success rate (78.4 per cent boys; 84.7 per cent girls), compared to the national average of 65.6 per cent. This result reflects the quality of the

UNRWA education programme in Syria supported by Agency-wide education reforms and the EiE programme, including school based teacher development, provision of learning support classes to ninth graders, provision of back to school kits as well as mainstreaming of PSS and support to persons with disabilities.

All students enrolled in UNRWA-managed schools were provided with educational/recreational materials including back-to school kits during the 2017/18 academic year. UNRWA trained and deployed 100 PSS counsellors, who provided individual and group counselling to 40,465 (20,320 female; 20,145 male) students. The over-achievement on this target was made possible mainly thanks to project funds that complemented the education interventions under the EA.

Overall, education targets were on track or ahead of plan throughout the year. Emergency funds, including EA and other project funding, have greatly contributed to support the UNRWA EiE approach, which seeks to ensure continued delivery of quality education for Palestine refugee children whose access to education is restricted, or for whom the quality and continuity of education provision is threatened as a result of crisis and conflict. UNRWA will continue to support Palestine refugee students in accessing inclusive, equitable, quality and safe education; however, funding constraints may negatively affect this important programme.



UNRWA educates almost 50,000 children in Syria.

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Protection

Outcome/Output	Indicator	Actual	Target (2018)
Outputs			
Strengthened prevention and protection response for Palestine refugees.	Number of older people who received PSS support (disaggregated by sex)	872 (452 female, 420 male)	1,000
	Number of individuals trained on mine risk awareness (disaggregated by children, staff and community members)	52,326 ¹⁷⁶	1,000
	Number of UNRWA staff members and volunteers trained on protection	2,296 ¹⁷⁷	200
	Number of Palestine refugees provided with legal assistance and referrals	2,467	800

During the reporting period, all programmes in UNRWA Syria continued to address cross-programmatic protection issues, including follow up on protection audit recommendations. In parallel, an UNRWA area protection mainstreaming group has continued to operate in the Central Area of Syria and was newly set up in the North Area. Similar structures are planned to be established in Damascus and South, strengthening UNRWA's protection response across the country.

During 2018, 4,659 individuals (706 men, 1,893 women, 983 boys and 1,077 girls, of whom 439 were persons with disabilities) experiencing GBV, Child Protection or General Protection issues were provided with assistance. The five Family Support Offices provided legal counselling and PSS to 2,467 individuals (801 men and 1,666 women, including 30 persons with disabilities). Between January and December 2018, the Agency conducted 51 trainings on protection mainstreaming, disability inclusion, rapid protection assessments and GBV, reaching 2,296 staff and volunteers.

UNRWA continued to address the issue of violence in schools, according to the recommendations of the Addressing Violence Against Children in UNRWA Services and Installations

(AVAC) work plan. Some of the activities implemented under this intervention included training of school principals on prevention of corporal punishment; training and support to student parliaments; awareness raising sessions and implementation of PSS activities for stress release and creation of a safe environment for children.

Psychosocial activities were implemented with the community and CBOs, with a focus on elderly (872 older people received PSS support) and other vulnerable groups, including children and persons with disabilities. Other activities addressed crisis related negative coping mechanisms, including early marriage, child labour, domestic violence and addiction. Awareness raising activities also continued, including disability inclusion training and enhanced participation for students and parents, and Explosive Remnants of War (ERW) awareness sessions reaching 52,326 children and adults, mainly through awareness raising sessions in all UNRWA schools.

Following the escalation of military operations in Eastern Ghouta in March, and Yarmouk/Yalda, Babila, Beit Sahem (YBB) in May, the Area Support Office (ASO) conducted rapid protection assessments in collective shelters and in



Children participate in a psychosocial support activity in Khan Danoun camp, Syria.

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UNRWA premises for internally displaced persons (IDPs) who approached the Agency for assistance. Protection concerns included lack of civil documentation, family separations, lack of shelter, untreated health conditions, unaccompanied older persons and persons with critical mental health needs, as well as restrictions on freedom of movement.

The escalation of fighting in Dera'a at the end of June led to the sporadic interruption of UNRWA services in the area and

the displacement of Palestine refugees towards Damascus, Central Area, and further South of the country.

UNRWA has continued to engage with authorities and external partners, through private and public advocacy initiatives, on protection issues related to conflict-related violence, returnees, humanitarian access, the provision of education in hard to reach areas and individual protection cases.

Environmental Health

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Public health needs of the affected population are met	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation work	100%	100%
Outputs			
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of IDPs receiving potable water during displacement in UNRWA shelters	100%	100%

In 2018, UNRWA continued to provide essential WASH services to Palestine refugees, with specific attention to areas and camps where access has been restored, such as Sbeineh camp, where approximately 15,000 individuals are now benefiting from improved water supply service following the rehabilitation of the main water supply and water well.

During the reporting period, UNRWA continued to provide WASH services, including maintenance of the existing sewerage, drainage and water supply networks, provision of solid waste management, control of insects and rodents, and

maintenance services in Palestine refugee camps and UNRWA collective shelters (until their closure in late May 2018).

In addition to regular WASH services, UNRWA also responded to emergency WASH needs. In March 2018, following the intense military operation in Eastern Ghouta, UNRWA provided four units of sanitary latrines to serve IDPs in government collective shelters, as part of the inter-sector coordinated response. As part of its emergency response, UNRWA also distributed 16,300 hygiene kits to Palestine refugees displaced from Eastern Ghouta, Yarmouk, and YBB areas.

4.2.3. Strategic priority 3: Strengthen humanitarian capacity, coordination and management

Safety and Security

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security risk assessments completed for programmes and projects at field level	100%	100%
Output			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Number of staff trained on safety and security (SSAFE)	456 SSAFE (285 WSAT)	100

Since the onset of the conflict, UNRWA has made significant investments in the security and safety of its staff, assets and facilities, as well as in its security procedures, reducing the risk faced by staff and beneficiaries while maintaining operational integrity. In addition to providing assistance to Palestine refugees within a volatile security environment, UNRWA ensured that security assessments were conducted for all missions and programmes. In 2018, the Agency continued to ensure that organisational security practices and procedures were responsive to the context. Security risk assessments were conducted for all field missions.

During the reporting period, the FSRM Department continued with regular activities designed to strengthen its safety and security measures, including participating in and conducting ERW awareness sessions, evacuation and fire safety drills involving students and UNRWA education staff, and extended these to other Agency staff including in the North and South areas of operation. A total of 456 UNRWA staff participated in the Safe and Secure Approaches in Field Environments (SSAFE) training focused on community acceptance, awareness, planning, risk evaluations, and operational safety and security. In addition, FSRM introduced the Women Security Awareness Training (WSAT) for female staff members to raise awareness on security concerns specifically related to women, reaching 285 UNRWA female staff. In addition, through project funding, the UNRWA FSRM team conducted safety and security training to 139 Education staff on subjects such as ERW, Emergency Evacuation Plan in Schools in addition to incident reporting. Security Risk Assessments were conducted for 22 schools in Damascus and rural Damascus.

FSRM continued to issue daily situational reports, monthly mission and staff movement reports to both internal and

external partners. Regular safety and security briefings to staff and visitors to the field were conducted. UNRWA works under the umbrella of the inter-agency country security plan for Syria, managed by the United Nations Department of Safety and Security (UNDSS). The Agency is an active member of the UN Security Management Team and works with UNDSS to ensure missions are undertaken in strict accordance with security processes. FSRM played an essential role in the establishment and implementation of contingency plans in Yarmouk, YBB and Dera'a in the South, and contributed to the UN regional response to the needs of the displaced population in Eastern Ghouta.

FSRM conducted security risk management processes to facilitate access to newly accessible areas which were contaminated with ERW and supported 471 UNRWA missions during 2018. Contingency plans were developed for SFO to mitigate risks due to indirect artillery fire coming from adjacent areas during intense battles as well as for the North area in response to, and as a preparedness measure for, chemical weapon attacks. UNRWA upgraded its security communication capabilities by replacing defective 80 Very High Frequency (VHF) batteries and improving its security advisory distribution system and headcount procedures to reach over 4,000 staff. UNRWA has also upgraded its access control systems by introducing a new ID card system, still under installation at the end of the reporting period, and enhanced its closed-circuit television monitoring procedures by ensuring 24 hour surveillance. A new building annex was erected separate from the SFO main offices to offer services to beneficiaries, resolving thus security concerns for both staff and beneficiaries. Finally, UNRWA developed a new database system which enhances managing, monitoring and reporting on arrested, detained, kidnapped and missing staff.

Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
UNRWA installations repaired or maintained for continued provision of services	Number of UNRWA facilities rehabilitated or repaired	68	160

In 2018, the needs for major repair and maintenance of UNRWA facilities increased. During the second half of 2018, access to Yarmouk unofficial camp, once home to the largest Palestine refugee community (160,000 PRs), and to Dera'a camp was granted and UNRWA conducted a damage assessment of its facilities and refugee homes. The damage assessment revealed that almost all UNRWA installations are in need for major rehabilitation and many were severely damaged and need reconstruction, especially in Yarmouk unofficial camp, Dera'a and Ein El Tal camps. The Agency will require adequate funding levels to resume its services in those areas, especially should civilians be allowed to return to Yarmouk and Ein El Tal during the second half of 2019.

Upon the closure of all UNRWA collective shelters in late May 2018, the Agency started major rehabilitation works in four school buildings that served as collective shelters in the Damascus area, and these were reopened in September 2018 in time for 2018/ 2019 academic year.

In addition to UNRWA regular maintenance work and emergency rehabilitation within accessible Palestinian camps, the Agency continued with a range of major maintenance work on its infrastructure and facilities in Sbeineh and Khan Eshieh camps, where access was resumed in 2017, to allow the safe delivery of services and humanitarian assistance to Palestine refugees.



The rehabilitation of a former collective shelter at the Ramleh school in Jaramana camp, Syria.

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4.3. lebanon: sector-specific interventions

4.3.1. Strategic priority 1: Preserve resilience through the provision of humanitarian assistance

Cash Assistance for Essential Needs, Including Food, Shelter and NFIs

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
Output			
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance)	Number of individuals receiving cash assistance for food and multipurpose cash assistance during last distribution round (disaggregated by sex)	28,885 (14,887 female, 13,998 male)	29,500 ¹⁷⁸ (15,216 female, 14,284 male)
	Total amount of cash distributed during last distribution round	US\$ 1,627,223	US\$ 1,917,081
	Number of families provided with winterization assistance (cash and in kind)	8,641 PRS families 717 PRL families	8,800 PRS families ¹⁷⁹ 710 PRL families

In 2018, UNRWA continued to provide cash for food and multipurpose cash assistance on a monthly basis to all PRS families residing in Lebanon. A total of 8,644 families (28,885 individuals, 13,998 male and 14,887 female) received cash assistance during the last distribution round in December against a target of 29,500 PRS (8,800 families).

During the reporting period, UNRWA saw a decline in the number of PRS in Lebanon. Following a comprehensive verification exercise of PRS in Lebanon, conducted in July and August 2018, the Agency verified the physical presence of 29,145 PRS (8,741 families) in the country (out of a pre-verification planning figure of about 32,500 PRS), who are eligible for emergency assistance. Those PRS that did not report to the respective verification sites or were not found at their homes by UNRWA social workers, did not respond to follow up calls and/or did not report to UNRWA offices to prove their presence in the country, were deactivated from the system. UNRWA estimates that the gradual reduction in

PRS in Lebanon is due to onward movement and/or returns to Syria, while the pace of spontaneous and unassisted returns continues to vary.

During the reporting period, UNRWA distributed a total of US\$ 23,840,425 in cash assistance to help PRS meet their most basic food and non-food needs. The Agency provided US\$ 27 per month per individual for food assistance needs and a multipurpose grant of US\$ 100 month per family member to cover other basic needs. In addition, a total of 8,641 PRS families across Lebanon and 717 vulnerable PRL families in Beq'a'a received a one-off payment of US\$ 375 per family at a rate of US\$ 75 per month for a five month period as winterization assistance.

PRS in Lebanon are highly vulnerable and their reliance on UNRWA remains high. According to the quarter three PDM report, UNRWA cash assistance remains the primary source of income for PRS families; the cash received is used mainly for food, rent and to pay off debts.



A Palestine refugee from Syria purchases food thorough the multi-purpose cash assistance in Lebanon.

© 2018 UNRWA Photo by Carlos Pérez Osorio

4.3.2. Strategic priority 2: Contribute to a protective environment for palestine refugees by maintaining access to basic services

Livelihoods and Social Cohesion

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Improved access to livelihood opportunities for PRS and PRL	Number PRS youth benefiting from Vocational Grants	38 (14 female, 24 male,)	100
	Number of PRS students in the Sibling Training Centre completing regular/short-term courses	36 (14 female, 22 male)	20
	Number of short-term job opportunities created for vulnerable PRS/PRL in the framework of new Cash-for-Work projects	0	200
	Number of youth accessing grant services across the country	0	25
	Number of women accessing grant services across the country	0	25
	Number of persons with disabilities accessing grant services across the country	0	20
	Number of PRS/PRL (14+ years old) reached through formal and non-formal skills trainings/innovation programmes	0 ¹⁸⁰	700
Output			
Improved access to employment opportunities for PRS and PRL.	Number of PRS youth benefiting from apprenticeship/internship schemes	0	45

UNRWA remains committed to strengthening the capacities of PRS in order to improve their access to livelihood opportunities and employment. In June 2018, 38 PRS students (24 male and 14 female) enrolled in a number of vocational courses at Sibling Training Centre,¹⁸¹ for a period of nearly four months; of them, 36 (22 male, 14 female) successfully completed the courses and graduated in September 2018.

UNRWA did not receive funding under the EA for the apprenticeship scheme programme coordinated by the UNRWA Employment Service Centre in support of 100 PRL/PRS.¹⁸² Other interventions planned to increase livelihood opportunities for PRS and vulnerable PRL and foster social cohesion could not be implemented due to unavailability of funds.

Emergency Health

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of PRS visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care, disaggregated by sex)	152,531 (88,181 female, 64,350 male)	150,000
Outputs			
Palestine refugees have access to primary health-care services	Number of PRS visits to HCs (disaggregated by sex)	152,531 (88,181 female, 64,350 male)	150,000
	Number of Agency HCs and mobile HPs that are operational	27	27
Palestine refugees have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	4,052 ¹⁸³	4,970
Palestine refugees have access to essential drugs and medical supplies	Percentage of HCs with no stock-out of 12 tracer items	100%	100%

During the reporting period, UNRWA continued to provide health services as one of its core humanitarian activities to around 29,000 PRS in Lebanon, contributing to improve the living conditions of highly vulnerable families. The Agency remained committed to its strategy of equal treatment and equal access for PRS with regard to the provision of health

services in Lebanon. As a result, and in line with the FHT approach, 31 additional health staff (including eight doctors, eight nurses, one midwife, five pharmacists and nine health assistants) were hired as a part of six FHT during the reporting period to meet the health needs of PRS.

In 2018, PRS benefited from 152,531 consultations (64,350 male and 88,181 female), encompassing primary, secondary and tertiary health care. The provision of medical care is supported with essential laboratory tests and oral health services, including specialist consultations and medications. Highly vulnerable and often with a poor health status, PRS children were strongly affected by seasonal diseases in 2018, leading to a higher number of visits recorded during the reporting period at the 27 UNRWA HCs in Lebanon.

Between January and December 2018, a total of 4,052 PRS benefited from hospitalization services. The lower number

of hospitalizations could be attributed to the introduction, in the second quarter of the year, of a new patient co-sharing policy of 10 per cent at private and governmental hospitals to manage the limited funding. In addition, stricter measures were introduced at UNRWA HCs, requiring a strong justification for hospital admissions and more use of emergency room services at contracted hospitals, whenever possible. During the reporting period, no UNRWA HC faced a stock-out of tracer items, meeting the expected target.



Medical examination at NBC HC, North Lebanon.

© 2018 UNRWA Photo by Maysoun Mustafa

Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of PRS students graduating from basic education	147 (96 female, 51 male)	135 (75 female, 60 male)
Outputs			
Palestine refugee students have access to education through regular/catch-up classes.	Number of school-age PRS children enrolled in regular classes in UNRWA schools (disaggregated by sex) ¹⁸⁴	5,482 (school year 2017/18)	5,482 (2,816 female, 2,666 male)
		5,254 (school year 2018/19; (2,732 female, 2,522 male)	
	Number of schools provided with equipment (furniture, heating, other equipment)	41	25
	Number of UNRWA schools hosting PRS	65 (school year 2017/18)	65
	64 ¹⁸⁵ (school year 2018/19)		
	Number of schools rehabilitated	24	31
Palestine refugee students are provided with PSS	Number of school-age PRS children receiving PSS (disaggregated by sex)	2,930 (1,109 female, 1,821 male)	2,500 (1,420 female, 1,080 male)
	Number of education staff trained in delivering PSS ¹⁸⁶	1,425	1,649
Palestine refugee students are provided with educational and recreational materials and activities	Number of PRS students receiving back-to-school kits (disaggregated by gender)	5,482 (school year 2017/18)	5,482 (2,816 female, 2,666 male)
		5,254 (school year 2018/19) (2,732 female, 2,522 male)	
	Number of schools receiving stationary, educational / recreational materials (SLM).	65 (school year 2017/18)	65
		64 (school year 2018/19)	
	Number of PRS students participating in recreational activities (disaggregated by sex)	1,100 (601 female, 499 male)	2,000 (992 female, 1,008 male)
Number of PRS students participating in summer learning activities	1,683 ¹⁸⁷ (895 female, 788 male)	1,500 (760 female, 740 male)	

A total of 5,482 PRS (2,666 male, 2,816 female) were enrolled in 65 UNRWA schools during the scholastic year 2017/18. All PRS attended classes with their PRL peers, showing the Agency's achievement in providing equitable access to quality education to all Palestine refugee children. For the school year 2018/19, 5,254 PRS (2,522 male, 2,732 female) enrolled in 64 UNRWA schools. The slight decrease in caseload is in line with the gradual reduction of PRS in Lebanon. All PRS students were provided with back-to-school kits.

The provision of educational services has been instrumental in supporting the academic success of PRS students. In 2018, 147 PRS (51 male, 96 female) graduated from basic education following the first round of exams, exceeding the target.

In order to enhance a positive learning environment allowing all Palestine refugee children, including PRS students, to develop their full potential despite the impact of poverty, conflict and crisis, 41 UNRWA schools were provided with

equipment and 24 were rehabilitated, providing students with a safe space for recreation and the opportunity to socialize with their peers. While the number of schools receiving equipment was overachieved due to the creation of additional confidential counselling spaces for school counsellors, the number of schools rehabilitated in 2018 is slightly below the planned target due to underfunding.

During the reporting period, UNRWA provided PSS in the form of individual and group counselling sessions to 2,930 PRS students (1,821 male, 1,109 female), as a way of strengthening

their psychosocial wellbeing and coping strategies. School counsellors were able to significantly maximize their reach through PSS activities throughout the year, as they were equipped with a structured training plan and the support of four technical supervisors. The delivery of recreational activities plays an essential role in improving students' wellbeing, helping to reduce drop-out rates. However, due to funding shortages, during the reporting period only 1,100 PRS students (499 male, 601 female) were able to participate in UNRWA recreational activities, as funds had to be reprioritized to ensure continuity of critical educational services.



Exploring the globe in Yarmouk School, Lebanon.
© 2018 UNRWA Photo by Rabie Akel

Protection

Outcome/Output	Indicator	Actual	Target (2018)
Output			
Strengthened prevention and protection response for Palestine refugees	Number of UNRWA staff members trained on protection and humanitarian principles (disaggregated by sex)	1,154 (520 female, 634 male)	1,080
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL-PRS)	8,843 (3,291 PRL, 5,552 PRS)	7,348 ¹⁸⁸

Throughout 2018, UNRWA continued to address key protection concerns, focussing on the needs of the most vulnerable groups, including PRS. The Agency supported PRS and host communities with MHPSS, child protection, GBV

services, legal counselling and documentation and reporting of grave violations of Palestine refugees' rights according to international standards.

In 2018, 1,154 UNRWA staff were trained on (i) protection, including on safe identification and referral to the Agency's services or to external service providers, (ii) protection mainstreaming and inclusiveness and (iii) humanitarian principles. Post-training verifications have shown an increased understanding of principles and practices among staff.

During the reporting period, a total of 649 PRS individuals were consulted through focus group discussions, surveys and key interviews to better understand the circumstances of their access to Lebanon, access to services, protection concerns, civil registration, legal stay, freedom of movement and intentions to return to their place of habitual residence in Syria. The information collected from these focus group discussions and

key interviews was used for follow up and advocacy purposes.

Legal aid services were provided to 8,843 individuals, including 5,552 PRS. Throughout the year, legal representation was provided to 56 PRL and nine PRS, legal counselling to 1,799 PRL and 3,254 PRS and legal assistance to 49 PRL and 78 PRS; awareness raising sessions on legal matters targeted 1,387 PRL and 2,211 PRS. The target was overachieved as, during the verification exercise conducted in July/August 2018, UNRWA protection staff were able to reach more PRS than expected with legal services and awareness raising on civil status documentation. In terms of feedback, 96 per cent of beneficiaries reported a high degree of satisfaction with the Agency's legal counselling services.



Women discussing gender equality, Wavel Camp, Lebanon.
© 2018 UNRWA Photo by Cécile Massin

Environmental Health

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Public health needs of the affected population are met	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	96%	97%
Output			
Improved solid waste management inside UNRWA camps	Percentage of PRS benefiting from garbage collection inside camps	95%	97%

In 2018, UNRWA continued its efforts to meet the public health needs of Palestine refugees through the provision of safe and equitable access to water resources and sanitation facilities to 96 per cent of PRS living in the camps.

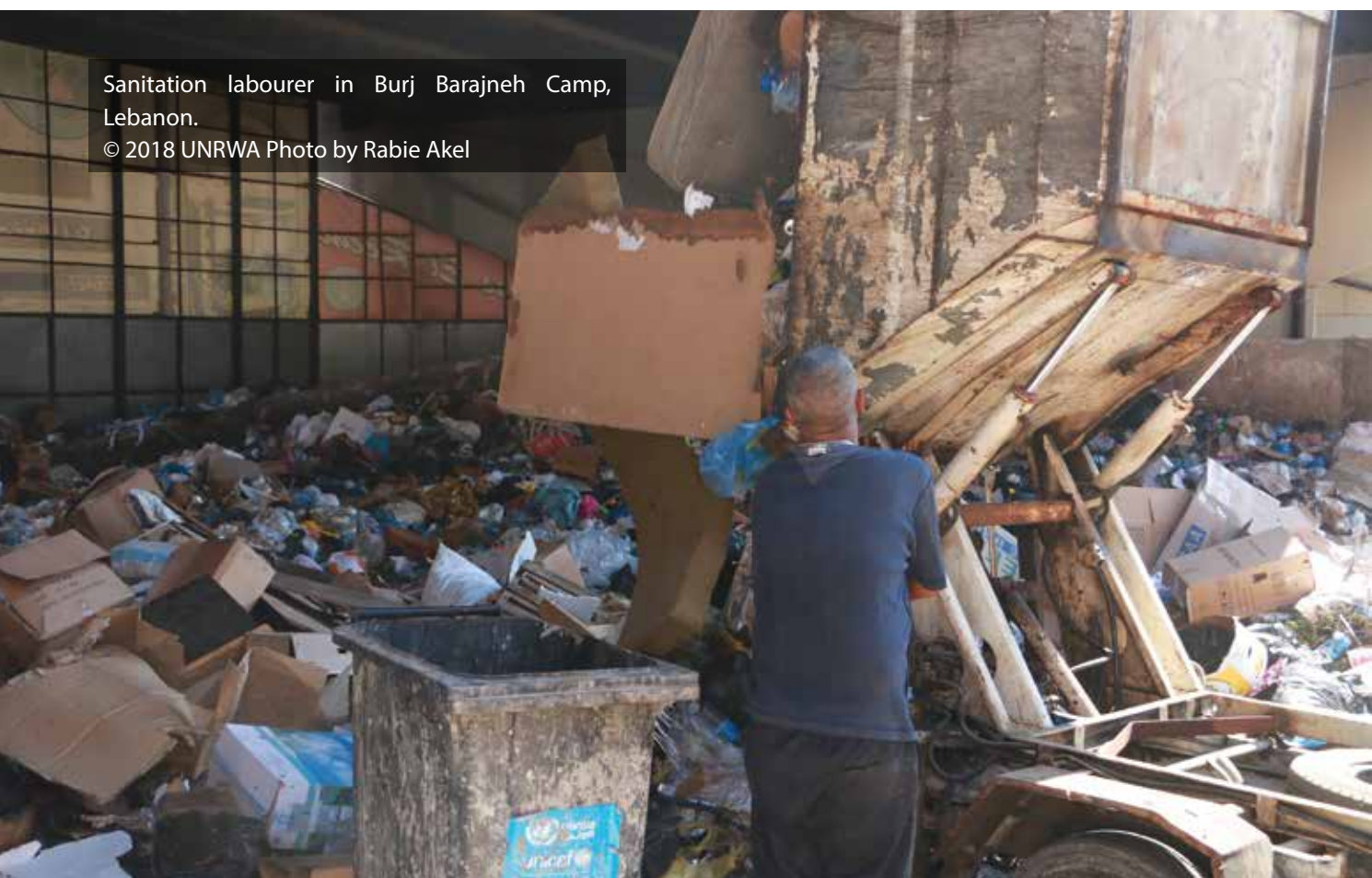
Palestine refugee camps in Lebanon continue to be impacted by overcrowding, water supply shortages and malfunctioning sewerage and drainage networks, factors that heighten the risk of disease amongst an already vulnerable population. During the reporting period, UNRWA was able to provide around 13,100 PRS with safe and equitable access to WASH resources and facilities, including an adequate quantity and quality of water for drinking, cooking, personal, and domestic hygiene. Regarding solid waste management, the target was slightly underachieved mainly due to the persistence of the solid waste crisis in Tyre area. The closure of a solid waste treatment plant in Tyre area forced the Agency to identify costly alternatives using private dumping sites with limited capacity. As a response, UNRWA together with the Lebanese

authorities conducted a feasibility study and drafted a conceptual design for a common waste facility to absorb solid waste from the Agency's three camps in Tyre area as well as from Burj Shemali municipality. The Agency supported the repair of damaged roads and alleyways, the rehabilitation/digging of water boreholes, rehabilitation and maintenance of water and wastewater networks as well as the procurement of new solid waste vehicles, garbage bins and standby water pumps for water boreholes.

During the reporting period, rehabilitation works on solid waste platforms in camps continued and 47 additional sanitation labourers were hired. In line with LFO's 2016-2021 Environmental Health Strategy, and the 2018-2021 Environmental Health Response Plan, UNRWA developed a new solid waste management operation plan for all 12 camps, focussing on sorting at source, reducing waste and increasing recycling.

Sanitation labourer in Burj Barajneh Camp, Lebanon.

© 2018 UNRWA Photo by Rabie Akel



4.3.3. Strategic priority 3: Strengthen humanitarian capacity, coordination and management

Safety and Security

Outcome/Output	Indicator	Actual	Target (2018)
Output			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Percentage of front-line staff provided with safety, security and awareness trainings	0%	100%

UNRWA continued to monitor the security situation and strived to facilitate programme delivery by actively identifying potential security risks that could negatively impact the safety and security of beneficiaries, staff, programmes and operations.

The overall security situation in the country and most of the Palestine refugee camps was relatively calm during the year 2018. Protests occurred as a result of the critical funding shortfall faced by UNRWA, with no major incident reported. Cases of installation vandalism, closure as well as staff member assault and detention were recorded during the year. In October, heavy armed clashes erupted in Mieh Mieh camp, leaving six fighters dead and 30 people wounded. Palestine refugees

were displaced, mostly seeking shelter with relatives outside the camp. UNRWA services in the camp were suspended for 19 days and disrupted in the adjacent Ein El Hilweh camp (EHC), which was hit by stray ordnance. The security situation also remained fragile and unpredictable in EHC.

Despite the ongoing need, in 2018 no funds were received to cover safety and security activities. As a result, UNRWA was not able to conduct or support any specific safety and security trainings. However, as part of the Agency's preparedness efforts, contingency plans were updated and/or developed for LFO and all five operational areas and a simulation exercise was conducted to familiarize respective staff with their roles and responsibilities in emergency situations.

4.4. jordan: sector-specific interventions

4.4.1. Strategic priority 1: Preserve resilience through the provision of humanitarian assistance

Cash Assistance for Essential Needs, Including Food, Shelter and NFIs

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	99.44% ¹⁸⁹	100%
Outputs			
PRS are provided with relief assistance (food assistance, NFI and shelter assistance)	Number of PRS provided with unconditional cash assistance during the last distribution round ¹⁹⁰	16,602	17,100
	Number of PRS families receiving one-time cash assistance	247	300
	Number of PRS families provided with winterization assistance	4,401	4,500

In 2018, UNRWA revised its emergency operations in Jordan, with a particular focus on its unconditional cash assistance programme targeting PRS, to improve coherence, increase efficiency and management effectiveness while ensuring the undisrupted provision of services to vulnerable PRS. Starting from the second quarter of 2018, PRS assessed as extremely vulnerable, and those identified as experiencing a protection concern received the full amount of cash assistance of US\$ 40/person/month, while other vulnerable PRS received a reduced provision of assistance of US\$ 9.58/person/month. This amount matches the entitlement applied to PRJ cases benefiting from the UNRWA SSN programme.

Through the unconditional cash assistance programme, 16,602 persons (7,917 males and 8,685 females) corresponding to 99.9 per cent of the total caseload eligible for cash assistance (16,611 individuals, including 481 PRS and Syrians in King Abdullah Park - KAP -)¹⁹¹ received support to cover their basic needs such as food, NFIs, shelter; and increase their access to services, including transportation, electricity and water supply.

A PDM exercise conducted in September 2018 to collect PRS feedback on the programme revealed that the reduction in the cash assistance amount had a significant impact on PRS's satisfaction. In 2018, 15 per cent of PRS indicated that the cash assistance significantly improved their living conditions; 37 per cent reported a moderate improvement, while the rest reported a slight improvement. These values are considerably lower than 2017, when the majority of respondents indicated that the cash assistance had significantly (35 per cent) or moderately (56 per cent) improved their living conditions. Complaints mechanisms are available to PRS, with frontline staff responding by re-checking the files, conducting household visits and highlighting PRS cases with urgent needs.

At the end of 2018, the Agency disbursed a total of US\$ 1,425,658 to provide winterisation support to 4,401 families corresponding to 17,825 individuals (17,745 PRS and 80 Syrian individuals in KAP) for heating fuel, warm clothes, electricity and other costs related to the cold season. The value of assistance ranged from US\$ 277 to US\$ 453, depending on family size, consistent with the approach used by other agencies that support non-PRS refugees. In addition, needs-based one-time emergency cash grants were distributed to extremely vulnerable PRS families to help them cover urgent costs that arose. A total of US\$ 102,229 was distributed to 247 vulnerable PRS families (26.7 per cent of whom were female-headed). These costs pertained to the issuance of documentation for the legalisation of PRS status in Jordan, to cover costs related to the risk of eviction, burial and other essential survival needs. UNRWA front-line staff identified and assessed families eligible for this assistance following rigorous verification of relevant documentation, personal history, and other pertinent matters. Under this intervention, each family is eligible to receive an average of US\$ 200. However, in specific cases, and upon verification of need, UNRWA provided a relatively larger amount to 56 families who received on average US\$ 925.72 per family.



Cash assistance beneficiaries in Jabal Al Hussein, Jordan.

© 2017 UNRWA Photo by Viola Bruttomesso

4.4.2. Strategic Priority 2: Contribute to a protective environment for palestine refugees by maintaining access to basic services

Emergency Health

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
The impact of the crisis on health services for refugees is reduced	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	15,240	16,000
Outputs			
PRS have access to PHC services	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	14,802 (8,372 female, 6,430 male)	16,000
	Number of operational Agency HCs and mobile HPs	30	29
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalisations accessed by PRS patients	438 (262 female, 176 male)	500
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	98.34%	100%

In 2018, UNRWA provided access to emergency health-care services to 17,750 PRS registered in Jordan. PRS had free access to the quality services through the Agency's network of 26 primary health clinics and four mobile dental clinics. In addition, full financial support was provided to PRS in need of secondary and tertiary care.

Partnership with the Jordan Health Aid Society has allowed for the continued provision of primary health services to 481 PRS and Syrian refugees currently in KAP. PRS residing in KAP suffer from high rates of digestive system diseases and musculoskeletal illnesses, both of which are likely to be stress-induced. In contrast, other PRS generally tend to suffer mainly from seasonal illnesses such as respiratory tract infections, which can be attributed to dampness, inadequate ventilation, and other poor living conditions. No epidemics or outbreaks were reported.

A total of 15,240 PRS visits were recorded in UNRWA health facilities in 2018. Out of this, a total of 14,802 (8,372 female, 6,430 male) visited UNRWA health facilities for PHC services.

UNRWA continues to increase efficiencies in the treatment of chronic health issues, thus decreasing unnecessary repeated

visits and improving patient compliance with follow-up visits. The full implementation of the UNRWA FHT approach at 26 HCs, with its provision of people-centred quality services, also resulted in a further reduction of the number of visits to HCs.

In addition to providing PHC at its HCs, UNRWA supported PRS access to secondary and tertiary health care through referrals to external providers, as well as coverage of hospitalisation costs. A total of 438 patient admissions to secondary and tertiary care, representing 72 per cent of the year target, were assisted with hospitalisation support. Similar to other health indicators, UNRWA met all validated needs, which were about 13 per cent lower than the original estimate. Gender-disaggregated data demonstrated higher male pattern of utilization of UNRWA HCs among PRS when compared to the general population of PRJ, with 45 per cent among male PRS as compared with 35 per cent among male PRJ; and 55 per cent female PRS as compared with 65 per cent of female PRJ.

During the reporting period, 98 per cent of HCs had no stock-out of tracer items showing an improvement in comparison to 2017 figures (79 per cent).



Palestine refugee at the Talbieh HC, Jordan.
© 2018 UNRWA Photo by Daniah Al-Batayneh

Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement	Number of PRS and Syrian students graduating from basic education	82 ¹⁹² (40 female, 42 male)	79 (39 female, 40 male)
	Number of schools rehabilitated	20	20
Outputs			
PRS students have access to education through regular/special classes and alternative learning modalities	Number of UNRWA schools hosting PRS and Syrians	141	141
	Number of schools provided with equipment (furniture, heating, other equipment)	20	141
	Number of PRS and Syrian school-age children enrolled in regular classes in UNRWA schools	1,353 (681 female, 672 male)	1,396 (703 female, 693 male)
	Number of education staff trained in delivering EiE based on the UNRWA EiE approach	0 ¹⁹³	60
	Number of PRS students admitted to VTC	9	22
PRS students are provided with PSS support	Number of PRS and Syrian school-age children receiving PSS	0 ¹⁹⁴	1,396 (703 female, 693 male)
	Number of education staff trained on the Agency's Inclusive Education approach to PSS	0 ¹⁹⁵	80
PRS students are provided with educational and recreational materials and activities	Number of PRS and Syrian students provided with educational/recreational materials (back-to-school kits, PSS/recreational kits, stationery)	1,396 ¹⁹⁶ (703 female, 693 male)	1,396 (703 female, 693 male)
	Number of students who participated in at least one recreational and extracurricular activity during the year	0 ¹⁹⁷	1,396 (703 female, 693 male)

In 2018, out of the 171 UNRWA elementary and preparatory schools in Jordan, 141 schools provided education to 1,353 PRS and Syrian students (681 female, 672 male) enrolled at the beginning of the 2018/19 school year. In June 2018, 82 PRS and Syrian refugee students (40 female, 42 male) graduated from basic education in UNRWA schools exceeding the set target.

UNRWA continues to support not only the academic development of all of its students but also their psychosocial well-being through infrastructure improvements, child-friendly learning environments and recreational activities. UNRWA has provided counsellor offices, IT equipment, stationery, student desks, tables and chairs to 20 administrative

schools that were rehabilitated to provide safe and child-friendly spaces at these schools. The underachievement of this target is due to funding constraints.

In 2018, nine PRS students (three female, six male) were provided with vocational training opportunities at the Amman Training Centre and the Wadi Seer Training Centre (WSTC). In October 2018, 17 PRS students (nine male, eight female) graduated from the Training Centres.

In the first quarter of 2018, UNRWA distributed back-to-school kits, school bags, including basic school supplies and stationery to 1,396 (693 male, 703 female) PRS and Syrian refugee students enrolled in UNRWA schools (2017/2018 scholastic year).



Palestine refugee student at Nathief school, Zarqa camp, Jordan.

© 2018 UNRWA Photo by Yasmin Yassin



Palestine refugee from Syria at her shelter in Jabal Al Hussein camp, Jordan.
© 2018 UNRWA Photo by Dania Al-Batayneh

Protection

Outcome/Output	Indicator	Actual	Target (2018)
Output			
Strengthened prevention and protection response for PRS.	Number of PRS individuals referred to external partners for legal counselling	21 (11 female, 10 male)	120
	Number of UNRWA staff members trained on protection	0 ¹⁹⁸	300

In 2018 the UNRWA protection team assisted 392 PRS in need of protection support, comprising 100 per cent of PRS that had been identified as experiencing a protection risk. Of them, 362 PRS individuals (91 women, 93 men, 83 girls, 95 boys and 18 persons with disabilities) were in need of general protection assistance, nine persons were in need of assistance in relation to GBV concerns (two adult females, five girls, two boys and 1 person with disabilities) while 21 child protection cases (11 girls and 10 boys, one child with disabilities) were identified and provided with services. Assistance ranged from the provision of counselling and information to referrals to UNRWA programmes or external organisations. Due to the availability of only one Emergency Protection Worker out of five, the Protection Unit received support from Emergency Social Workers to be able to cover all areas during the reporting period.

Nasib borders crossing between Jordan and Syria re-opened to people and goods on 15 October 2018, after being closed for three years. Between October and December 2018, UNRWA recorded 273 PRS (96 families) returning to Syria. However, out of them, 107 PRS were recorded as coming back to Jordan shortly after their journey to Syria.

During the reporting period, UNRWA received reports of two incidents of forcible returns to Syria of a total of 11 individuals (two women, three girls, four men and two boys) raising possible concerns of *refoulement*. When PRS at risk of *refoulement* give consent, UNRWA works with relevant partners to address concerns.

During the reporting period, UNRWA referred 21 PRS (11 female and 10 male) to external legal aid providers for legal advice, underachieving the planned target. All referrals were based on the needs of the beneficiaries and their informed consent. Case identification was affected by the shortage of protection front line staff and absence of the Senior Emergency Protection Associate. The vacancies were due to the regular staff turnover and internal restructuring.

Through project funding, the protection team provided training on protection and humanitarian principles to 2,066 UNRWA staff members (1,355 women, 711 men) from all programmes and areas. These trainings strengthened the prevention and protection response for PRS and other refugees by UNRWA service providers across the Agency.

Environmental Health

Outcome/Output	Indicator	Actual	Target (2018)
Outcome			
Public health needs of the affected population are met.	Percentage of PRS in KAP who have safe and equitable access to WASH resources and facilities	0	100%
Output			
Improved solid waste management inside UNRWA camps.	Number of PRS families in KAP benefiting from garbage collection	0	196

Very limited funding was received under the EA for this activity, which limited the Agency's ability to meet the

expected targets. However, WASH services in KAP continued to be provided by other partners.

4.4.3. Strategic priority 3: Strengthen humanitarian capacity, coordination and management

Safety and Security

Outcome/Output	Indicator	Actual	Target (2018)
Output			
Strengthened safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS.	Strengthened safety and security of UNRWA staff to facilitate the provision of humanitarian aid to PRS.	0 ¹⁹⁹	200

The security situation in Jordan remained stable with no disruptions or any major incidents being reported. UNRWA continued to operate by following UNDSS guidelines. Security risk management plans were updated and Security Risk Assessments of twenty school buildings were completed. The target for completion of security risk assessments for programmes and projects was not met due to a combination of both funding and human resources gaps.

Although funds were not available under EA for activities, through other sources of funding UNRWA trained 63 front-line JFO staff in: a) SSAFE for Area Staff on Mission; b) Guard Force; c) Female Staff Security Awareness; and d) Staff at Most Risk. An effective professional relationship was maintained with government security departments.

4.5. regional response

Outcome/Output	Indicator	Actual	Target (2018)
The response, as funded, is effectively implemented and managed.	Mid-year EA Progress Report issued within 120 days of the end of the reporting period	120	120 ²⁰⁰ days
	Draft annual EA Report issued within 120 days of the end of the reporting period	93	120 days
	EA implementation is reviewed through mid-year and annual results reviews	2	2

Within UNRWA, the Department of Planning continued to be responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria regional crisis response. This included coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, as well as on the production of key documents and appeals and reporting and monitoring against these appeals. UNRWA continued to participate actively in the Humanitarian Response Plan (HRP) for the Whole of Syria and in the Regional Refugee and Resilience Plan 2019-2020 (3RP) and related technical and senior-level working groups.²⁰¹ In 2018, UNRWA provided one round of cash assistance, covering two quarters, to the less than 1,000 PRS who have fled to Gaza. Due to the unavailability of funding, this assistance was discontinued in the second half of the year.

Under this Appeal, a senior emergency officer continued to maintain day-to-day oversight of the Agency's response to the crisis and to ensure that dedicated capacity is available for political advice, emergency preparedness and communications. This annual report under the 2018 EA was

preceded by a Mid-Year Report available at <https://www.unrwa.org/resources/reports/syria-regional-crisis-response-progress-report>. During the reporting period, UNRWA also strengthened its emergency preparedness and response capacity, with a special focus on updating of contingency plans and/or emergency-related protocols in the different fields of operations, including through the implementation of a one-day simulation exercise at field level to test Lebanon Field contingency and response plan.

The Agency also maintained Headquarters legal services functions in support of engagement on protection issues, including training in 2018 on issues relating to the use of force, and engagement with the international human rights system on protection issues that raise concerns of violations under international law.

UNRWA continues to require additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions and the safety and security of staff and refugees. This is vital for the efficient and effective delivery of activities and to maintain and build capacity to respond effectively to rapid-onset emergencies.

chapter five:
2018 reporting under the 2016-2018
resource mobilisation strategy

5.1. results analysis: rms goals 1-5

UNRWA entered 2018 with an overall budget shortfall of US\$146 million. The early days of the new year saw the Agency confronted with the greatest financial challenge in its history. The abrupt loss of an additional US\$ 300 million - around one quarter of total essential funding requirements for the year - in planned funding from UNRWA's largest donor precipitated an existential crisis. With Agency operations threatened across all fields, the RMS 2016-18 was implemented within a climate characterised by a high level of uncertainty, something that was especially felt by Palestine refugees. Through the global, "Dignity is Priceless" fundraising campaign, coupled with extraordinary donor community support and internal cost saving measures, UNRWA was able to overcome the funding shortfall and keep services operational. The overall response reaffirmed that the Agency enjoys clear support from key donors, hosts and the UN Secretary-General.

During the course of the reporting period, a number of traditional donors came forward with additional contributions for UNRWA operations. Despite the funding cut from the United States, contributions from traditional donors in absolute terms increased in 2018 in comparison to the previous year, while the percentage share of these contributions decreased, owing to a greater overall diversification of funding. Income from diversified sources was also above the respective targets for the regional and non-traditional donor groups. The Agency is immensely grateful to all of its regional donors for their exceptional contributions in 2018. UNRWA has devoted considerable efforts to strengthening relations with regional partners individually, at the highest levels, and through the development of relationships with regional groups such as the League of Arab States and the Organisation of Islamic Cooperation. The contribution levels of a number of non-traditional donors also increased during the reporting period, in particular from BRICS nations and notable others. Overall contributions across all portals from non-traditional donors exceeded 2018 targets, a very welcomed and well appreciated development.

In 2018, UNRWA benefitted from reinvigorated political support from a number of member states that was evident at key events during the course of the year including: (i) a 15 March meeting co-convened in Rome by Jordan, Sweden and Egypt under the banner, "Preserving Dignity and Sharing Responsibility: Mobilizing Collective Action for UNRWA," which extended US\$ 100 million in additional resources for Agency operations; and (ii) a 27 September ministerial level meeting, held under the auspices of Jordan, Sweden, Germany, the EU, Japan and Turkey, also attended by the UN Secretary-General, the President of the UN General Assembly and 26 senior representatives of governments and international organisations, which resulted in an additional US\$ 122 million being pledged to UNRWA. This was unprecedented.

The financial insecurity faced by the Agency has been a matter of long-standing, serious concern to the UN General Assembly. In recent years, UNRWA's financial crises have worsened dramatically and funding shortfalls of growing magnitude have persisted. The Agency's reserves have been depleted, and repeated stop-gap measures, from the suspension of vendor payments to borrowing from the CERF, have not offered sustainable recourse. In 2016, the General Assembly requested the Secretary-General to facilitate broad consultations among member states of the General Assembly and international financial institutions, to explore all potential ways and means, including through voluntary and assessed contributions, to ensure that funding to UNRWA would be sufficient, predictable and sustained for the duration of its mandate. This resulted in a 2017 report of the Secretary-General, "Operations of the United Nations Relief and Works Agency for Palestine Refugees in the Near East" (A/71/849), that recommended: (i) an increase in voluntary contributions; (ii) an exploration of a potential increase in the amount UNRWA receives in assessed contributions; (iii) the establishment of funding mechanisms with international financing institutions; and (iv) the exploration of other avenues, with a focus on the private sector. Since its publication, the Agency has worked intensively with all concerned parties to capitalize on the momentum created through the Secretary-General's report recommendations. In 2018, significant progress was made in relation to the following three report focus areas, namely:

- i. Voluntary contributions - despite reductions from some donors for political, financial or other reasons, a far greater number of governments - over 40 - increased their level of voluntary contributions to UNRWA in 2018. As referenced above and below, this has had a positive impact on diversity of funding indicators;
- ii. International financial institutions and multilateral funds - the establishment of a Waqf endowment fund as a unique sign of solidarity with Palestine refugees to sustain the quality and scope of Agency services. Also in 2018, plans for the elaboration of a multi-donor trust fund focused on the development of additional political support for this avenue of funding; and
- iii. The exploration of other avenues, with a focus on the private sector - through a reinvigorated focus on strategic partnerships, other funding sources, including Zakat and Ramadan contributions that have already resulted in positive outcomes for Palestine refugees.

Under the new RMS 2019-21, UNRWA will continue to expand these avenues of additional support.

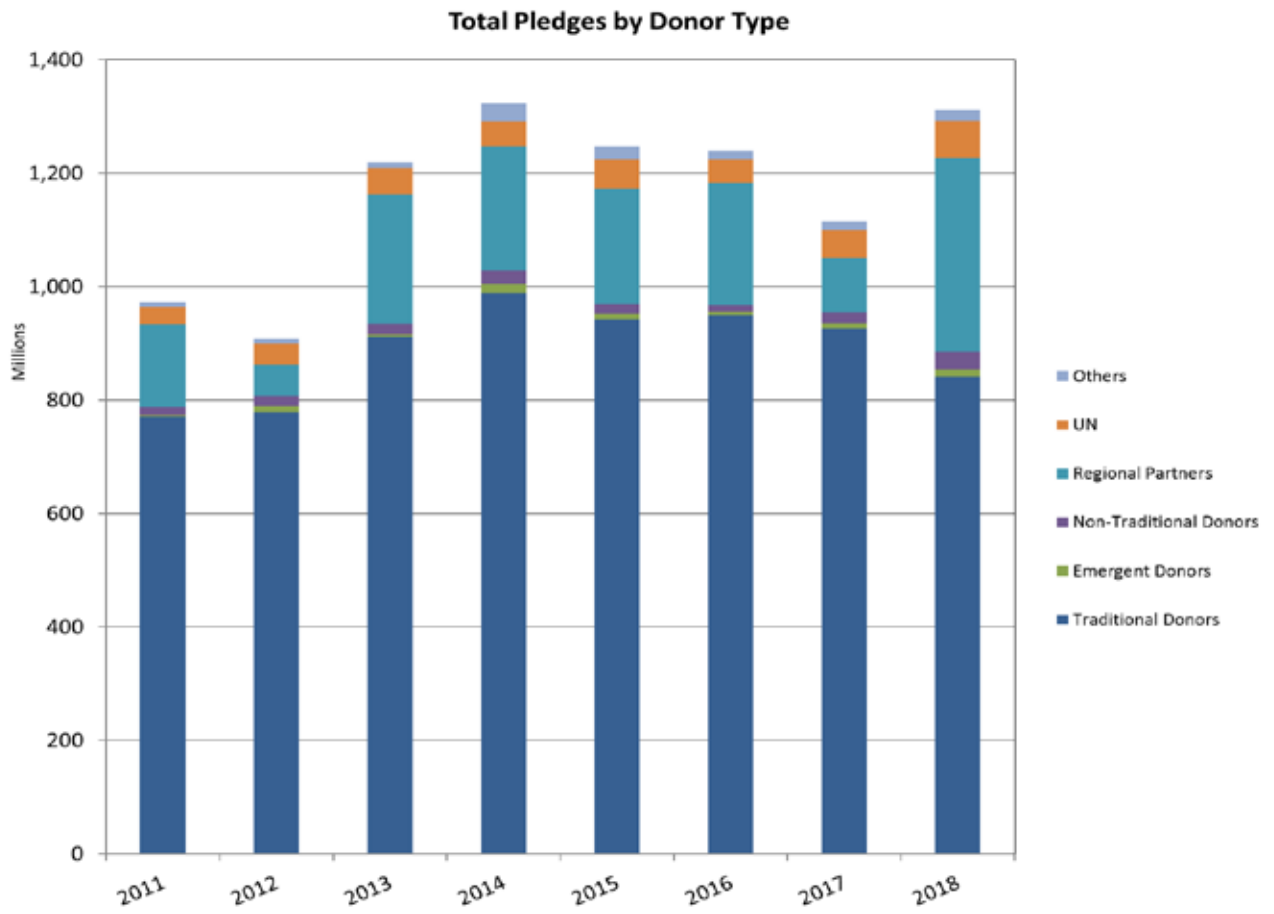
5.2. rms goal 1: more effective and efficient resource mobilization that provides requisite funding

Indicator	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)
Share of programme budget income pledged by second quarter	73.1 (\$458.9m/\$627.9m)	83	73.9 (\$628.9m/\$850.8m ²⁰²)
Share of total EA ²⁰³ income pledged by second quarter	60.7 (\$215.3m/\$354.8m)	90	27 (\$68.4m/\$253.7m)
EA contribution level	43.6 (\$354.8m/\$813.4m)	52	31.4 (\$253.7m/\$807.8m)
Nahr el-Bared funding gap closed over period of RMS	23.7 (\$32.5m/\$137m) ²⁰⁴	Tracked ²⁰⁵	41.2 (\$56.5m/\$137m)
Gaza Reconstruction funding gap closed over the period of the MTS	11.9 (\$56.1m/\$473m) ²⁰⁶	Tracked	14.0 (\$66.3m/\$473m)
Source: ERCD/Contributions Office database and records			
Frequency: Tracked			

vThe overall purpose of RMS Goal 1 is to enhance the predictability of funding among the three portals – programme budget, EAs and projects – by securing all pledges by the end of the second quarter. Predictability allows UNRWA to more effectively plan expenditure against budgeted requirements. Despite overall improvement on results achieved in 2017 with regard to the indicators “share of the programme budget pledged by the second quarter” and “Nahr el-Bared funding gap closed over the period of the RMS”, overall performance during the reporting period did not meet 2018 targets. In this regard, the Agency underperformed against the remaining three Goal 1 indicators listed in the above table. With regard to emergency programming, combined total contributions to the 2018 Syria regional crisis and oPt EAs reached 31.4 per cent (US\$253.7 million against the required \$807.8 million) which is 20.6 per cent below the target. The share of total EA income pledged by the end of the second quarter fell to 27 per cent (US\$68.4 million against the US\$ 253.7 million received), significantly underachieving against the 90 per cent target. Underachievement against both of these indicators primarily related to the unprecedented funding crisis faced by the Agency in 2018 when, early in the year, the United States announced a US\$ 60 million contribution. This represented a

dramatic cut of some US\$300 million to UNRWA income from the country that had historically and consistently been its most generous donor, providing US\$ 95 million and US\$ 103 million to the oPt and Syria appeals respectively in 2017.

As detailed through 2018 annual reporting under the oPt and Syria regional crisis EAs, the financial crisis had a major impact on emergency operations, forcing the Agency to take mitigating measures, scaling back and/or discontinuing a range of interventions including: (i) community mental health and job-creation programming in Gaza; (ii) cash-for-work, community mental health and mobile health clinic interventions in the West Bank; (iii) cash assistance in Syria where the number of distribution rounds was scaled back along with the amount of cash disbursed per individual; (iv) livelihoods programming in Lebanon; and (v) cash transfers in Jordan. In addition, protection capacities were reduced across all fields of UNRWA operation. While additional funds were raised through projects, these contributions did not meet the emergency requirements of the refugee population. They also did not bridge the gap for NBC and Gaza reconstruction needs where, in 2018, UNRWA was only able to secure US\$24 million and US\$ 10.2 million, respectively.



5.3. rms goal 2: traditional donor partnerships are strengthened

Indicator	Baseline (Actual 2017)	Target 2018	Actual 2018
Traditional Donors' share of PB	86.7 (\$544.3m/\$627.9m)	80	67.1 (\$571.3m/\$850.8m)
Signed PB multi-year framework agreements	15	12	19 (8 new in 2018)
TD subscribing to AOR to reduce contribution specific reporting requirements	18	12	16
Source: ERCD/Contributions Office records and database			
Frequency: Tracked			

In 2018, the traditional donors' share of the programme budget was 67.1 per cent (US\$ 571.3 million out of the required US\$ 850.8 million).²⁰⁷ While this ostensibly indicates positive progress in terms of the diversification of funding sources, it is important to recognise that this overachievement primarily came in response to the abrupt 2018 decrease in funding from the United States and increased contributions from a select number of regional and non-traditional donors that, along with other donors, assisted in addressing the financial shortfall.

During the reporting period, multi-year agreements in support of the programme budget continued to increase with 19

being in place by the end of the year. Comfortably exceeding the 2018 target, these agreements allow UNRWA greater predictability in budget preparation, enhanced planning capabilities and improved accuracy in shortfall forecasting. Throughout the reporting period, the Agency continued to place considerable emphasis on deepening relations with its traditional donors. In this regard, UNRWA organised a range of multilateral and bilateral briefings, within the region and in capitals around the world on issues that included strategic and operational processes and the Agency's finances, programming and reform efforts.

5.4. rms goal 3: a diversified donor base that increasingly contributes to resource needs

Indicator	Baseline (Actual 2017) (%)	Target 2018 (%)	Actual 2018 (%)
Overall PB contribution from diversified sources ²⁰⁸	13.3 (\$83.6m/\$627.9m)	20	32.9 (\$279.5m/\$850.8m)
Share of overall income from diversified sources	15.2 (\$188.08m/\$1,239m)	25	35.8 (\$469.9m/\$1.3b)
Regional Member States' share of PB income	4.8 (\$29.9m/\$627.9m)	13	24.5 (\$208.3m/\$850.8m)
Regional Member States' share of overall Income	6.5 (\$80.8m/\$1,239m)	18	26.2 (\$340.4m/\$1.3b)
Emergent Donors' (ED) share of PB income	0.8 (\$4.8m/\$627.9m)	2	1.1 (\$9.6m/\$850.8m)
ED share of overall income	0.8 (\$9.4m/\$1,239m)	2	0.9 (\$12.4m/\$1.3b)
Non-Traditional Donor (NTD) share of PB Income	2.0 (\$12.4m/\$627.9m)	3	2.7 (\$23m/\$850.8m)
NTD share of overall income	1.6 (\$19.6m/\$1,239m)	2	2.5 (\$32.1m/\$1.3b)
Private Partnerships' (PP) share of PB income	0.7 (\$4.4m/\$627.9m)	2	1.1 (\$8.9m/\$850.8m)
PPs' share of overall income	1.2 (\$14.7m/\$1,239m)	3	1.5 (\$19.5m/\$1.3b)
Source: ERCD/Contributions Office records and database			
Frequency: Tracked			

The overall share of income from diversified sources across all UNRWA funding portals for 2018 was 35.8 per cent (US\$ 469.9 million of a total income of US\$1.3 billion) against a target of 25 per cent. This significant increase in comparison with 2017 results is largely attributable to increased core funding from the regional partners group. During the reporting period, diversified sources constituted 32.9 per cent of all programme budget contributions (US\$ 279.5 million out of a total income of US\$ 850.8 million) against a 2018 target of 20 per cent. Overachievement was also primarily due to the above referenced increase in programme budget contributions from regional partners. These amounted to a 24.5 per cent share of programme budget (US\$ 208.3 million out of US\$ 850.8 million) during the reporting period, an overachievement of the 2018 target and an increase of 19.7 per cent against the baseline. Regional partners' total contributions across all portals amounted to US\$ 340.4 million, an equally significant overachievement.

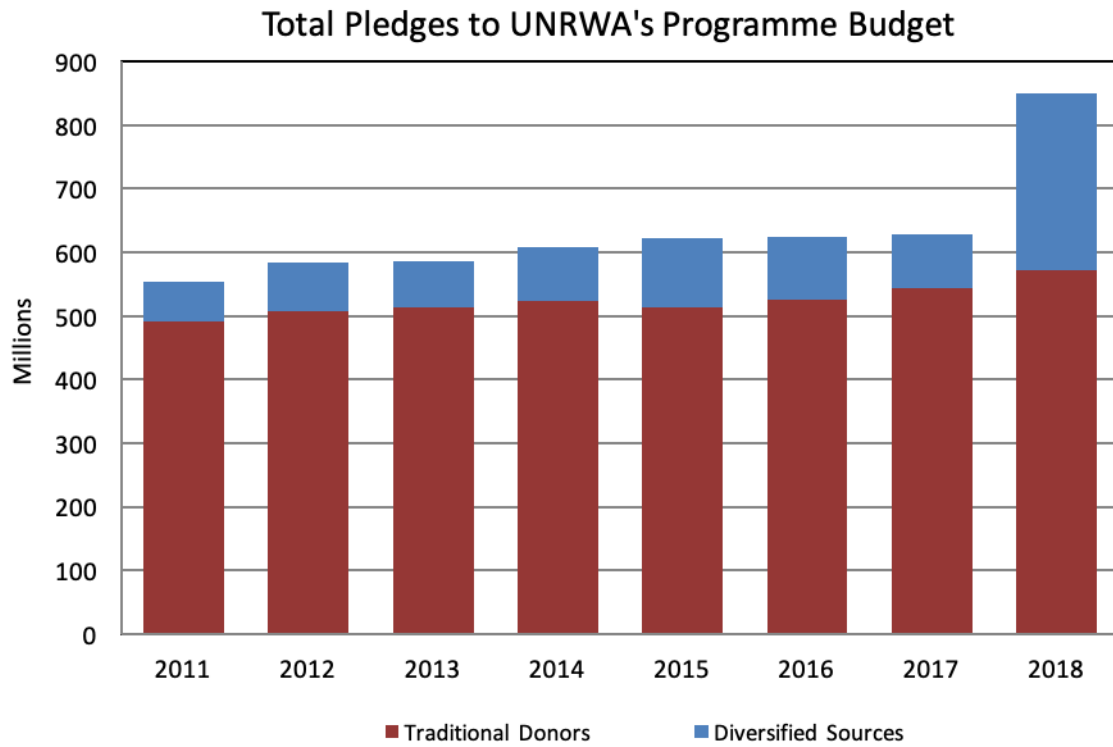
While overall resources provided by both the emergent and non-traditional donor groups increased against 2017 results, they were still below their respective targets. In this regard emergent donors contributed 1.1 per cent (US\$ 9.6 million) of programme budget income against a 2 per cent target, though these results represented a year-on-year doubling

(US\$ 4.8 million was secured in 2017) of income from this donor group. During the reporting period, total contributions of emergent donors across all UNRWA funding portals stood at 0.9 per cent (US\$ 12.4 million). While this result underachieved against a rather ambitious 2 per cent target, it also represented a significant increase (against results achieved in 2017) in contributions from this group of donors. In 2018, non-traditional donors contributed 2.7 per cent (US\$ 23 million) of programme budget income, which, while below the 3 per cent target, was an encouraging increase of 0.7 per cent against 2017 results. The total contributions of non-traditional donors across all portals stood at 2.5 per cent (US\$ 32.1 million), exceeding the 2018 target by 0.5 per cent. The above mentioned positive developments are the result of considerable and sustained efforts to further develop strong relationships with regional partners, emergent and non-traditional donors and underlines the fact that resource mobilisation is a process, not a standalone event.

While 2018 programme budget and overall contributions from private partnerships underachieved against annual targets, contributions from this donor group to the programme budget more than doubled against 2017 results and represented a milestone in terms of diversifying the donor base of the Agency. In this regard, the 2018 financial crisis that posed an existential

threat to UNRWA operations, precipitated the launch of the global, "Dignity is Priceless" fundraising campaign that gathered support from a diverse group of partners, including: (i) a first-time multi-year agreement on zakat with BAZNAS

(Indonesian zakat authority); (ii) an agreement on *zakat* and *saddaqa* with Dubai Cares; and (iii) partnerships with major corporations including Jamalon online bookstore.



5.5. rms goal 4: an enabling environment is established that supports donor relationship management

Indicator	Baseline (Actual 2017) (%)	Target 2018	Actual 2018
Annual corporate resource mobilization (RM) work-plans	In place	In place	In place
Advisory Committee on Resource Allocation sets framework for RM priorities	In place	In place	In place
Annual communication work-plan	In place	In place	In place
Publication of bi-weekly e-newsletter	23	26	19
Source: ERCD/Contributions Office records and database			
Frequency: Tracked			

During the reporting period, UNRWA put in place a series of operational measures to facilitate resource mobilisation over the 2016-2018 RMS period. In this regard, the strategy set out how UNRWA planned to raise the resources required for delivering on the Agency's support to Palestine refugees. Operationally, the RMS was translated into annual ERCD work-plans. In addition, comprehensive engagement strategies were established for specific member states. The bi-weekly

newsletter, commonly referred to as the "Donor communiqué", was published 19 times in 2018, importantly aligned with key events to increase relevance and reach. Underachievement against the target reflected the degree to which ERCD prioritised the need to address the 2018 financial crisis and the level of bilateral engagement with the donor community throughout this period.

5.6. rms goal 5: working capital and staff safety and security are resourced

Indicator	Baseline (Actual (%) (2017)	Target 2018	Actual 2018
(million over six years 165\$Working capital restored (US	0	1	0
Resources in place for adequate staff safety and security	0	1	0
Source: ERCD			
Frequency: Annual			

UNRWA has long depleted its working capital amidst continuing financial crises. Lack of a working capital obliged the Agency to again fall back on loans and deferred payments in 2018. This remains unsatisfactory, but rebuilding a working capital is not a priority as the Agency struggles to find

resources even for core-mandated activities. In addition, while the provision of adequate staff safety and security remained a priority during the reporting period and this need was widely communicated, financial resources were not forthcoming.

annexes

Annex 1: List of contributors

ANERA	Islamic Help	Qatar National Library	Spain, Valladolid Regional Government
Australia	Islamic Relief USA	Real Madrid Foundation, Spain	Spain, Zaragoza City Council
Austria	Italy	RKK	Spain, Zaragoza Regional Government
Azerbaijan	Japan	Romania	Spanish National Committee for UNRWA
Bangladesh	Jordan	Russia	Sweden
Bank of Palestine	Kazakhstan	Saudi Arabia	Switzerland
Belgium	Republic of Korea	Save the children	Syria
Bulgaria	Kuwait	Secours Islamique France (SIF)	Tamer Family Foundation
Canada	Landmark Amman Hotel	Slovakia	Thailand
CERF	Latvia	Slovenia	The Big Heart Foundation
Chile	Lebanon	Spain	The Clarke Education Foundation
China	Liechtenstein	Spain, Andalucia Government	The International Arab Charity
Cyprus	Lithuania	Spain, Andalucia Parliament	The National Board of Zakat (Baznas), Indonesia
Czech Republic	Luxembourg	Spain, Aragon Government	The United Church of Canada
Denmark	Malaysia	Spain, Asturias Government	Tkiyet UM Ali
Deutsche Bank	Malta	Spain, Baleares Government	TOMS Shoes
Dubai Cares	Mexico	Spain, Barcelona City Council	UAE
European Commission	Monaco	Spain, Basque Government	UK
Directorate-General for	Music Fund	Spain, Bizkaia Regional Government	UNDP
European Civil Protection and	Muslim Hands International	Spain, Castellón City Council	UNESCO
Humanitarian Aid Operations	Netherlands	Spain, Castilla la Mancha Government	UNFPA
(ECHO)	New Zealand	Spain, Castilla y Leon Government	UN-HABITAT
Education Cannot Wait Fund	Norway	Spain, Catalonia Government	UNHCR
Estonia	Novo Nordisk	Spain, Extremadura Government	UNICEF
European Union	OCHA	Spain, Fons Català	UNRWA USA National Committee USA
Fast Retailing CO	OFID	Spain, Galicia Government	Various Private Donors
Finland	Oman	Spain, Gipuzkoa Regional Government	Vitamin Angels
Foundation Secours Humanitaire	Pakistan	Spain, Gran Canaria Regional Government	Welfare Association
France	Palestine	Spain, Madrid Local Council	WFP
Germany	Palestine Islamic Bank	Spain, The Fund of Municipalities of Navarra	WHO
Government of Flanders	Penny Appeal	Spain, Navarra Government	World Diabetes Foundation
Hispanic-Palestinian Medical Association, Spain	Poland	Spain, Oviedo City Council	World Federation of KSIMC
Holy See	Portugal	Spain, Valencia City Council	
Iceland	Qatar	Spain, Valencia Government	
IDB			
India			
Indonesia			
International Committee of the Red Cross			
Ireland			

Annex 2: Programme budget results framework

Strategic Outcome 1: Refugee rights under international law are protected and promoted

Indicator	Baseline (Agency-wide Actual 2017)	Actual 2018 (Agency-wide)	Target 2018 (Agency-wide)
Number of protection (advocacy) interventions targeting including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers	329	480	325
Percentage of protection mainstreaming recommendations from internal protection audits implemented	20.6	35.8	38

Strategic Outcome 2: Refugees' health is protected and the disease burden is reduced

Indicator	Baseline (Agency-wide Actual 2017)	Actual 2018 (Agency-wide)	Target 2018 (Agency-wide)
Average daily medical consultations per doctor	78.1	82	77.61
Number of HCs fully implementing the e-Health system	122	129	130
Number of EPI vaccine preventable disease outbreaks	0	0	0
Percentage of targeted population screened for DM (aged 40 years and above)	20.8	21.7	21.9
Percentage of UNRWA hospitalization accessed by SSNP	20.50	16.2	20.9
Percentage of HCs meeting UNRWA facilities protection design standards	52.4 (excl. SFO)	57.5	56.9

Strategic Outcome 3: School-aged children complete quality, equitable, and inclusive basic education

Indicator	Baseline (Agency-wide Actual 2016/17)	Actual 2017/18 (Agency-wide)	Target 2017/18 (Agency-wide)
Cumulative drop-out rate (elementary)	1.17 (incl. SFO)	0.78 (incl. SFO)	1.25 (incl. SFO)
	1.28 (excl. SFO)	0.87 (excl. SFO)	1.33 (excl. SFO)
Cumulative drop-out rate (elementary) – male	1.51 (incl. SFO)	1.02 (incl. SFO)	1.72 (incl. SFO)
	1.64 (excl. SFO)	1.13 (excl. SFO)	1.84 (excl. SFO)
Cumulative drop-out rate (elementary) – female	0.82 (incl. SFO)	0.55 (incl. SFO)	0.78 (incl. SFO)
	0.90 (excl. SFO)	0.60 (excl. SFO)	0.83 (excl. SFO)
Cumulative drop-out rate (preparatory)	2.87 (incl. SFO)	2.34 (incl. SFO)	2.84 (incl. SFO)
	3.11 (excl. SFO)	2.53 (excl. SFO)	3.04 (excl. SFO)
Cumulative drop-out rate (preparatory) – male	3.63 (incl. SFO)	2.82 (incl. SFO)	3.27 (incl. SFO)
	3.92 (excl. SFO)	3.05 (excl. SFO)	3.47 (excl. SFO)
Cumulative drop-out rate (preparatory) – female	2.11 (incl. SFO)	1.87 (incl. SFO)	2.41 (incl. SFO)
	2.30 (excl. SFO)	2.01 (excl. SFO)	2.62 (excl. SFO)
Number of textbooks reviewed using UNRWA Curriculum Framework	354	465 (excl. projects) 1,785 (incl. projects)	N/A

Proportion of classes exceeding thresholds (less/or equal 25; more than 40) students	43.66 (>40) 5.37 (≤25)	48.20 (>40) 5.54 (≤25)	38.88 (>40) 5.97 (≤25)
Percentage of schools meeting UNRWA facilities protection design standards	25.5 (excl. SFO)	29.9 (excl. SFO)	28.6 (excl. SFO)

Strategic Outcome 4: Refugee capabilities strengthened for increased livelihood opportunities

Indicator	Baseline (Agency-wide Actual 2017)	Actual 2018 (Agency-wide)	Target 2018 (Agency-wide)
Percentage of SSNP students enrolled in VTCs, FESA/ESF	29.43 (VTCs) 36.9 (FESA) 9.41 (ESF)	32.92 (VTCs) 63.78 (FESA) 11.03 (ESF)	26.65 (VTCs) 36.9 (FESA) 14.63 (ESF)
Percentage of VTC graduates employed	80.69	79.77	81.79
Percentage of VTC graduates employed - male	85.60	83.17	85.64
Percentage of VTC graduates employed - female	72.78	74.00	75.28
Percentage of FESA/ESF graduates employed	89.08	86.90	84.50
Percentage of FESA/ESF graduates employed - male	87.37	90.48	86.67
Percentage of FESA/ESF graduates employed - female	89.47	85.76	84.01
Total number of clients with loans	38,595	38,183	46,745
Total number of microfinance loans to refugees	13,756	13,052	16,326
Number of FTEs created from ICIP interventions	2,430.2 (excl. SFO) 2,630.3 (incl. SFO)	2,411.6 (excl. SFO) 2,533.1 (incl. SFO)	2,315.0 (excl. SFO)
Number of partnerships established in support of livelihood activities for vulnerable Palestine refugees	34 (excl. SFO)	18 (excl. SFO)	29 (excl. SFO)

Strategic Outcome 5: Refugees are able to meet their basic human needs of food, shelter and environmental health

Indicator	Baseline (Agency-wide Actual 2017)	Actual 2018 (Agency-wide)	Target 2018 (Agency-wide)
Percentage of SSNP beneficiaries who are abject poor	64.5 (excl. SFO)	64.5 (excl. SFO)	76.5 (excl. SFO)
Percentage of poor individuals that receive social transfers through the SSNP (*: Estimate)	14.62 (excl. SFO)	14 (excl. SFO)	14.2* (excl. SFO)
Percentage of substandard shelters rehabilitated out of total substandard shelters identified for poor	6.9 (excl. SFO)	9.4 (excl. SFO)	9.6 (excl. SFO)
Beneficiaries' satisfaction level with rehabilitated shelters	79.2 (excl. SFO)	86.6 (excl. SFO)	75 (excl. SFO)

Strategic Outcome 6: Management and operational effectiveness

Indicator	Baseline (Agency-wide Actual 2017)	Actual 2018 (Agency-wide)	Target 2018 (Agency-wide)
Implementation rate of DIOS audit and evaluation recommendations	53	43	70
Percentage of DIOS investigations issued within prescribed timeframe	68	45.7	70
Percentage of UNRWA installations receiving two or more neutrality inspections annually	100 (excl. SFO)	99 (excl. SFO)	100 (excl. SFO)
Percentage of ES and strategic unit staff (of those recruited and in place) that receive HRCRT training	100	91.67	100
Percentage of senior positions held by women (area staff)	26	27	32
Percentage of senior positions held by women (international staff)	45	44	46

Annex 3: Syria regional crisis response results framework

Syria Sector-Specific Interventions

Strategic Priority 1: Preserve resilience through provision of humanitarian assistance

Outcome/ Output	Indicator	Actual	Target
Cash Assistance for essential needs			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crises.	Number of Palestine refugees receiving one or more UNRWA emergency assistance interventions	405,644	418,000
Palestine refugees in Syria are provided with relief assistance	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex)	405,644 (212,469 female; 193,175 male)	418,000
	Number of Palestine refugees provided with in-kind assistance during the last completed distribution round	395,499	418,000
	Number of Palestine refugees receiving NFIs	35,000	34,000
	Number of displaced people receiving shelter at UNRWA facilities	0	1,500

Strategic Priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services

Livelihoods (Vocational Training and Microfinance)

Improved access to livelihood opportunities for Palestine refugees.	Number of students completing long-term vocational training courses (disaggregated by sex)	0	400
	Number of students completing short-term courses (disaggregated by sex)	0	2,000
Palestine refugees in Syria and Syrians receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (disaggregated by sex)	0	11,000
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of Palestine refugees enrolled in long-term training	0	1,200

Emergency Health

The impact of the crisis on health services for refugees is reduced	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	853,996	1,017,000
Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	842,158 (451,978 female; 390,180 male)	1,000,000
	Number of Agency HCs, HPs and mobile clinics	26	27
	Number of UNRWA hospitalizations accessed by Palestine refugee patients	11,838	17,000
	Percentage of HCs with no stock-out of 12 tracer items	78.13%	100%

Education in emergencies

Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of students graduating from basic education	3,213 (1,722 girls; 1,491 boys)	3,200
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	40,954 (20,363 girls; 20,591 boys)	39,900
Palestine refugee students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	49,682 students (24,438 female; 25,244 male)	48,100
Palestine refugee students are provided with PSS	Number of school-age children receiving PSS	40,465 (20,320 female; 20,145 male)	30,000

Palestine refugee students are provided with educational and recreational materials and activities	Number of Palestine refugee students provided with educational/recreational materials (SLMs, back-to-school kits, PSS/recreational kits, stationery)	49,682 students (24,438 female; 25,244 male)	48,100
Protection			
Strengthened prevention and protection response for Palestine refugees.	Number of older people who received PSS support (disaggregated by sex)	872 (452 female, 420 male)	1,000
	Number of individuals trained on mine risk awareness (disaggregated by children, staff and community members)	52,326 ²⁰⁹	1,000
	Number of UNRWA staff members and volunteers trained on protection	2,296 ²¹⁰	200
	Number of Palestine refugees provided with legal assistance and referrals	2,467	800
Environmental Health			
Public health needs of the affected population are met	Percentage of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation work	100	100%
Affected populations are provided with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene.	Percentage of IDPs receiving potable water during displacement in UNRWA shelters	100	100%
Strategic Priority 3: Strengthen humanitarian capacity, coordination and management			
Safety and Security			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements	Percentage of security risk assessments completed for programmes and projects at field level	100%	100%
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees	Number of staff trained on safety and security (SSAFE)	456 SSAFE (285 WSAT)	100
Emergency Repair and Maintenance of UNRWA Installations			
UNRWA installations repaired or maintained for continued provision of services	Number of UNRWA facilities rehabilitated or repaired	68	160

Annex 4: Syria regional crisis response status updated risk register

Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Status Update		
					Syria	Lebanon Jordan	
Strategic / Programmatic							
<ul style="list-style-type: none"> Continuous and unpredictable changes in the operating environment. Programmatic and implementation targets partially achieved. Effectiveness in management and governance declines. Delay with reform implementation. 	<ul style="list-style-type: none"> Political and security realities of protracted Syrian conflict Inadequate operational or programmatic capacity to implement plans Lack of proper assessment, planning and/or monitoring of plans Lack of ownership, inadequate accountability and resistance to targeted results Interference and weak capacity Referral service needs unmet qualitatively and/or quantitatively. 	<ul style="list-style-type: none"> Higher risk of exposure to violence and insecure environment Failure to meet and demonstrate results to stakeholders Programme quality is compromised Policy decisions not based on evidence or reliable data Legal cases against UNRWA Stakeholder confidence in UNRWA declines. 	<ul style="list-style-type: none"> Strengthen community engagement, fundraising and advocacy. Enhance partnerships with national and international organizations for efficiency and effectiveness. Strengthen project management across departments. Strengthen adherence to PCM (develop and utilize work plans and logical framework). Institutionalize humanitarian PCM and financial programme monitoring. Strengthen communication with key stakeholders. Continuous capacity building provided to staff Budget and results reviews and corrective management. 	<ul style="list-style-type: none"> Monitoring security updates Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews and financial monitoring through monthly management meetings Regular monitoring of reform strategies through annual work plan and report Periodic review and update of UNRWA risk register. Periodic monitoring undertaken through Quarterly Management Reviews, semi-annual Results Reviews and monthly budget reviews 	<ul style="list-style-type: none"> Quarterly Management Reviews continued to be implemented in 2018 and assisted in: (i) tracking and quality assuring results; and (ii) improving programme management and decision-making. The PAC and the Project Review Committees were set up in late 2017 to improve the management of projects and support monitoring of activities, reforms, budgets and programme related issues. Regular quarterly meetings were conducted in 2018, and regular follow up meetings conducted. The project management team was strengthened under the Programme Support Office (PSO) to include donor relations and reporting staff; project coordination and project management staff, supported by an M&E Officer. The Issue Log was maintained to assist SFO Front Office and PSO in tracking / solving identified problems (obstacles to programmes/project implementation). 	<ul style="list-style-type: none"> Quarterly review meetings and monthly project reviews are held. The general security situation was relatively calm in the country with no serious security incidents reported. In October 2018, heavy armed clashes in Mieh Mieh camp resulted in several casualties, displacement and service disruption. In general, the situation remains fragile and unpredictable with the potential to escalate to major confrontations, particularly in EHC. In regards to civil unrest, there was a decrease in security incidents targeting UNRWA installations during 2018. Demonstrations forced the Agency to occasionally close its installations, without any significant impact on service delivery. 	<ul style="list-style-type: none"> Upon agreement between the Governments of Syria and Jordan, Al Nasib border was re-opened in October 2018. Monthly, quarterly and mid-year reviews continue to be regularly conducted to monitor and assess progress towards achievement of planned targets. No major security incidents occurred/ reported.

					<ul style="list-style-type: none"> Quarterly expenditure review meetings at the level of the front office with the service departments were conducted on quarterly basis in 2018. 	<ul style="list-style-type: none"> LFO Strategy on Partnership and Coordination was shared with partners. Meetings were held on a quarterly basis in order to maximize the impact of UNRWA services and to guide cooperation and coordination with partners particularly in sectors where gaps in service delivery have been identified. PDM reports were regularly developed to track programme outputs and outcomes. 	
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<p>Financial</p> <ul style="list-style-type: none"> Deficit in donor aid commitment to the regional response plan. Decline in purchasing power (exchange rate fluctuation and inflation). Efficiency of expenditures declines. 	<ul style="list-style-type: none"> Donor fatigue and de-prioritization of humanitarian response in Syria. Humanitarian needs exceed international response. Competition from other emergencies or regional issues Limitations in adequacy of audit and oversight functions. Ongoing economic contraction, aggravated by insecurity and/or sanctions. 	<ul style="list-style-type: none"> Shortfall in donor contribution for Syria. Inability to respond adequately to the increased needs of PRS Increase in staff dissatisfaction. Fiduciary risks in operational implementation. 	<ul style="list-style-type: none"> Intensive and regular engagement with donors and international stakeholders. Strategic approach to fundraising. Prioritization of key projects. Robust financial and management systems in place. Audit and oversight provided and recommendations are implemented. 	<ul style="list-style-type: none"> Communication with donors (private/institutional) is more consistent and of higher quality. Audit and oversight monitored through UNRWA systems of review and response. Budget hearings and project prioritization processes held annually Regular budget monitoring processes are held. 	<ul style="list-style-type: none"> SFO participated in the full range of budget monitoring activities, including budget hearings ahead of the fiscal year. Quarterly budget expenditure reviews also supported the monitoring of project and programme budget expenditure rate in order to assist in prioritization of projects. Quarterly programme priorities were set and monitored on a monthly basis to optimise the use of resources. Forty-nine projects were active and funded in 2018, the vast majority of which responded to priorities outlined in the Syria HRP. Regular communication with donors was maintained by UNRWA in Syria as well as in Beirut. Additional updates to donors were provided through emails and briefings conducted in the field office. SFO is on track and on time in terms of budget expenditure. This was achieved through the implementation and monitoring of the Humanitarian Operation Plan based on planned intervention and funding forecast. 	<ul style="list-style-type: none"> Thanks to increased fundraising efforts, such as the launch of the #DignityIsPriceless campaign, the Agency received around 58 per cent of the requested funding for Lebanon against the 2018 EA requirements of US\$ 61.1 million. Bi-monthly humanitarian snapshots produced and circulated to update on key facts and figures of the EA. LFO is currently implementing the Strategy on Partnership and Coordination in order to maximize the impact of UNRWA services on Palestine refugees and to guide cooperation and coordination with partners, particularly in sectors where gaps in service delivery have been identified. 	<ul style="list-style-type: none"> New targeting mechanism for cash assistance has been implemented starting June 2018 which resulted in decrease of 75% of the monthly entitlement of cash assistance for approx. 57% of total eligible PRS in Jordan. Grievance mechanism has been put in place. Over 700 appeals were received from PRS following the decrease in their cash entitlements.
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<p>Hazards</p> <ul style="list-style-type: none"> Escalated conflict and/or natural disasters Heightened physical threats to refugees, staff and UN facilities (personal safety). Further displacement of Palestine refugees from camp and gatherings. Area staff rules and regulations for safety and security are not covered by UN security framework. Deteriorating infrastructure maintenance leads to unsafe working conditions. 	<ul style="list-style-type: none"> Increased threat, violence-related injuries and displacement of UNRWA refugees. Increased staff flight and fatigue. Damage to and loss of UNRWA assets. Reduced access to beneficiaries, installations, camps and gatherings. Lack of adequate duty of care standards on safety and security. Partial or complete evacuation of international staff. 	<ul style="list-style-type: none"> Establish field-specific plans to mainstream safety and security. All staff are fully trained on security and safety. Coordination with partners and within the United Nations Country Team (UNCT) strengthened to ensure flexibility in modes of delivery and alternative supply routes. Coordination with authorities, the Office of the Special Envoy and, as possible, other parties controlling access. 	<ul style="list-style-type: none"> Regular use of security updates and information management system. Ongoing analysis and collection of security information. Close coordination with UN Security Management Team and other UN security teams. 	<ul style="list-style-type: none"> The Security Information Management System (SIMS) is fully operational in Syria. It is completed at Field Office level by the FSRM Unit. All incidents affecting UNRWA staff, assets, and installations that are reported to the Safety and Security Division are entered into SIMS as soon as a clear picture of the incident is available. SSAFE training is compulsory for all international staff working or conducting field missions in Syria. In addition, area staff is also enrolled on SSAFE trainings, slots permitting, in order to enhance security awareness and inform decision making. The FSRM conducted security assessments for all field missions as well as areas that had not been accessed for a long time since the beginning of the conflict, in order to advise on the safety of staff and beneficiaries upon resumption of activities. 	<ul style="list-style-type: none"> Tensions between PLO and Alliance (Hamas) factions are creating a vacuum in leadership. This limits effective communication and coordination between the factions and UNRWA. Despite the relative calm in Palestine refugee camps during the reporting period, in October 2018 the situation escalated in Mieh camp, adjacent to EHC, with armed clashes leading to casualties, displacement and a disruption of services. The LFO Contingency Plan, which has been finalised at the beginning of 2018, was tested through an emergency simulation exercise held in June 2018. An emergency preparedness workshop was also conducted prior to the simulation. Both events were geared towards strengthening the Agency's emergency preparedness and response capacities. UNRWA also partook in the preparation of the HCT Contingency Plan 2019. 	<ul style="list-style-type: none"> Through a 100 per cent compliance rate during the reporting period, the Agency continued to operate in accordance with UNDSS guidelines in Jordan. As per DSS guidelines, regular safety and security advisories and updates were provided to UNRWA staff in Jordan. JFO maintained solid relationships with relevant government security organs. The target for completion of security risk assessments for programmes and projects at field level was not met due to lack of resources.
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Operational							
<ul style="list-style-type: none"> Lack of adequate human resources/capacity. Sustained disruption and/or inadequacy of power supply. Access and transportation routes to areas compromised by insecurity. Lack of adequate and reliable suppliers for essential supplies and services within Syria. National banking systems reduce in capacity or collapse. Sustained disruption of information, communication and technology services (ICT). Procurement related fiduciary risks. Breach (real or perceived) in neutrality and staff code of conduct. 	<ul style="list-style-type: none"> Displacement of staff families and destruction of homes. Flight of technically qualified staff from Syria. Lack of reliable markets combined with crippling impact of economic sanctions. Expanding areas of insecurity and/or limited access in Syria. Lack of adequate state and financial institutional capacity to support operations. Lack of capacity and/or resources in ICT support functions. Lapses in adherence to Agency policies and procedures. Misuse of goods or assets for activities other than those intended. 	<ul style="list-style-type: none"> Inability to respond adequately and timely to growing needs with quality services and assistance. Constant feeling of insecurity and low morale and recruitment challenges. Unstable local markets undermine the Agency's ability to procure goods and services locally. Disruption to business continuity. Poor systems in place to support service delivery, management and oversight and informed decision-making. UNRWA becomes target for violence. 	<ul style="list-style-type: none"> Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response. Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies. Business continuity plans in place dealing with emergency and crisis situation. Establish contingency remote and decentralized management structure. Develop options and alternative transportation and importation routes. Maintain dual procurement tracks (local and international). Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts. 	<ul style="list-style-type: none"> Emergency staff rosters regularly updated. Regular review of business continuity plan. Periodic review of programme criticality and essential staff. Periodic review of procurement contracts. 	<ul style="list-style-type: none"> Daily paid workers remain the most common engagement mechanism to fill existing vacancies and new functions, however a regularization exercise took place in 2017 and continued in 2018 to review all daily paid posts, aiming at providing better job security to staff and better service to refugees. SFO negotiated an exemption from the government as a response to the decision taken in 2017 to restrict procurement of drugs internationally. UNRWA was granted flexibility of procuring both locally and internationally. SFO has emergency staff rosters in place to enable timely recruitment of staff. SFO has contingency plans in place. 	<ul style="list-style-type: none"> During the reporting period, LFO has made unprecedented progress with the NBC reconstruction project, reaching ahead of plan status while remaining on budget. This has been achieved through speeding up the tendering process, extending work shifts, completing the validation process and assigning the detailed design and tender documents. However, in the event of underfunding, the NBC reconstruction will be affected, and a resumption of protests is to be expected, which could additionally constrain the Agency's operations. Demonstrations in NBC, due to the poor quality of water (high salinity) and water shortages, partially affected the operations without major consequences for the progress of the projects. The LFO Business Continuity Plan is being reviewed on a quarterly basis in order to determine possible shortcomings, challenges as well as relevant mitigation measures which would allow for continuing operations in emergencies. Due to underfunding, no security training for senior staff members was conducted. 	<ul style="list-style-type: none"> Due to funding shortfalls, UNRWA suspended the recruitment of all vacant positions under the Limited Duration Contract modality. Key positions in the Emergency Coordination Unit, such as Senior Emergency Coordinator, Projects Reporting Officer and front line staff (eight Social Workers) remain not filled.

	<ul style="list-style-type: none"> • The EA 2018 critical needs have been covered through available funding. • LFO is continuously conducting trainings and is engaging in dialogue with the community as a part of the Neutrality Framework implementation. 						
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<p>Socio-Political</p> <ul style="list-style-type: none"> Higher expectation from refugees than UNRWA capacity and mandate allows for. 	<ul style="list-style-type: none"> Lack of understanding of UNRWA mandate and capacity. Constrained operational environment resulting from limited funding and lack of access. Inadequate/misinformation regarding UNRWA service provisions. Expanding needs as a result of the protracted crisis. 	<ul style="list-style-type: none"> Growing administrative burden as a result of increased appeals/complaints. Unfavourable social media coverage. Exposure of staff to threats and violence. Interference with programme delivery. Demonstrations and protests. 	<ul style="list-style-type: none"> Strengthen relationship with and participation of community and IDP leaders and committees. Maintain dialogue with all stakeholders. Improve communication with staff, beneficiaries, host communities, donors and governments. Active outreach activities. 	<ul style="list-style-type: none"> Assessments and informal survey of Palestine refugees' satisfaction. Effective complaint and appeal mechanism. Staff reporting on incidents and complaints. 	<ul style="list-style-type: none"> UNRWA produces monthly snapshots to update stakeholders on the funding received, expenditure pattern and beneficiaries reached. This is meant to highlight the successes and needs on the ground. UNRWA conducts regular meetings with GAPAR to discuss the needs of Palestine refugees as well as share the funding status. This is followed up through a biweekly report submitted to GAPAR as well as a quarterly report shared with MOFA. Coordination with GAPAR on the response to rapid emergencies and other programmatic changes. UNRWA works closely with the community in their places of residence through committees such as Parents and Teachers Association to help in the management of schools. UNRWA SFO has a communication department, which produces material for different audiences in the form of videos and summaries. UNRWA collects consent forms before taking any pictures of refugees. 	<ul style="list-style-type: none"> The Agency continues to maintain its accountability to Palestine refugees through consultation meetings with Popular Committees, UNRWA programmes, women's committees and community representatives, all of which have taken place during the reporting period. 	<ul style="list-style-type: none"> The Emergency Coordination Unit continues implementing bi-annual Post Distribution Monitoring Exercises to understand how responsive PRS are to the UNRWA cash assistance services (level of satisfaction) and to identify measures to improve the delivery of service. JFO communicates with PRS through front line staff, in addition to sending informative SMS related to the cash distribution or any other service. Protection cases related with GOJ's non-admission remain the most critical, requiring UNRWA continuous follow up and coordination with UNHCR and the GoJ.
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		<ul style="list-style-type: none"> Beneficiaries receive SMS UNRWA Emergency Operations Support Team to inform them about the time for cash and food distributions as well as the duration of each assistance round. UNRWA has a complaint mechanism in place and a hotline for beneficiaries to register their complaints. 					
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Annex 5: oPt EA Results Framework

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: The severity of refugee food insecurity is tempered

Output	Indicator	Actual	Target
Refugee households living in poverty meet their most basic food requirements	Number of refugees living beneath the abject-poverty line of US\$1.74 per day who received emergency food assistance	584,574 (290,946 female, 293,628 male)	526,856 (262,413 female, 264,443 male)
	Number of refugees living between the abject-poverty line of US\$ 1.74 per person per day and the absolute-poverty line of US\$ 3.87 per person per day who receive emergency food assistance	349,405 (173,654 female, 175,751 male)	397,454 (198,027 female, 199,427 male)
	Percentage of caloric needs for the abject poor that are met through food distributions	79.76%	80%
	Percentage of caloric needs for the absolute poor that are met through food distributions	42.95%	43%

Emergency CfW

Outcome: The severity of refugee food insecurity is tempered

Palestine refugees earn wages to cover their basic food needs	Number of workdays generated	688,235	5,536,232
	Number of FTEs created	2,393	19,223
	Number of refugees benefiting from short-term CfW	10,171 (3,633 female 6,538 male)	54,121 (13,839 female, 40,282 male)
	Total value provided to CfW beneficiaries	US\$ 8,002,330	US\$ 63,678,628

Support for Resilient Livelihoods

Outcome: The resilience and self-reliance of vulnerable groups, including vulnerable women, is enhanced

Support is extended to CBOs that assist vulnerable groups.	Number of official partnerships in support of vulnerable groups	0 ²¹¹	14
	Number of refugees with disabilities supported	0	6,344 (2,868 female, 3,476 male)
	Number of refugees supported through UNRWA Women's Programme Centres	0	5,789 (4,704 female, 985 male)

Strategic Priority 2: Palestine refugees enjoy their rights to critical services and assistance

Emergency Health

Outcome: Crisis-affected refugees enjoy their right to health

Crisis-affected refugees have access to secondary and tertiary health care.	Number of poor refugee patients receiving secondary or tertiary health care	1,968 cases (1,604 female, 364 male)	14,000
Crisis-affected refugees have access to PHC.	Percentage of UNRWA HCs with no 'stock-out' of 12 tracer items	79.7%	100%
Crisis-affected refugee students receive medical support.	Percentage of students who receive support as a result of in depth medical assessments	99% (39% female, 59% male)	100%

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence are countered through a supportive learning environment where refugee students can realize their potential

Refugee students with additional learning needs in Arabic and mathematics are supported to overcome their learning challenges.	Number of support teachers hired to facilitate students' education in Arabic and mathematics	605 (365 female, 240 male)	1,000 (400 female, 600 male)
	Number of children supported by additional learning in Arabic and mathematics	62,646 ²¹² (30,462 female, 32,184 male)	52,561 (19,122 female, 33,439 male)

Refugee students are provided with learning tools.	Number of Palestine refugee students provided with educational materials (SLM, back-to-school kits, PSS/recreational kits, stationery) each semester	271,900 (131,553 female, 140,347 male)	271,900 (131,553 female, 140,347 male)
Emergency Water and Sanitation			
Outcome: A critical deterioration in refugee health is avoided through emergency water and sanitation interventions			
Outbreaks of water-borne diseases originating from non-functioning water and sanitation systems are prevented.	Total litres of fuel provided to support WASH facilities	3,144,106	520,000 litres of fuel per month Total: 6,240,000
Outbreaks of water-borne diseases originated by water and sanitation systems not functioning are prevented	Number of critical WASH facilities supported by UNRWA	UNRWA:9 Non-UNRWA:169	UNRWA: 9 Non-UNRWA: 154
	Percentage of identified repairs to damaged and degraded water and wastewater networks in camps carried out	0	100%
Exposure of refugees to vector-borne diseases is reduced	Number of identified mosquito-breeding sites cleared	3	3
	Tons of waste removed from unofficial dumping sites	0	60,000
Emergency Shelter and Shelter Repair			
Outcome: Displaced refugee families are able to access shelter			
DES are established for displaced refugees.	Number of DES established	0	50
Displaced refugee families have increased means to access temporary housing solutions.	Number of internally displaced refugee families receiving TSCA	1,684	2,500
	Percentage of housing cost coverage by TSCA	88%	80%
Refugee families affected by military operations and/or natural disaster are able to return to their homes	Number of families receiving shelter repairs assistance	0	49,700
	Number of families provided with winterisation Assistance	0	5,000
Strategic Priority 3: Palestine refugees are protected from the effects of the conflict and violence			
CMHP			
Outcome: The psychosocial well-being of Palestine refugees is enhanced			
UNRWA students and parents receive PSS	Number of students receiving life skills support	271,900 (131,553 female, 140,347 male)	271,900 (131,553 female, 140,347 male)
	Number of students receiving group interventions	10,808 (5,747 female, 5,061 male)	20,555 (10,278 female, 10,277 male)
	Number of students receiving individual counselling	9,350 (4,120 male, 5,230 female)	13,700 (6,850 female, 6,850 male)
	Number of parents receiving parent education	41,297 (34,232 female, 7,065 male)	10,000 (3,000 female, 7,000 male)
Families and communities receive PSS	Number of adults receiving group interventions	5,684 (5,592 female, 92 male)	5,280 (4,224 female, 1,056 male)
	Number of adults receiving individual counselling	4,397 (3,807 female, 590 male)	4,400 (3,960 female, 440 male)
	Number of adults receiving individual legal counselling	1,566 (1,389 female, 177 male)	1,500 (1,350 female, 150 male)
	Number of adults attending legal advice sessions	2,637 (2,466 female, 168 male)	1,800 (1,620 female, 180 male)
Protection			
Outcome: Refugee enjoyment of human rights is enhanced			
Protection vulnerabilities are mitigated and the most acute needs are effectively addressed.	Number of children provided with targeted support to address situations of exploitation and abuse, especially cases of child labour	0 ²¹³	300
Increased staff capacity to identify and respond to protection needs.	Number of UNRWA staff members trained on protection	779	500

Delegations are fully aware of the impact of the protracted humanitarian crisis in Gaza and its implications for the protection of Palestine refugees.	Number of briefings on the humanitarian and protection environment conducted with visiting delegations	68	30
Gaza SFW			
Outcome: Enhanced physical and psychosocial well-being for children			
Children participate in 2018 SFW.	Number of children that participate in contests	21,330 children (10,692 girls, 10,638 boys)	420
	Number of students participating in Global Camping activities (oPt student exchange)	0	244

West Bank 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

Outputs	Indicator	Actual	Target
Food-insecure refugee households are provided with the means and knowledge to meet their most basic food requirements.	Number of food-insecure refugee households receiving food voucher assistance	7,843	25,833
	Number of food-insecure refugees receiving food assistance	45,887 (22,893 female, 22,994 male)	155,000 (78,275 female, 76,725 male)
	Total value of electronic vouchers provided to food-insecure refugees	US\$ 6,073,772	US\$ 19,158,000
	Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C	36,999	37,000

Emergency CfW

Outcome: The severity of refugee food insecurity is tempered

Food-insecure refugees living inside refugee camps earn short-term wages to cover basic food needs and restore coping capacities.	Number of food-insecure refugee households engaged in CfW	5,913	8,000
	Total number of food-insecure refugees benefiting from CfW assistance	32,944 (16,164 female, 16,780 male)	48,000 (23,520 female, 24,480 male)
	Total value provided to CfW beneficiaries	US \$ 4,996,680	US\$ 10,080,000
	Number of CfW projects realized in camps	0	19

Strategic Priority 2: Palestine refugees enjoy their rights to critical services and assistance

Mobile Health

Outcome: Crisis-affected refugees enjoy their right to health

Palestine refugees facing access and movement restrictions, or located in isolated communities are able to access quality preventative and curative services	Percentage of regular visits conducted per community, as scheduled	97.89%	100%
Access to health services for the vulnerable in remote areas is ensured	Number of communities provided with improved access to health services through mobile health clinics	50	51
	Number of patient consultations provided in mobile health clinics	78,762 (45,015 female, 33,747 male)	98,448 (59,069 female, 39,379 male)

Strategic Priority 3: Palestine refugees are protected from the effects of the conflict and violence
Community Mental Health
Outcome: The psychosocial well-being of vulnerable and marginalized communities is enhanced

Vulnerable and marginalized communities are provided with structured PSS.	Percentage of targeted vulnerable communities provided with counselling or psychosocial activities	100%	100%
	Number of group psychosocial activities/sessions	381	660
	Number of individual, group or family counselling sessions	535	800
	Number of individuals with access to psychosocial and mental health services through mobile mental health units	11,162 (5,576 female, 5,586 male)	11,162 (5,576 female, 5,586 male)
Enhanced awareness of vulnerable and marginalized communities to address emergencies.	Number of community members trained in prevention and response to crises and psychosocial emergencies	8	15

Protection
Outcome: Refugees receive protection from the immediate effects of the conflict/occupation, respect for IHL and IHRL is promoted, and abuses are mitigated

Enhanced systematic follow-up of authorities responsible for IHL violations	Percentage of UNRWA interventions on protection issues that prompt concrete action from the relevant authorities	27.27%	20%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	78.57%	80%
Delegations are better informed to advocate on the protracted crisis affecting refugees	Number of protection (advocacy) interventions that target external actors	146	85
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased	Percentage of vulnerable refugee households impacted by protection threats that re-establish the physical safety and security of their residence after receiving emergency cash assistance	74.17%	50%
	Percentage of refugee households affected by demolitions/evictions that re-establish stable accommodation at the cessation of interventions ²¹⁴	88.23%	50%
	Number of at-risk communities supported by community-driven protection projects	0	12

Gaza, West Bank & Headquarters
Strategic Priority 4: Effective management and coordination of emergency response
Coordination, Safety, Security and Management
Outcome: The emergency response, as funded, is effectively implemented and managed

Outputs	Indicator	Actual	Target
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	2
	Mid-year EA progress report issued within a set period of time after the end of the reporting period	120	120 days
	Draft annual EA report issued within a set period of time after the end of the reporting period	93	120 days

Emergency Preparedness
Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities

The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies.	Number of staff trained in emergency preparedness and response	431 (Gaza) 0 (West Bank)	1,026 (Gaza) 65 (West Bank)
	Number of staff trained in early recovery	0	342 (Gaza)

Neutrality (Gaza)
Outcome: Agency neutrality and integrity is safeguarded

Inspections and training are carried out to safeguard neutrality	Percentage of UNRWA installations receiving two or more neutrality inspections ²¹⁵	66%	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	588 (in-person training)	1,000
	Percentage of noted neutrality breaches addressed and resolved	80%	100%
Neutrality (West Bank)			
Outcome: Agency neutrality and integrity is safeguarded			
Inspections, trainings, interventions and follow-up on access incidents to safeguard neutrality and humanitarian space.	Percentage of UNRWA installations receiving two or more neutrality inspections ²¹⁶	96%	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	70 in person training 3,555 staff trained on social media through the e-course	350
Follow-up and interventions on access incidents are conducted to safeguard humanitarian space.	Percentage of cases where OSO intervention resulted in the safe passage of UNRWA staff, goods and services	33.18%	60%
	Percentage of access incidents to which OSO teams are dispatched	0	10%

Annex 6: oPt EA status updated risk register

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring	Status Update	
				Gaza	West Bank
Hazards					
<ul style="list-style-type: none"> Escalated conflict in Gaza and the West Bank (local and regional in origin) lead to increased humanitarian vulnerability and possible interruptions to the provision of UNRWA services/assistance. Escalation and increase in IHL and IHLR violations affect Palestine refugees and refugee camps. Collapse in reconciliation talks/processes lead to increased internal Palestinian division and greater instability in the oPt. Issues with the reestablishment of the National Consensus Government relating to public servants, the security apparatus and elections. 	<ul style="list-style-type: none"> Increased humanitarian needs among Palestine refugees. Increase in protection issues, violations of IHL/IHLR, fatalities, injuries and people detained due to law enforcement operations or armed conflict. Tightened restrictions in the movement of people, goods and services in and out of the Gaza Strip and access restrictions in the West Bank, including East Jerusalem. 	<ul style="list-style-type: none"> The UNRWA GFO and WBFO have strengthened their emergency and rapid response capacity through the review and improvement of relevant systems. GFO continues to apply lessons from the 2014 hostilities towards revised emergency preparedness. A thoroughly reviewed emergency response manual and related SOPs will strengthen GFO-integrated management and coordination during an emergency. During 2013-2014, WBFO staff participated in emergency response training that focused on needs assessments, response plan preparation and the management of personal security in the field. There are plans to extend emergency response training in 2018. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. GFO and WBFO have minimum-preparedness steps in place, such as updated emergency supply lists, critical/essential staff lists and the ability to utilize the Agency's emergency staff roster. UNRWA coordinates with UNCT/UNDSS to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops. 	<ul style="list-style-type: none"> Close monitoring of the political environment, trends analysis, tracking of protection incidents and early identification of factors that can trigger an escalation. Regular use of the SIMS, including the ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell. Daily media reviews. 	<ul style="list-style-type: none"> The GMR demonstrations further escalated tensions and security concerns in Gaza in the second quarter of 2018. A dedicated database was created by humanitarian actors to track casualties and report on developments and enhance information sharing. Completion of the three outstanding DES was delayed due to a ban on imports of NFIs into Gaza. Reconciliation talks have collapsed, further worsening the political impasse. 	<ul style="list-style-type: none"> During the first half of 2018, fewer incidents affecting refugees were reported across the West Bank, including a decrease in the number of injuries in all camps as well as in demolitions displacing refugees. Demolitions, including punitive demolitions of Palestinian structures remain one of the main forcible transfer risks for communities. However, in the second half of the year, UNRWA has seen an increase in the number of injuries in refugee camps. During the reporting period, UNRWA witnessed an overall decrease in access restrictions in the West Bank and East Jerusalem, although one of UNRWA's mobile health clinics was restricted from accessing a Bedouin community in the Seam zone around Qalqilya. Continuous discussions with the civil-military liaison were conducted through the protection and neutrality unit, contributing to decrease the number of incidents. Due to resource constraints, the responsibility of UNRWA's access and movement monitoring was transferred to the Access Coordination Unit which works under the RC/HC office.

	<ul style="list-style-type: none"> The UNRWA Department of Security and Risk Management works with UNDSS to closely and continuously monitor the political and security situation and allow, where possible, pre-emptive planning for escalations. Security briefings for incoming staff support conduct and behaviour that reduce risk, both for the individual and the Agency. 				
<p>Strategic</p> <ul style="list-style-type: none"> Inadequate funding to meet increasing need. The suspension of dialogue, if sustained, could lead donors to reconsider their long-term commitment. 	<ul style="list-style-type: none"> Service delivery to refugees is interrupted and/or service is not delivered to the most vulnerable. Not meeting expected results due to a reduction in donor assistance. Negative impact on the public perception of UNRWA. Threats to staff/service delivery. 	<ul style="list-style-type: none"> More effective resource mobilization and advocacy. Regular donor briefings. Community outreach/communication. Resource rationalization. Contingency planning. 	<ul style="list-style-type: none"> Engagement with the UNRWA External Relations and Communications Department (ERCD) to track income/pledges. Engagement with ERCD to diversify donors and donor income to the EA. Monitoring of service interruptions and refugee satisfaction and reactions. 	<ul style="list-style-type: none"> 2018 has seen a significant reduction in EA funding prompting the Agency to review and prioritize interventions. The Agency has increased its fundraising efforts, including through the launch of the Dignity is Priceless Campaign to further mobilize funds to cover the EA shortfall. 	<ul style="list-style-type: none"> At the beginning of the year, the critical reduction in funding to UNRWA EA activities in the West Bank put the provision of services at stake. Additional fundraising efforts avoided a disruption in services and all EA funded programmes were delivered in the first half of 2018, with a small delay in the CFW opportunities. However, all EA strategic objectives remained heavily underfunded throughout the year. By the second half of the year, UNRWA was forced to discontinue a number of its emergency interventions which led to the underachieving of targets and letting go of a number of emergency staff.

<p>Operational</p> <ul style="list-style-type: none"> Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks, as well as dissatisfaction towards employment conditions. No clear separation between the responsibilities and authority of the National Consensus Government, the de facto authorities and armed groups. 	<ul style="list-style-type: none"> Industrial action resulting in interruption(s) in service delivery. Misuse of materials and assets. 	<ul style="list-style-type: none"> UN headquarters and field office management have regular meetings with area staff unions to discuss specific issues of staff concern. In case of industrial action, GFO and WBFO are capable of relocating to remote locations with necessary support within 48 hours. Regular updates are provided to stakeholders (staff and institutional partners) to ensure a competent understanding of Agency reforms and structural reorganisation requirements. Constructive staff dialogue is promoted through consultations with supervisors, supervisees and human resource representatives. Access to, and use of, the staff portal and social media platforms for GFO and WBFO staff as a tool for effective staff communication. 	<ul style="list-style-type: none"> Monitoring/documenting key union issues and union messaging. Updates to donors on key developments affecting Agency operations. Periodic review of business continuity plans. Regular interaction and communication with the CG and Executive Office. Regular updates through communication with field office management. Periodic monitoring and review of staff survey results. 	<ul style="list-style-type: none"> Following announcements of funding cuts in the EA, incidents of staff unrest were reported. However, the Agency continued to maintain regular communication with staff on changes to EA programming. Meetings with donors and media at various levels were conducted to update and brief on the EA funding situation and its and implications on programming 	<ul style="list-style-type: none"> During the first half of the year, the Field managed to secure sufficient funding to implement the EA funded programmes. A strike was organised by the Area Staff Union (ASU) in early 2018, although it was not related to EA funded programmes. Access to the compound was restricted for a few weeks. UNRWA implemented measures to ensure relocation and business continuity of critical services, including the delivery of EA funded programmes. During the second half of the year, UNRWA was forced to discontinue a number of EA interventions which required letting go of staff and the interruption of emergency services to a number of refugee communities (in and outside camps). UNRWA developed a communication strategy targeting beneficiaries, PA, DORA and external actors and partners to inform about the changes in EA's interventions.
<p>Financial</p> <ul style="list-style-type: none"> Fiduciary risks in operational implementation. 	<ul style="list-style-type: none"> Donors reduce contributions. The financial viability of projects/programmes is compromised. Dissatisfaction among beneficiaries towards UNRWA due to negative perception of UNRWA operations and potential cuts. 	<ul style="list-style-type: none"> Maintain up-to-date resource management practices, particularly the implementation of a comprehensive enterprise resource planning system. Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes. UNRWA systems are monitored and audited to identify and correct operational and financial risks. Continued bilateral and ad-hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support. 	<ul style="list-style-type: none"> Monthly meetings in GFO and WBFO with their Projects Offices, EA Finance Units, directors and deputy directors to review trends, consider challenges and identify solutions. Quarterly RBM of the effectiveness of EA programme implementation and enacting timely corrections if deviation from budgets / plans is detected. In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs. 	<ul style="list-style-type: none"> Following announcements of funding reductions in the EA, steps have been taken to mobilize project funding to address gaps. Though notable progress has been made, shortfalls still remain, requesting further review and reprioritization. 	<ul style="list-style-type: none"> During 2018, the Field maintained stringent budget monitoring, which entailed monthly control measures to limit fiduciary risks and to ensure that any potential malfeasance is detected and prevented.

Sociopolitical

<ul style="list-style-type: none"> • Real or perceived breach of UNRWA neutrality as a humanitarian actor. • Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance. 	<ul style="list-style-type: none"> • Death or injury of refugees accessing UNRWA services/staff. • Donors reduce financial support. • Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries. • Incursions in UNRWA installations create general insecurity in the refugee community. • Unstable/unfavorable community relationships. • Obstruction of service delivery to beneficiaries. • Exposure of UNRWA staff to threats and compromising situations. • Mistrust towards UNRWA among Palestine refugees who do not receive the expected support. 	<ul style="list-style-type: none"> • In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place. Incidents are protested in writing to the relevant interlocutors. • Controls are in place to ensure all equipment is present and accounted for in order to protect against the misuse of UNRWA assets for criminal, political or military activity. In addition, a car log system protects against theft/misuse of Agency vehicles. • Staff outreach through communications, annual/biannual presentations and workshops on neutrality/access/protection. • Proper inductions are provided for newly hired staff that include training on UN privileges and immunities and humanitarian principles, including neutrality. • Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant. • Interventions with key interlocutors, sometimes jointly with other UN agencies, as appropriate. • Updated and implemented communications plans include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, CSCs and the State of Palestine. • Feedback is sought and stakeholder concerns are addressed. Transparency is improved through stronger community-level engagement. 	<ul style="list-style-type: none"> • Tracking and analysis of neutrality violations in UNRWA installations. • An updated record of staff members trained on humanitarian principles, including neutrality, is kept. • Media analysis and follow-up. • Regular donor contact. • Results of internal surveys and evaluations from non-UNRWA sources. • Staff expectations recorded as part of EA programme design. • Media analysis. • SIMS reporting on incidents and complaints. 	<ul style="list-style-type: none"> • No notable incidents were recorded; UNRWA team monitored neutrality violations and conducted training on neutrality for staff. 	<ul style="list-style-type: none"> • During the reporting period, the Field conducted the roll-out of the Neutrality ToT to all Associate Operation Support Officers. • The Field provided neutrality trainings to total of 70 staff members. • The Protection and Neutrality team continued their neutrality inspections of UNRWA installations; and documented and followed up on any incident compromising neutrality, to maintain and uphold UNRWA's standing as a neutral humanitarian actor. • In 2018, out of the 238 installations 9 (or 3%) were inspected for neutrality purposes four times, while 156 installations were inspected three times. This significant underachievement is due to the fact that neutrality inspections were suspended in the third quarter of the year and only resumed by the start of the fourth quarter.
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			<ul style="list-style-type: none"> • The WBFO emergency unit opened a hotline to enable refugees to enquire about their poverty status and eligibility for CfW and/or food vouchers and to request household visits for new applications and updates. This improves transparency and has reduced frustration, especially at the camp level. It also limits the extent to which camp service officers and other front-line staff are exposed to/deal with complaints regarding emergency assistance. • GFO and WBFO conducted protection audits in 2017 to ensure UNRWA services are delivered in a way that ensures the dignity and protection of beneficiaries is upheld and staff security is strengthened. • The GFO Monitoring and Evaluation Unit conducts independent beneficiary satisfaction surveys that both increase management awareness of areas of discontent among target groups and improves effectiveness and targeting. • The GFO and WBFO team maintains regular contact with beneficiaries, explaining their service access rights and the reasons for any necessary service cuts. • The GFO-reformed poverty assessment system (PAS) enables the Field Office to refine poverty-targeting to identify Gaza's poorest and most marginalized families. The new PAS is more rapid, accurate and fair and includes a robust appeal mechanism. • Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed. 		
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		<ul style="list-style-type: none"> • UNRWA TV is utilized through Director of UNRWA Operations/CG/Deputy Commissioner-General (DCG) programmes on broad issues that also seek to respond to refugee questions. • Field security management and monitoring is ensured through coordination and links with UNDSS. • GFO increased outreach efforts through Communications with Communities that provides refugees greater access to information on UNRWA activities, service access rights and rationale for the distribution of available funds, while also ensuring refugees' voices are heard and taken into account in decision-making processes related to the provision of humanitarian services. • GFO regular meetings with Palestinian Refugee Committees 			
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Risks Specific to GFO				
Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	
			Status update	
Sociopolitical <ul style="list-style-type: none"> Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza. 	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies. 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays in the receipt of commodities. Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays. Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza. Support is sought from the international community and donors to use their position to advocate for the unhindered access of humanitarian assistance into Gaza. As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained. 	<ul style="list-style-type: none"> Clear external reporting on the impact of access barriers on programme delivery. Regular communication with the Israeli authorities. Analysis of incidents and trends. Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel. Monitoring of the media and dialogue with local economic actors. 	<ul style="list-style-type: none"> The escalation of violence following the GMR demonstrations saw also significant delays in the importations of materials into Gaza. The Agency continues to engage the Israeli authorities in coordination with other actors.
<ul style="list-style-type: none"> Political interference in UNRWA activities. 	<ul style="list-style-type: none"> Delays in the implementation of activities, with possible cancellations. 	<ul style="list-style-type: none"> The humanitarian purpose and neutrality of UNRWA interventions are highlighted to stakeholders. Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate. Close observance of, and constant reminders provided on the UNRWA mandate and scope of work. Reporting mechanisms from all programmes and installations to inform on incidents of interference in UNRWA activities. Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions. 	<ul style="list-style-type: none"> Recording and analyzing incidents. Maintain regular contacts with key stakeholders, including donors. Depending on the case, and if required, communicate publicly. 	<ul style="list-style-type: none"> No notable incidents were reported. False or unsubstantiated media reports on the role of UNRWA in the GMR demonstrations were responded to by the Agency.

<ul style="list-style-type: none"> • Collapse in unity talks between Hamas and Fatah, worsening the political divide. 	<ul style="list-style-type: none"> • Possible escalation of violence and conflict in Gaza due to increased internal divisions. • Further tightening of restrictions in the movement of people, goods and services in and out of the Gaza Strip. • Deterioration of socioeconomic conditions among refugees in Gaza resulting in increased pressure on UNRWA and humanitarian actors. 	<ul style="list-style-type: none"> • In coordination with UNDSS, close monitoring of the political and security situation to strengthen contingency planning and, where possible, allow pre-emptive planning for escalations. • Continued coordination with the UNCT/UNDSS to ensure maximum coverage and efficiency. • UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. 	<ul style="list-style-type: none"> • Collaborate with other humanitarian partners in monitoring the political environment and in the early identification of factors that can trigger an escalation. • Regular use of the SIMS, including the ongoing collection and coordination of security data through the UN Security Management Team. • Daily media reviews. 	<ul style="list-style-type: none"> • Talks have collapsed further worsening the socio-economic context in Gaza as salary and electricity cuts deepen.
Financial				
<ul style="list-style-type: none"> • Decline in purchasing power and persistent high unemployment rates and rising food prices in local markets. 	<ul style="list-style-type: none"> • Increased Palestine refugee needs. • Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. 	<ul style="list-style-type: none"> • Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified. • UNRWA has moved from a status to a poverty-based targeting system, with beneficiaries in Gaza targeted solely through a proxy-means benchmarking mechanism in line with international best practice. • Through the PAS, the Agency conducts a large-scale reassessment process for its food assistance caseload to best capture and respond to the needs of families coping with unexpected shocks that affect their ability to meet basic caloric requirements. • Strengthened/planned procurement processes ensure the better anticipation of requirements and thus lower prices. 	<ul style="list-style-type: none"> • Monthly price monitoring system (collection of prices for key food commodities). • Socioeconomic analysis carried out by the UNRWA Planning and Programme Support Unit using PCBS data on the labour force, national accounts, poverty and prices, as well as other primary and secondary sources. • Information provided by other humanitarian actors. 	<ul style="list-style-type: none"> • Quarterly updates have continued monitoring socio-economic conditions in Gaza.
<ul style="list-style-type: none"> • Disruption to the effective functioning of the GRM. 	<ul style="list-style-type: none"> • Increased monitoring/implementation costs for UNRWA. • Increased/ongoing TSCA caseload. • Public frustration over stalled recovery/reconstruction. 	<ul style="list-style-type: none"> • Enhanced efforts to secure funding for self-help repair/reconstruction. • Possible use of contracted construction to meet shelter needs. 	<ul style="list-style-type: none"> • Monthly shelter tracker, engagement with GRM stakeholders. 	<ul style="list-style-type: none"> • Delays were experienced and stakeholder engagement is ongoing.
Environmental				
<ul style="list-style-type: none"> • Worsening of environmental problems due to the energy crisis. 	<ul style="list-style-type: none"> • Water crisis becomes irreversible (Gaza 2020). • Steps taken by international actors do not equally benefit refugees. • Families use makeshift power solutions that put them at risk. 	<ul style="list-style-type: none"> • Increased focus on and investment in environmentally sustainable solutions (e.g. desalination plants, solar panels). • Prevention measures, such as those to counter flooding. • Advocacy and engagement of local and international stakeholders on solutions around the crisis. 	<ul style="list-style-type: none"> • UNRWA internal installation report. • Information provided by other humanitarian actors. 	<ul style="list-style-type: none"> • Electricity cuts persisted during the period. UNRWA and other humanitarian partners continue to fundraise to cover fuel needs for critical health and WASH services.

Risks Specific to WBFO	Event	Consequences	Mitigation/Coping Mechanisms	Monitoring	Status update
Programmatic	<ul style="list-style-type: none"> Further economic deterioration in the West Bank and a decline in purchasing power due to high unemployment rates and rising food prices in global and local markets. Increased IHL and IHRL violations affecting Palestine refugees and refugee camps. Fiduciary risks in operational implementation. 	<ul style="list-style-type: none"> Increased food insecurity among Palestine refugees. Difficulties in meeting humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need. Increased protection threats, humanitarian need and reliance on humanitarian assistance. Increased tension and frustration of refugees in the West Bank in the event of service cuts. 	<ul style="list-style-type: none"> Strategy developed/being implemented to move beneficiaries from dependence on aid towards economic empowerment through more sustainable programming and an emphasis on livelihoods and self-reliance. A more diversified and effective food security programme was implemented in 2014 (to date) to ensure cost-efficiency and a comprehensive response based on priority needs. This includes the introduction of electronic food vouchers for food-insecure refugees living outside camps. Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are always assisted first. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Economic, household and labour market analysis conducted by UNRWA or other actors. Following trends and discussions through active participation of WBFO in the Food Security Sector and Food Security Analysis Unit. 	<ul style="list-style-type: none"> During the reporting period, the Field monitored all programmes on a quarterly basis, to ensure they are according to plan, and to assess any developments within the West Bank and East Jerusalem. UNRWA field offices were active in all the clusters, participating to discussion on situational developments and needs analysis, amongst others, especially considering the changes and the discontinuation of UNRWA emergency programmes. The Field monitored discussions and reports released by relevant external actors, as well as documenting breaches of IHL and IHRL to detect trends and conduct analysis. The security situation in the West Bank negatively impacted the refugee community through injuries, fatalities and damages to people's property.
Strategic	<ul style="list-style-type: none"> Failure to respond to the needs of refugees to improve their conditions / further build their resilience. 	<ul style="list-style-type: none"> Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience. 	<ul style="list-style-type: none"> UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programme implementation progress. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system. Review through EA reporting mechanisms. 	<ul style="list-style-type: none"> In the first half of 2018, WBFO implemented its programmes as planned, verified through quarterly monitoring and review meetings. However due to the lack of funds to the oPt EA, UNRWA was forced to discontinue some of its emergency interventions which resulted in the underachievement of the related targets. The Field has continued to discuss internally and with the clusters how to effectively assist the most vulnerable Palestine refugees considering the changes and the discontinuation of emergency programmes.

<p>Sociopolitical</p> <ul style="list-style-type: none"> Practices of and rules imposed by the Israeli authorities related to the occupation affect the ability of UNRWA to effectively implement emergency programming in Area C, including in closed military areas. Political tensions and dialogue are affected due to the negative perception of a perceived or actual reduction in UNRWA services. 	<ul style="list-style-type: none"> Disruptions in service provision / the ability of UNRWA staff to deliver services. Obstruction of donor-funded structures in Area C due to the lack of building permits. 	<ul style="list-style-type: none"> WBFO liaises with the Israeli authorities on access/protection issues through OSOs. In some instances, issues are raised at the level of the UNRWA DCG or CG with Israeli counterparts, at times jointly with other UN agencies. Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops. UNRWA has adopted the HCT Area C Framework Policy. 	<ul style="list-style-type: none"> Daily access monitoring through the UNRWA Radio Room. Documentation and reporting of access incidents. Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT. 	<ul style="list-style-type: none"> WBFO has continued to follow up on any changes in the rules and regulations imposed by the Israeli authorities, and has liaised with relevant stakeholders in order to ensure timely humanitarian assistance to beneficiaries. WBFO has followed-up on incidents of access restrictions within Area C and closed military areas through its International Protection Working Group and inter-agency forums.
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Annex 7: 2018 Statistics Bulletin
General Statistics 2018

GFO	Registered refugees	1,421,282
	Other registered persons*	149,013
	Registered population, female (%)	49.5
	Registered population, male (%)	50.5
	Registered population - youth, female (%)**	18.4
	Registered population - youth, male (%)**	18.2

JFO	Registered refugees	2,242,579
	Other registered persons*	133,902
	Registered population, female (%)	49.9
	Registered population, male (%)	50.1
	Registered population - youth, female (%)**	18.4
	Registered population - youth, male (%)**	18.6

LFO	Registered refugees	475,075
	Other registered persons*	58,810
	Registered population, female (%)	50.0
	Registered population, male (%)	50.0
	Registered population - youth, female (%)**	14.2
	Registered population - youth, male (%)**	14.2

SFO	Registered refugees	560,139
	Other registered persons*	83,003
	Registered population, female (%)	51.1
	Registered population, male (%)	48.9
	Registered population - youth, female (%)**	16.2
	Registered population - youth, male (%)**	16.1

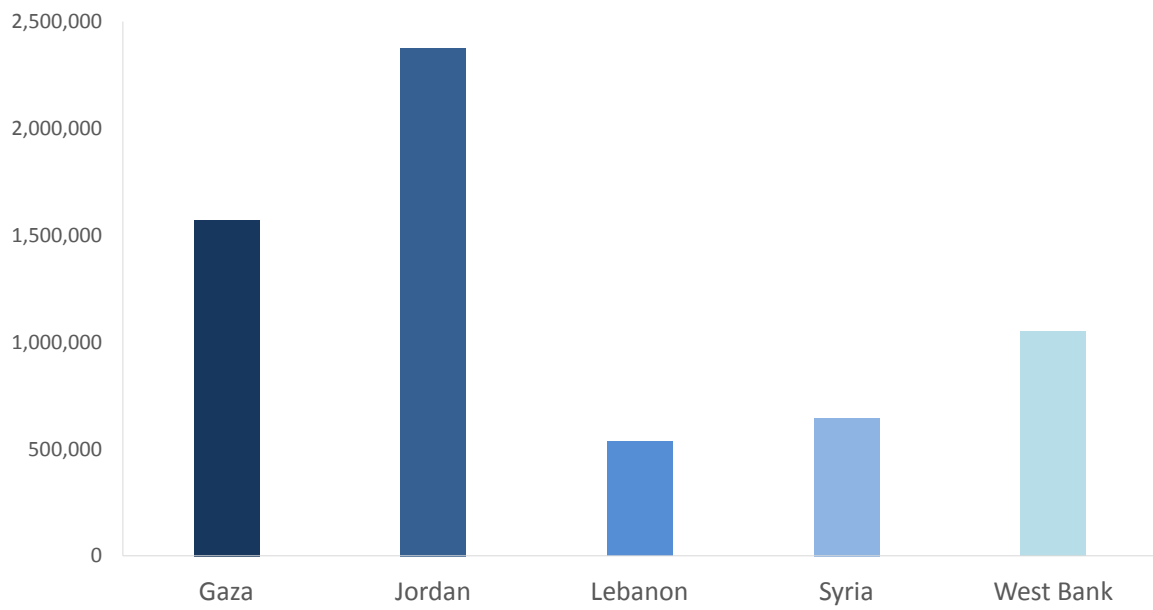
WBFO	Registered refugees	846,465
	Other registered persons*	201,525
	Registered population, female (%)	50.7
	Registered population, male (%)	49.3
	Registered population - youth, female (%)**	18.0
	Registered population - youth, male (%)**	17.9

Agency	Registered refugees	5,545,540
	Other registered persons*	626,253
	Registered population, female (%)	50.1
	Registered population, male (%)	49.9
	Registered population - youth, female (%)**	17.7
	Registered population - youth, male (%)**	17.7

*Note 1: "Other Registered Persons" refer to those who, at the time of original registration did not satisfy all of UNRWA's Palestine refugee criteria, but who were determined to have suffered significant loss and/or hardship for reasons related to the 1948 conflict in Palestine; they also include persons who belong to the families of other registered persons.

**Note 2: The age range applied for 'youth' is 15-24.

Total Registered Refugees and Other Registered Persons (2018)



Protection Statistics 2018

GFO		N/A
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	65
	Number of individuals who received psychosocial support**	31,751
	Number of individuals referred to /receiving the direct provision of legal assistance	4,200
JFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities	20
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	53
	Number of individuals who received psychosocial support**	2,282
	Number of individuals referred to /receiving the direct provision of legal assistance	174
LFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	N/A
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	44
	Number of individuals who received psychosocial support**	3,457
	Number of individuals referred to /receiving the direct provision of legal aid	8,843
SFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	N/A
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	55
	Number of individuals who received psychosocial support**	26,525
	Number of individuals referred to /receiving the direct provision of legal assistance	2,467
WBFO	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities	26
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	58
	Number of individuals who received psychosocial support**	28,583
	Number of individuals referred to /receiving the direct provision of legal assistance	224
Agency	Percentage of UNRWA interventions on protection issues that prompt a positive response from the authorities*	24
	Degree of alignment with UNRWA protection standards across all aspects of programming (%)	52.96
	Number of individuals who received psychosocial support**	92,598
	Number of individuals referred to /receiving the direct provision of legal aid	15,908
	UNRWA's performance on the UN SWAP framework of indicators (%)	80

* Note 1: Results against the indicator, "percentage of UNRWA interventions on protection issues that prompt positive responses from authorities" is only applicable to UNRWA operations in Jordan and the West Bank.

** Note 2: Psychosocial service providers consist of UNRWA field level health and education personnel.

Health Statistics		2018
GFO	Number of primary health care facilities (PHCF)	22
	Number of PHCF with dental services (including mobile units)	24
	Number of health staff, female	598
	Number of health staff, male	341
	Number of annual patient visits	4,051,604
	Number of hospitalized patients	11,019
	Number of non-communicable disease (NCD) cases under care	89,529
	Number of women attending at least four antenatal care (ANC) visits	38,350
	Number of women of women attending postnatal care (PNC) within 6 weeks of delivery	39,122
	Percentage of infants 12 months old fully immunized	99.9
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.6
	Prevalence of diabetes among population served, 18 years and above	6.7
	Percentage of diabetes mellitus patients under control per defined criteria	30.0
	Percentage of women with live birth who received at least 4 ANC visits	98.1
	Cost per registered population***	36.7
	Water borne disease outbreaks	0
JFO	Number of PHCF	26
	Number of PHCF with dental services (including mobile units)	35
	Number of health staff, female	422
	Number of health staff, male	275
	Number of annual patient visits	1,587,015
	Number of hospitalized patients	14,687
	Number of NCD cases under care	79,229
	Number of women in ANC	19,532
	Number of women in PNC	19,832
	Percentage of infants 12 months old fully immunized	99.8
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.0
	Prevalence of diabetes among population served, 18 years and above	8.0
	Percentage of diabetes mellitus patients under control per defined criteria	29.0
	Percentage of women with live birth who received at least 4 ANC visits	85.1
	Cost per registered population***	11.2
Water borne disease outbreaks	0	
LFO	Number of PHCF	27
	Number of PHCF with dental services (including mobile units)	22
	Number of health staff, female	158
	Number of health staff, male	152
	Number of annual patient visits*	1,019,967
	Number of hospitalized patients	27,603
	Number of NCD cases under care	27,604
	Number of women in ANC	4,077
	Number of women in PNC	4,241
	Percentage of infants 12 months old fully immunized	100.0
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.8
	Prevalence of diabetes among population served, 18 years and above	7.0
	Percentage of diabetes mellitus patients under control per defined criteria	56.8
	Percentage of women with live birth who received at least 4 ANC visits	94.1
Cost per registered population***	64.6	
Water borne disease outbreaks	0	

SFO	Number of PHCF**	26
	Number of PHCF with dental services (including mobile units)	19
	Number of health staff, female	240
	Number of health staff, male	176
	Number of annual patient visits	856,024
	Number of hospitalized patients	17,772
	Number of NCD cases under care	33,043
	Number of women in ANC	4,990
	Number of women in PNC	5,818
	Percentage of infants 12 months old fully immunized	98.7
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	96.4
	Prevalence of diabetes among population served, 18 years and above	5.9
	Percentage of diabetes mellitus patients under control per defined criteria	44.1
	Percentage of women with live birth who received at least 4 ANC visits	0.7
	Cost per registered population***	25.5
Water borne disease outbreaks	1	

WBFO	Number of PHCF	43
	Number of PHCF with dental services (including mobile units)	24
	Number of Health Staff, female	481
	Number of Health Staff, male	294
	Number of annual patient visits	1,041,481
	Number of hospitalized patients	25,440
	Number of NCD cases under care	41,691
	Number of women in ANC	12,263
	Number of women in PNC	12,094
	Percentage of infants 12 months old fully immunized	100.0
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.8
	Prevalence of diabetes among population served, 18 years and above	8.9
	Percentage of diabetes mellitus patients under control per defined criteria	25.6
	Percentage of women with live birth who received at least 4 ANC visits	92.7
	Cost per registered population***	40.3
Water borne disease outbreaks	0	

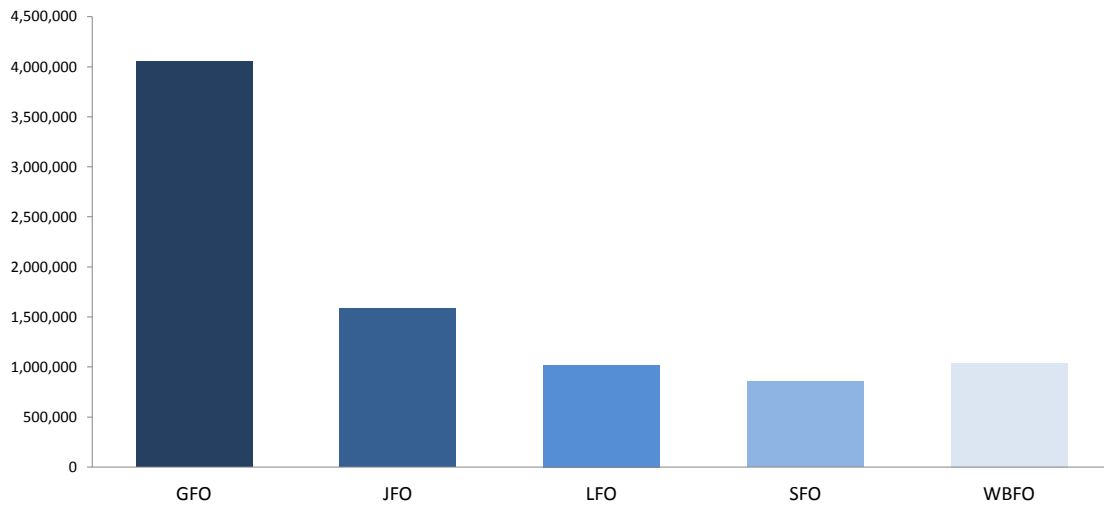
Agency	Number of Primary Health Care Facilities (PHCF)	144
	Number of PHCF with dental services (including mobile units)	124
	Number of Health Staff, female	1,899
	Number of Health Staff, male	1,238
	Number of annual patient visits	8,556,091
	Number of hospitalized patients	96,521
	Number of NCD cases under care	271,096
	Number of women in ANC	79,212
	Number of women in PNC	81,107
	Percentage of infants 12 months old fully immunized	99.8
	Percentage of 18 month-old children that have received all EPI vaccinations according to host country requirements	99.2
	Prevalence of diabetes among population served, 18 years and above	7.3
	Percentage of diabetes mellitus patients under control per defined criteria	31.0
	Percentage of women with live birth who received at least 4 ANC visits	91.4
	Cost per registered population***	28.6
Water borne disease outbreaks	1	

* Note 1: The total number of annual patient visits in Lebanon includes 152,531 PRS.

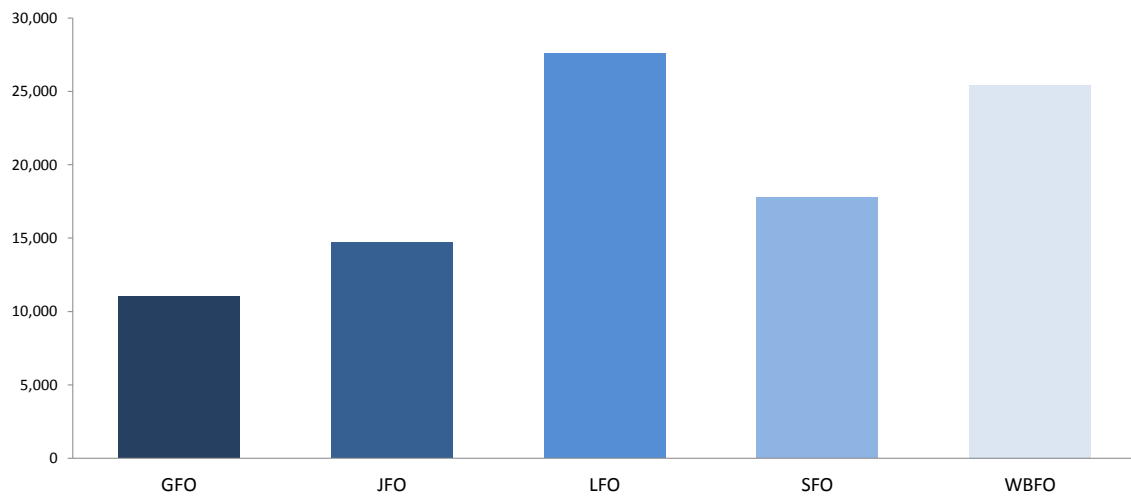
** Note 2: In Syria, the 2018 number of PHCF includes 12 health points.

*** Note 3: The cost per registered population is based on direct costs.

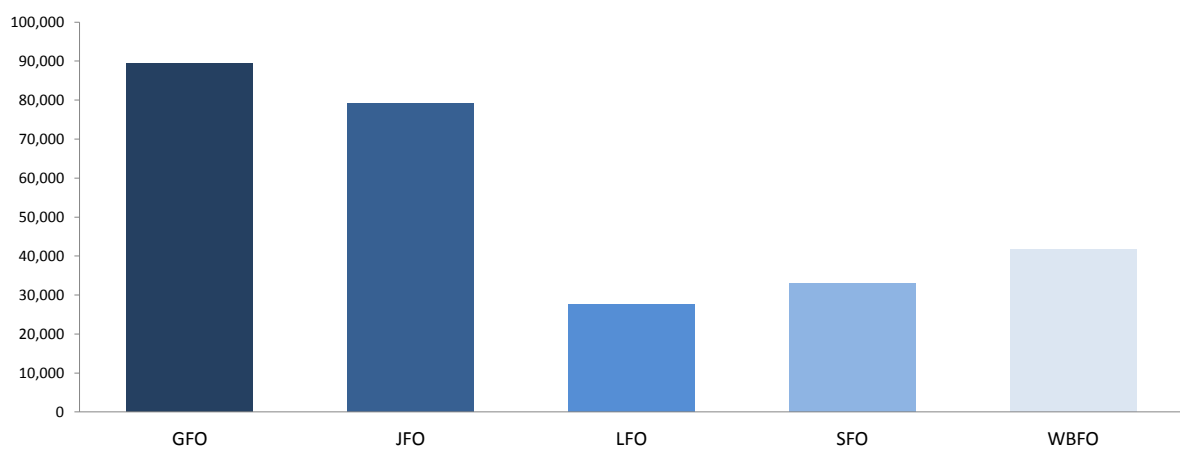
Number of Patient Visits by Field of Operation (2018)



Number of Patients Receiving Hospitalisation Care by Field of Operation (2018)



Number of NCD Patients Receiving Care from UNRWA Health Centres by Field of Operation (2018)



Education Statistics **2018-2019***

GFO	Number of UNRWA schools	274
	Number of double-shift schools	177
	% of double-shift schools	64.6
	Number of educational staff, female	6,027
	Number of educational staff, male	3,722
	Pupils Enroled: Elementary, female	95,239
	Pupils Enroled: Elementary, male	102,382
	Pupils Enroled: Preparatory, female	39,726
	Pupils Enroled: Preparatory, male	41,591
	Total Pupil Enrolment	278,938
	Survival rates in basic education, female**	99.05
	Survival rates in basic education, male**	96.77
	Percentage of students identified with a disability receiving support meeting their needs , female	18.16
	Percentage of students identified with a disability receiving support meeting their needs, male	15.3
	Number of Technical and Vocational Education and Training Programme (TVET) trainees (enrolment)	1,814
	Number of TVET graduates***	1,105
	TVET employment rate (1 year post graduation)****	59.14
	TVET employment rate (1 year post graduation), female****	47.54
	TVET employment rate (1 year post graduation), male****	63.01
	Cost per pupil: basic education cycle (US\$)*****	781.8
Input unit costs per VTC student (US\$)*****	2,691.5	

JFO	Number of UNRWA schools	169
	Number of double-shift schools	148
	Percentage of double-shift schools	88
	Number of educational staff, female	2,448
	Number of educational staff, male	2,472
	Pupils Enroled: Elementary, female	36,564
	Pupils Enroled: Elementary, male	36,941
	Pupils Enroled: Preparatory, female	22,069
	Pupils Enroled: Preparatory, male	25,393
	Total Pupil Enrolment	120,967
	Survival rates in basic education, female**	87.55
	Survival rates in basic education, male**	87.25
	Percentage of students identified with a disability receiving support meeting their needs , female	99.0
	Percentage of students identified with a disability receiving support meeting their needs, male	97.6
	Number of TVET trainees (enrolment)	2,803
	Number of TVET graduates***	1,357
	TVET employment rate (1 year post graduation)****	95.03
	TVET employment rate (1 year post graduation), female****	87.06
	TVET employment rate (1 year post graduation), male****	99.41
	Number of students enroled in FESA	1,286
	Number of Faculty of Educational Sciences and Arts (FESA) graduates***	379
	FESA employment rate (1 year post graduation)****	92.41
	FESA employment rate (1 year post graduation), female****	91.98
	FESA employment rate (1 year post graduation), male****	93.94
	Cost per pupil: basic education cycle (US\$)*****	792.6
	Input unit costs per VTC student (US\$)*****	1,024.7

LFO	Number of UNRWA schools	66
	Number of double-shift schools	2
	Percentage of double-shift schools	3
	Number of educational staff, female	1,040
	Number of educational staff, male	825
	Pupils Enroled: Elementary, female	11,345
	Pupils Enroled: Elementary, male	11,425
	Pupils Enroled: Preparatory, female	5,277
	Pupils Enroled: Preparatory, male	4,386
	Pupils Enroled: Secondary, female	2,858
	Pupils Enroled: Secondary, male	1,669
	Total Pupil Enrolment	36,960
	Survival rates in basic education, female**	97.1
	Survival rates in basic education, male**	95.8
	Percentage of students identified with a disability receiving support meeting their needs , female	95.0
	Percentage of students identified with a disability receiving support meeting their needs, male	90.0
	Number of TVET trainees (enrolment)	899
	Number of TVET graduates***	423
	TVET employment rate (1 year post graduation)****	78.65
	TVET employment rate (1 year post graduation), female****	76.02
	TVET employment rate (1 year post graduation), male****	80.85
	Cost per pupil: basic education cycle (US\$)*****	1,126.7
Input unit costs per VTC student (US\$)*****	4,382.3	

SFO	Number of UNRWA schools	103
	Number of double-shift schools	62
	Percentage of double-shift schools	60
	Number of educational staff, female	1,232
	Number of educational staff, male	720
	Pupils Enroled: Elementary, female	16,863
	Pupils Enroled: Elementary, male	17,737
	Pupils Enroled: Preparatory, female	7,575
	Pupils Enroled: Preparatory, male	7,507
	Total Pupil Enrolment	49,682
	Survival rates in basic education, female**	99.6
	Survival rates in basic education, male**	99.5
	Percentage of students identified with a disability receiving support meeting their needs , female	44.51
	Percentage of students identified with a disability receiving support meeting their needs, male	23.28
	Number of TVET trainees (enrolment)	1,044
	Number of TVET graduates***	468
	TVET employment rate (1 year post graduation)****	87.59
	TVET employment rate (1 year post graduation), female****	79.62
	TVET employment rate (1 year post graduation), male****	96
	Cost per pupil: basic education cycle (US\$)*****	613.0
	Input unit costs per VTC student (US\$)*****	1,403.3

WBFO	Number of UNRWA schools	96
	Number of double-shift schools	0
	Percentage of double-shift schools	0
	Number of educational staff, female	1,450
	Number of educational staff, male	966
	Pupils Enroled: Elementary, female	18,325
	Pupils Enroled: Elementary, male	12,244
	Pupils Enroled: Preparatory, female	9,333
	Pupils Enroled: Preparatory, male	6,408
	Total Pupil Enrolment	46,310
	Survival rates in basic education, female**	98.02
	Survival rates in basic education, male**	94.8
	Percentage of students identified with a disability receiving support meeting their needs , female	67.8
	Percentage of students identified with a disability receiving support meeting their needs, male	25.6
	Number of TVET trainees (enrolment)	1,004
	Number of TVET graduates***	692
	TVET employment rate (1 year post graduation)****	82.24
	TVET employment rate (1 year post graduation), female****	74.09
	TVET employment rate (1 year post graduation), male****	88.61
	Number of students enroled in ESF	604
	Number of ESF graduates***	144
	Education Science Faculty (ESF) employment rate (1 year post graduation)****	74.24
	ESF employment rate (1 year post graduation), female****	69.89
	ESF employment rate (1 year post graduation), male****	84.62
Cost per pupil: basic education cycle (US\$)*****	1,225.3	
Input unit costs per VTC student (US\$)*****	5,468.4	
Agency	Number of UNRWA schools	708
	Number of double-shift schools	389
	% of double-shift schools	55
	Number of educational staff, female	12,197
	Number of educational staff, male	8,705
	Pupils Enroled: Elementary, female	178,336
	Pupils Enroled: Elementary, male	180,729
	Pupils Enroled: Preparatory, female	83,980
	Pupils Enroled: Preparatory, male	85,285
	Pupils Enroled: Secondary, female	2,858
	Pupils Enroled: Secondary, male	1,669
	Total Pupil Enrolment	532,857
	Survival rates in basic education, female**	97.2
	Survival rates in basic education, male**	95.3
	Percentage of students identified with a disability receiving support meeting their needs , female	45.7
	Percentage of students identified with a disability receiving support meeting their needs, male	30.7
	Number of TVET trainees (enrolment)	7,564
	Number of TVET graduates***	4,045
	TVET employment rate (1 year post graduation)****	79.8
	TVET employment rate (1 year post graduation), female****	74.0
	TVET employment rate (1 year post graduation), male****	83.2
	Number of students enroled in FESA / ESF	1,890
	Number of FESA / ESF graduates***	523
	FESA/ESF employment rate (1 year post graduation)****	86.9
FESA/ESF employment rate (1 year post graduation), female****	85.76	
FESA/ESF employment rate (1 year post graduation), male****	90.48	
Cost per pupil: basic education cycle (US\$)*****	831.3	
Input unit costs per VTC student (US\$)*****	2,517.0	

*Note 1: Except where indicated.

**Note 2: Survival rates, collected at the end of 2018 / early 2019, refer to the 2017-18 scholastic year. Please note that the JFO survival rate includes grade 10 while Agency-wide values are calculated through grade 9.

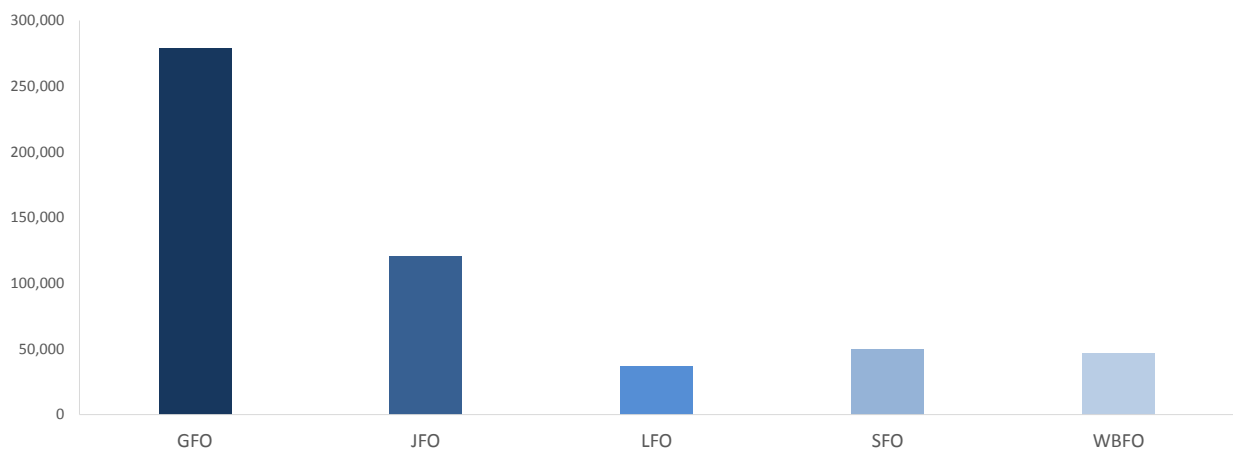
***Note 3: The number of TVET, FESA/ESF graduates refers to 2017 -2018 graduates .

****Note 4: The employment rate refers to the percentage of 2016 -2017 graduates either employed or continuing their studies among active job seekers one year after graduation.

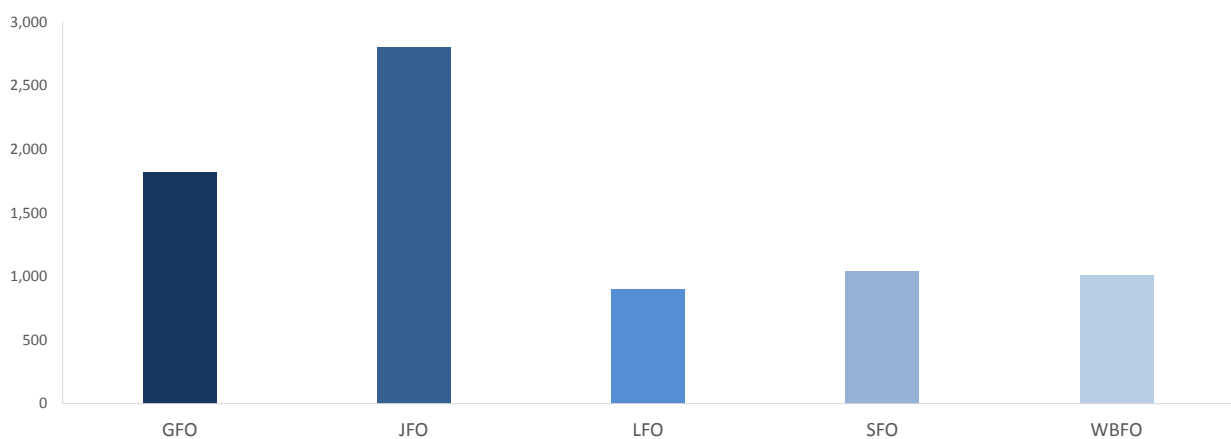
*****Note 5: Cost per pupil figures pertain to the 2017-18 scholastic year. The calculations are based on direct costs.

*****Note 6: Cost per VTC student figures pertain to the 2017-18 scholastic year. The calculations are based on direct costs.

Pupils Enrolment in UNRWA Schools by Field of Operation (2018-19)



TVET Trainees Enrolment by Field of Operation (2018-19)



Relief and Social Services Statistics 2018

GFO	Number of registration offices	16
	Number of RSS staff: female	172
	Number of RSS staff: male	172
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	98,935
	SHCs/SSN as % of registered refugees	7.0
	Total annual monetary value of food assistance per beneficiary, PB (US\$)	118.0
	Total annual monetary value of cash assistance per beneficiary, PB (US\$)	N/A
	Total annual monetary value of food assistance per beneficiary, EA (US\$)	96.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	N/A
	Total number of beneficiaries served through EA cash and food assistance	933,979
	Total annual monetary value per beneficiary: job creation programme (JCP), EA	1,019
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	18.3
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), female	4.76
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), male	4.79
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), disabled	0.9
JFO	Number of registration offices	16
	Number of RSS staff: female	75
	Number of RSS staff: male	24
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	58,889
	SHCs/SSN as % of registered refugees	2.6
	Total annual monetary value per beneficiary : e-card, PB(US\$)	115.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)	245.7
	Total number of beneficiaries served through EA cash and food assistance	16,602
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	19
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), female	9
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), male	8
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), disabled	2.5
LFO	Number of registration offices	8
	Number of RSS staff: female	95
	Number of RSS staff: male	39
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	61,709
	SHCs/SSN as % of registered refugees	13.0
	Total annual monetary value per beneficiary: e-card, PB (US\$)	129.4
	Total annual monetary value per beneficiary of cash for food assistance, EA (US\$)	324
	Total annual monetary value of cash assistance (cash assistance for multipurpose) per beneficiary, EA (US\$)	315.8
	Total number of beneficiaries served through EA cash and food assistance***	30,594
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	13
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	17
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	14.0
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	3

SFO	Number of registration offices	7
	Number of RSS staff: female	55
	Number of RSS staff: male	32
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted**	NA
	SHCs/SSN as % of registered refugees**	NA
	Total annual monetary value of food assistance per beneficiary, PB (US\$)**	NA
	Total amount of cash assistance per beneficiary, PB (US\$)**	NA
	Total annual monetary value per beneficiary of food assistance (in-kind and cash), EA (US\$)	192.0
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)	156
	Total number of beneficiaries served through EA cash and food assistance	405,644
	Percentage of abject poverty line bridged through UNRWA social transfers, PB**	NA
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	NA
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	NA
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	NA

WBFO	Number of registration offices	10
	Number of RSS staff: Female	78
	Number of RSS staff: Male	88
	Annual average number of Special Hardship / Social Safety Net Cases (SHCs/SSN)	36,129
	SHCs/SSN as % of registered refugees	4.3
	Total annual monetary value per beneficiary: e-card, PB (US\$)	140.2
	Total annual monetary value per beneficiary : food voucher, EA (US\$)	132.4
	Total annual monetary value of cash assistance per beneficiary, EA (US\$)*	69.6
	Total annual monetary value per beneficiary: Cash for work programme (CFW), EA (US\$)	152
	Total number of beneficiaries served through EA cash and food assistance (including CFW beneficiaries)	90,682
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	22
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	7.3
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	6.15
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	4

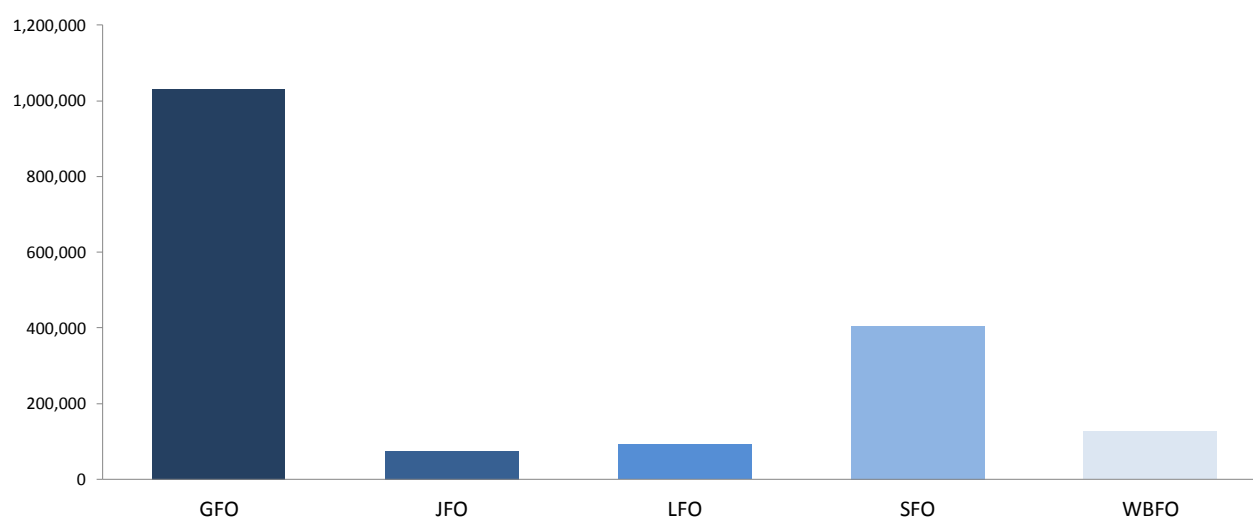
Agency	Number of registration offices	57
	Number of RSS staff: female	475
	Number of RSS staff: male	355
	Annual average number of Special Hardship /Social Safety Net (SHCs/SSN) beneficiaries assisted	255,662
	SHCs/SSN as % of registered refugees***	4.6
	Total annual monetary value per beneficiary : e-card, PB (US\$)	126
	Total annual monetary value of food assistance per beneficiary, PB (US\$)	118.0
	Total annual monetary value of food assistance per beneficiary (excluding food vouchers in the West Bank), EA (US\$)	125.1
	Total annual monetary value of cash assistance per beneficiary(excluding CFW/JCP in WBFO and GFO), EA (US\$)*	180.6
	Total number of beneficiaries served through EA cash and food assistance	1,477,501
	Total annual monetary value per beneficiary : food voucher, EA (US\$)	132.4
	Total annual monetary value per beneficiary : job creation/cash for work programme, EA (US\$)	282
	Percentage of abject poverty line bridged through UNRWA social transfers, PB	17.6
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Female	7
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Male	6.6
	Percentage of poor receiving social transfers through the SSNP (food, cash, vouchers, NFIs), Disabled	2

*Note 1: In 2018, the calculation in support of the Agency-wide, GFO and WBFO (as applicable) field specific indicator, "total annual monetary value of cash assistance per beneficiary (EA)" excluded the values for the Job Creation Programme in Gaza and the Cash for Work programme in the West Bank.

**Note 2: In 2018, all SHCs/SSN in Syria were assisted under the emergency appeal.

***Note 3: In 2018, the Agency-wide calculation excludes registered refugees in Syria as the SSNP is not operational in this field.

Number of Refugees Assisted - SHCs/SSN and EA (2018)



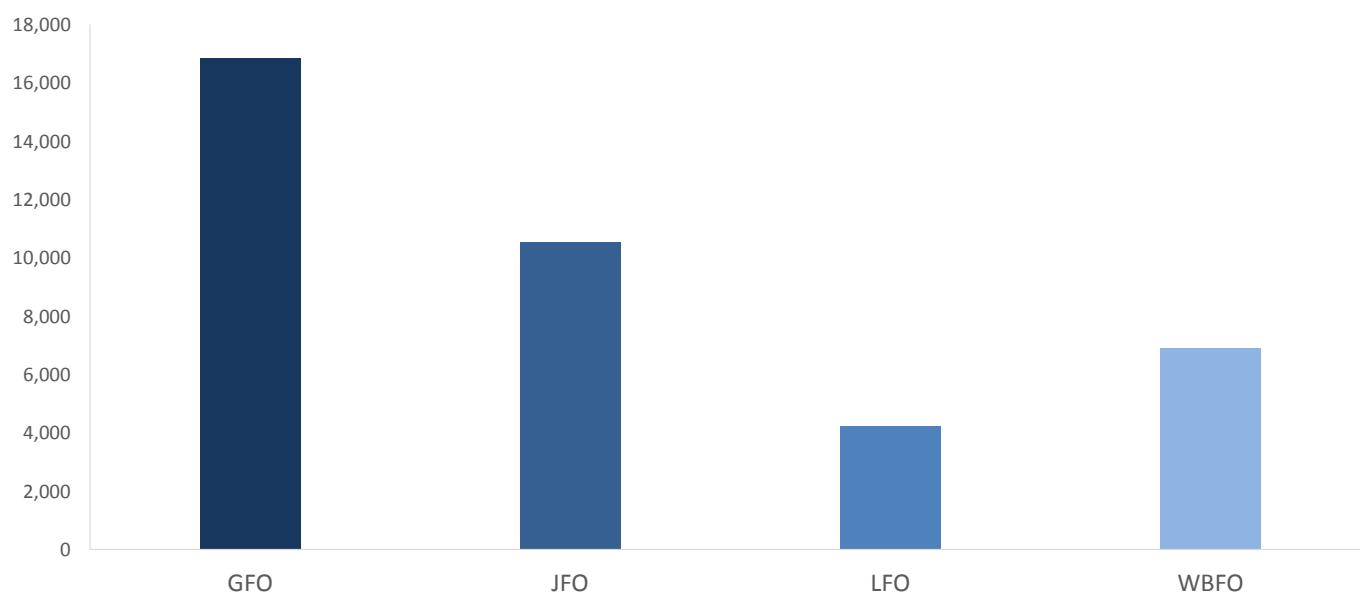
Infrastructure and Camp Improvement Statistics		2018
GFO	Number of official camps	8
	Number of unofficial camps	0
	Number of shelters rehabilitated by emergency	2,051
	Number of families benefiting from improved shelter conditions (emergency)	2,180
	Total number of substandard SSN shelters in need of rehabilitation	16,825
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	707
	Number of families benefiting from improved shelter conditions (excl. emergency)	726
	Cost per shelter constructed or rehabilitated for SSN (US\$)	30,000
	Percentage of shelters connected to water network	100
Percentage of shelters connected to sewerage network	99.5	
JFO	Number of official camps	10
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation	10,518
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	0
	Number of families benefiting from improved shelter conditions (excl. emergency)	0
	Cost per shelter constructed or rehabilitated for SSN (US\$)	0
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to sewerage network	100
LFO	Number of official camps	12
	Number of unofficial camps	0
	Number of shelters rehabilitated - emergency (Nahr El-Bared)	172
	Number of families benefiting from improved shelter conditions (emergency)	147
	Total number of substandard SSN shelters in need of rehabilitation	4,227
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)	164
	Number of families benefiting from improved shelter conditions (excl. emergency)	164
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	8,955
	Percentage of shelters connected to water network	100.0
Percentage of shelters connected to sewerage network	96	
SFO	Number of official camps	9
	Number of unofficial camps	3
	Total number of substandard SSN shelters in need of rehabilitation*	N/A
	Total number of substandard SSN shelters rehabilitated/reconstructed (excl. emergency)*	N/A
	Number of families benefiting from improved shelter conditions (excl. emergency)*	N/A
	Cost per shelter constructed or rehabilitated for SSN (US\$)*	N/A
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to sewerage network	100
WBFO	Number of official camps	19
	Number of unofficial camps	4
	Total number of substandard SSN shelters in need of rehabilitation	6,899
	Total number of substandard SSN shelters rehabilitated/reconstructed(excl. emergency)	120
	Number of families benefiting from improved shelter conditions (excl. emergency)	120
	Cost per shelter constructed or rehabilitated for SSN (US\$)	8,500
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to sewerage network	65

Agency	Number of official camps	58
	Number of unofficial camps	10
	Number of shelters rehabilitated by emergency	2,223
	Number of families benefiting from improved shelter conditions (emergency)	2,327
	Total number of substandard SSN shelters in need of rehabilitation	38,469
	Total number of substandard SSN shelters rehabilitated/constructed (excl. Emergency)	991
	Number of families benefiting from improved shelter conditions (excl. emergency)	1,010
	Cost per shelter constructed or rehabilitated for SSN (US\$)**	23,914
	Percentage of shelters connected to water network	100
	Percentage of shelters connected to sewerage network	93.0

*Note 1: Due to the crisis in Syria, ICIP is not in a position to focus on shelter rehabilitation/reconstruction.

**Note 2 Agency cost per rehabilitated/constructed shelter is calculated on the basis of a weighted average across all fields of UNRWA operation.

Number of Substandard SSN Shelters by Field of Operation (2018)



Microfinance Statistics*
2018

GFO	Number of branches	3
	Number of staff: female	19
	Number of staff: male	40
	Total number of loans awarded (annual)	2,687
	Total value (US\$) of loans awarded (annual)	3,362,330
	Number of loans awarded to refugees	2,320
	Value of loans awarded to refugees (US\$)	3,013,230
	Number of loans awarded to women	1,100
	Value of loans to women (US\$)	1,128,600
	Number of loans to youth, 18-30	748
	Value of loans to youth, 18-30 (US\$)	978,460
	Total number of loans awarded (since programme initiation)	124,115
	Total value (US\$) of loans awarded (since programme initiation)	162,050,530

JFO	Number of branches	8
	Number of staff: female	85
	Number of staff: male	68
	Total number of loans awarded (annual)	13,906
	Total value (US\$) of loans awarded (annual)	13,472,030
	Number of loans awarded to refugees	7,724
	Value of loans awarded to refugees (US\$)	8,402,823
	Number of loans awarded to women	6,728
	Value of loans to women (US\$)	4,822,315
	Number of loans to youth, 18-30	4,160
	Value of loans to youth, 18-30 (US\$)	3,285,379
	Total number of loans awarded (since programme initiation)	121,040
	Total value (US\$) of loans awarded (since programme initiation)	139,215,439

SFO	Number of branches	4
	Number of staff: female	40
	Number of staff: male	25
	Total number of loans awarded (annual)	11,070
	Total value (US\$) of loans awarded (annual)	3,802,105
	Number of loans awarded to refugees	405
	Value of loans awarded to refugees (US\$)	161,096
	Number of loans awarded to women	3,986
	Value of loans to women (US\$)	1,214,819
	Number of loans to youth, 18-30	1,629
	Value of loans to youth, 18-30 (US\$)	524,846
	Total number of loans awarded (since programme initiation)	123,053
	Total value (US\$) of loans awarded (since programme initiation)	61,159,575

WBFO	Number of branches	8
	Number of staff: female	61
	Number of staff: male	68
	Total number of loans awarded (annual)	10,520
	Total value (US\$) of loans awarded (annual)	14,963,273
	Number of loans awarded to refugees	2,603
	Value of loans awarded to refugees (US\$)	3,462,993
	Number of loans awarded to women	4,247
	Value of loans to women (US\$)	5,492,371
	Number of loans to youth, 18-30	4,165
	Value of loans to youth, 18-30 (US\$)	5,431,775
	Total number of loans awarded (since programme initiation)	145,880
	Total value (US\$) of loans awarded (since programme initiation)	204,585,094

Agency	Number of branches	23
	Number of staff: female	205
	Number of staff: male	201
	Total number of loans awarded (annual)	38,183
	Total value (US\$) of loans awarded (annual)	35,599,738
	Number of loans awarded to refugees	13,052
	Value of loans awarded to refugees (US\$)	15,040,142
	Number of loans awarded to women	16,061
	Value of loans to women (US\$)	12,658,105
	Number of loans to youth, 18-30	10,702
	Value of loans to youth, 18-30 (US\$)	10,220,460
	Total number of loans awarded (since programme initiation)	514,088
	Total value (US\$) of loans awarded (since programme initiation)	567,010,638

*Note 1:

Number of Loans by Sex and Field, 2018



Summary of Finance Statistics Profile by Fund Source, 2018 (IPSAS)* (Millions USD)

	Revenue-2018	Expenses-2018
Programme Budget	863,092,219	760,243,397
Restricted Funds	23,168,837	20,593,797
Microfinance	12,842,612	8,669,187
Emergency appeals	266,231,366	276,867,991
Projects	164,949,868	153,961,264
Inter-Fund elimination	-36,138,870	-35,516,691
Total	1,294,146,033	1,184,818,947

UNRWA Expenditure PB, Projects and EA, 2018 (IPSAS)*

GFO	Programme Budget	290,030,695
	Projects	86,863,559
	Emergency Appeal	102,778,902
	Total**	479,673,156

JFO	Programme Budget	141,697,503
	Projects	5,036,028
	Emergency Appeal	10,043,066
	Total**	156,776,597

LFO	Programme Budget	98,222,427
	Projects	36,331,297
	Emergency Appeal	39,898,880
	Total**	174,452,604

SFO	Programme Budget	45,585,446
	Projects	7,980,580
	Emergency Appeal	105,709,436
	Total**	159,275,462

WBFO	Programme Budget	123,406,826
	Projects	10,911,015
	Emergency Appeal	16,989,728
	Total**	151,307,569

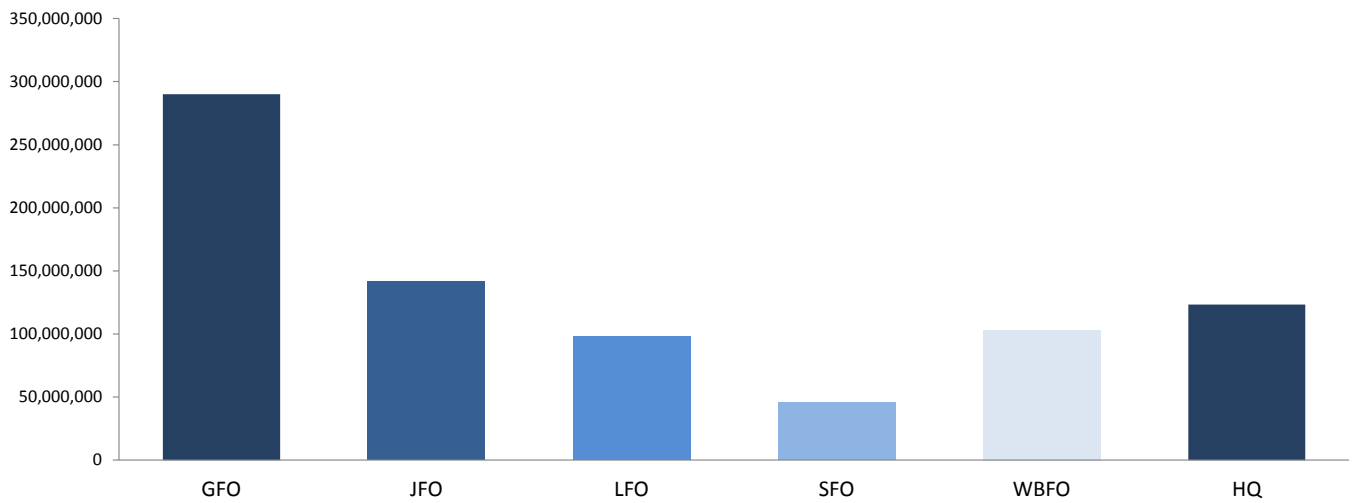
HQs	Programme Budget	61,300,500
	Projects	6,838,785
	Emergency Appeal	1,447,980
	Total**	69,587,265

Agency	Programme Budget	760,243,397
	Projects	153,961,264
	Emergency Appeal	276,867,992
	Total **	1,191,072,653

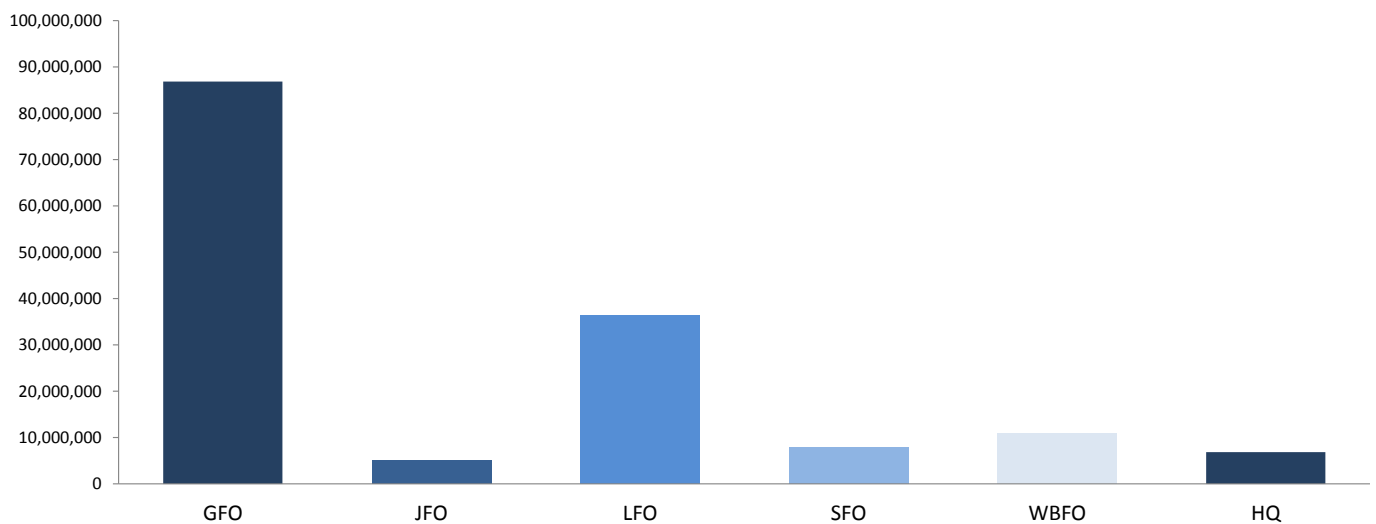
* Note 1: 2018 financial statements are still under development and as such, the data provided is provisional/unaudited.

**Note 2: Total values exclude restricted and microfinance expenditures.

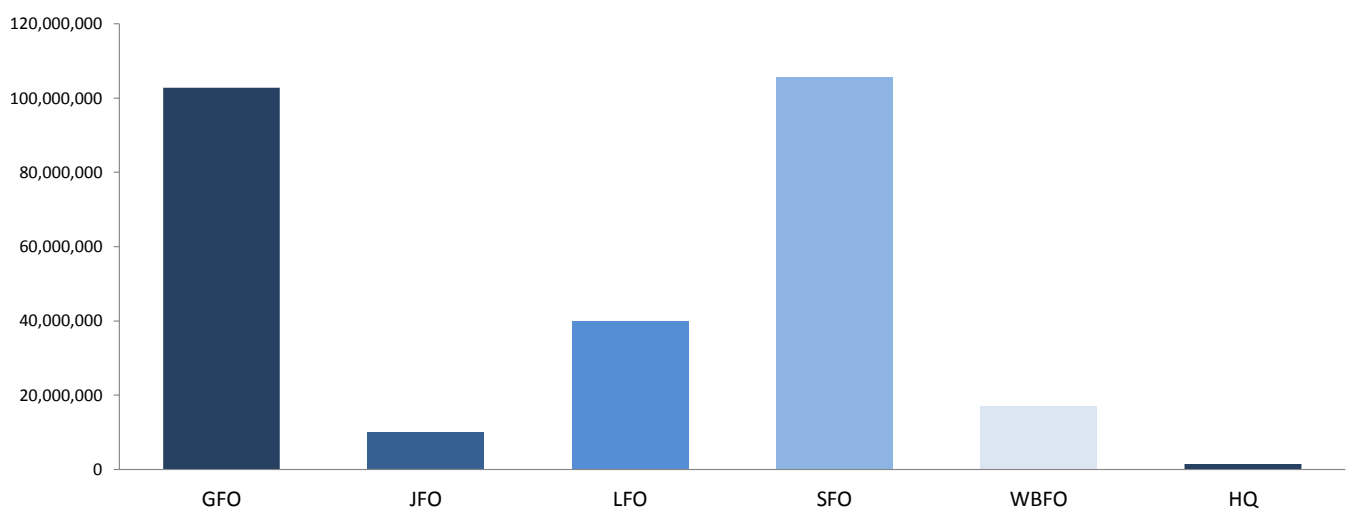
UNRWA Programme Budget Expenditures by Field & HQs (2018)



UNRWA Projects Expenditures by Field & HQs (2018)



UNRWA Emergency Expenditures by Field & HQs (2018)

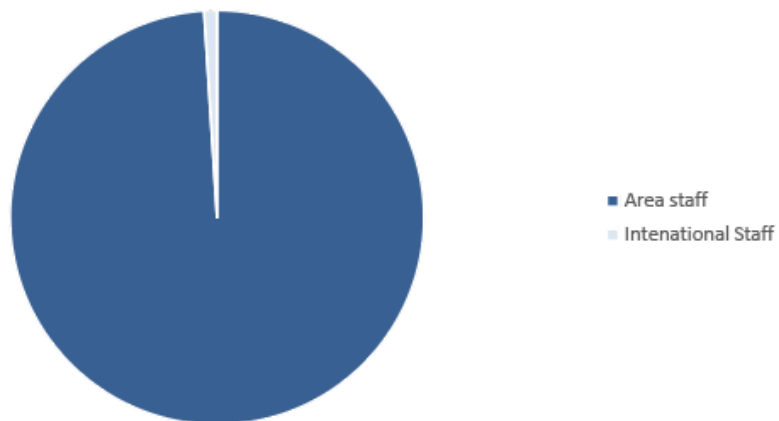


Human Resource Statistics		2018
GFO	Number of area staff, female	6,990
	Number of area staff, male	5,410
	Number of area refugee staff, female	6,665
	Number of area refugee staff, male	5,159
	Number of area non-refugee staff, female	325
	Number of area non-refugee staff, male	251
	Percentage of area refugee staff	95.4
	Number of international staff, female	3
	Number of international staff, male	13
JFO	Number of area staff, female	3,063
	Number of area staff, male	3,239
	Number of area refugee staff, female	2,903
	Number of area refugee staff, male	3,068
	Number of area non-refugee staff, female	160
	Number of area non-refugee staff, male	171
	Percentage of area refugee staff	94.7
	Number of international staff, female	4
	Number of international staff, male	8
LFO	Number of area staff, female	1,589
	Number of area staff, male	1,600
	Number of area refugee staff, female	1,486
	Number of area refugee staff, male	1,546
	Number of area non-refugee staff, female	103
	Number of area non-refugee staff, male	54
	Percentage of area refugee staff	95.1
	Number of international staff, female	8
	Number of international staff, male	9
SFO	Number of area staff, female	1,690
	Number of area staff, male	1,536
	Number of area refugee staff, female	1,260
	Number of area refugee staff, male	1,342
	Number of area non-refugee staff, female	430
	Number of area non-refugee staff, male	194
	Percentage of area refugee staff	80.7
	Number of international staff, female	7
	Number of international staff, male	12
WBFO	Number of area staff, female	2,124
	Number of area staff, male	2,013
	Number of area refugee staff, female	1,631
	Number of area refugee staff, male	1,632
	Number of area non-refugee staff, female	493
	Number of area non-refugee staff, male	381
	Percentage of area refugee staff	78.9
	Number of international staff, female	10
	Number of international staff, male	6

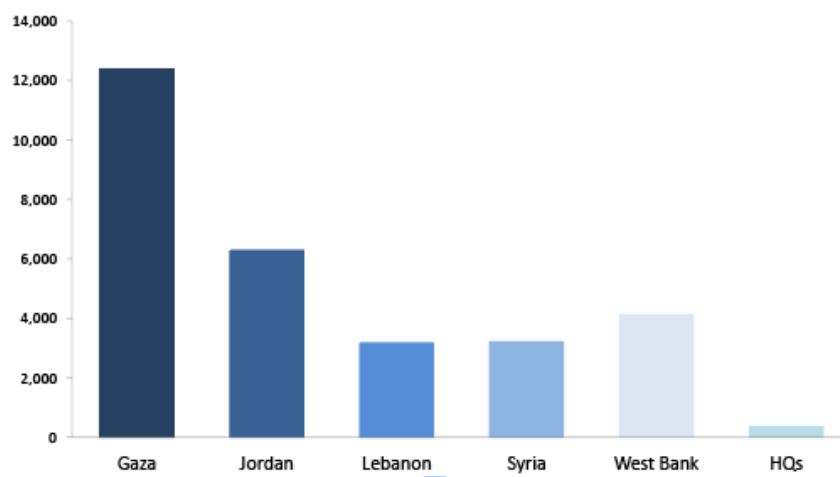
HQs	Number of area staff, female	175
	Number of area staff, male	199
	Number of area refugee staff, female	97
	Number of area refugee staff, male	131
	Number of area non-refugee staff, female	78
	Number of area non-refugee staff, male	68
	Percentage of area refugee staff	61.0
	Number of international staff, female	51
	Number of international staff, male*	57

Agency	Number of area staff, female	15,631
	Number of area staff, male	13,997
	Number of area refugee staff, female	14,043
	Number of area refugee staff, male	12,877
	Number of area non-refugee staff, female	1,588
	Number of area non-refugee staff, male	1,120
	Percentage of area refugee staff	90.9
	Number of international staff, female	83
	Number of international staff, male	105

UNRWA Area and International Staff (2018)



UNRWA Area Staff (2018)



Procurement Statistics * **2018**

GFO	Total procurement value (US\$) of purchase orders, services and construction contracts	50,859,333
	Total proportion of total Agency procurement value (%)	22.6
	Total procurement value (US\$) of construction contracts	23,243,265
	Proportion of total Agency construction contracts (%)	34.0
	Total procurement value (US\$) of purchase order contracts	13,759,773
	Proportion of total Agency purchase order contracts (%)	15.5
	Total procurement value (US\$) of service contracts	13,856,295
	Proportion of total Agency service contracts (%)	20.5
	Procurement value (US\$), PB	8,319,095
	Procurement value (US\$), EA and projects	42,540,237

JFO	Total procurement value (US\$) of purchase orders, services and construction contracts	17,292,853
	Total proportion of total Agency procurement value (%)	7.7
	Total procurement value (US\$) of construction contracts	3,788,134
	Proportion of total Agency construction contracts (%)	5.5
	Total procurement value (US\$) of purchase order contracts	1,712,335
	Proportion of total Agency purchase order contracts (%)	1.9
	Total procurement value (US\$) of service contracts	11,792,383
	Proportion of total Agency service contracts (%)	17.5
	Procurement value (US\$), PB	13,042,107
	Procurement value (US\$), EA and projects	4,250,746

LFO	Total procurement value (US\$) of purchase orders, services and construction contracts	44,579,127
	Total proportion of total Agency procurement value (%)	19.8
	Total procurement value (US\$) of construction contracts	17,929,929
	Proportion of total Agency construction contracts (%)	26.2
	Total procurement value (US\$) of purchase order contracts	3,016,841
	Proportion of total Agency purchase order contracts (%)	3.4
	Total procurement value (US\$) of service contracts	23,632,356
	Proportion of total Agency service contracts (%)	35.0
	Procurement value (US\$), PB	21,095,251
	Procurement value (US\$), EA and projects	23,483,876

SFO	Total procurement value (US\$) of purchase orders, services and construction contracts	11,691,117
	Total proportion of total Agency procurement value (%)	5.2
	Total procurement value (US\$) of construction contracts	192,621
	Proportion of total Agency construction contracts (%)	0.3
	Total procurement value (US\$) of purchase order contracts	4,946,543
	Proportion of total Agency purchase order contracts (%)	5.6
	Total procurement value (US\$) of service contracts	6,551,953
	Proportion of total Agency service contracts (%)	9.7
	Procurement value (US\$), PB	3,619,561
	Procurement value (US\$), EA and projects	8,071,556

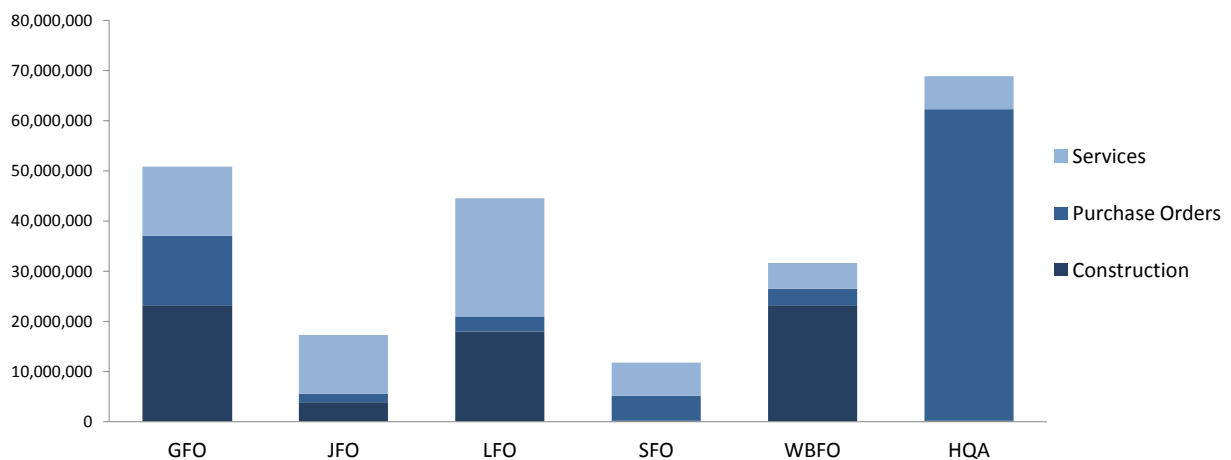
WBFO	Total procurement value (US\$) of purchase orders, services and construction contracts	31,591,559
	Total proportion of total Agency procurement value (%)	14.0
	Total procurement value (US\$) of construction contracts	23,148,226
	Proportion of total Agency construction contracts (%)	33.8
	Total procurement value (US\$) of purchase order contracts	3,306,064
	Proportion of total Agency purchase order contracts (%)	3.7
	Total procurement value (US\$) of service contracts	5,137,269
	Proportion of total Agency service contracts (%)	7.6
	Procurement value (US\$), PB	7,541,743
	Procurement value (US\$), EA and projects	24,049,816

HQA	Total procurement value (US\$) of purchase orders, services and construction contracts	68,868,544
	Total proportion of total Agency procurement value (%)	30.6
	Total procurement value (US\$) of construction contracts	85,026
	Proportion of total Agency construction contracts (%)	0.1
	Total procurement value (US\$) of purchase order contracts	62,236,123
	Proportion of total Agency purchase order contracts (%)	69.9
	Total procurement value (US\$) of service contracts	6,547,395
	Proportion of total Agency service contracts (%)	9.7
	Procurement value (US\$), PB	20,182,466
	Procurement value (US\$), EA and projects	48,686,078

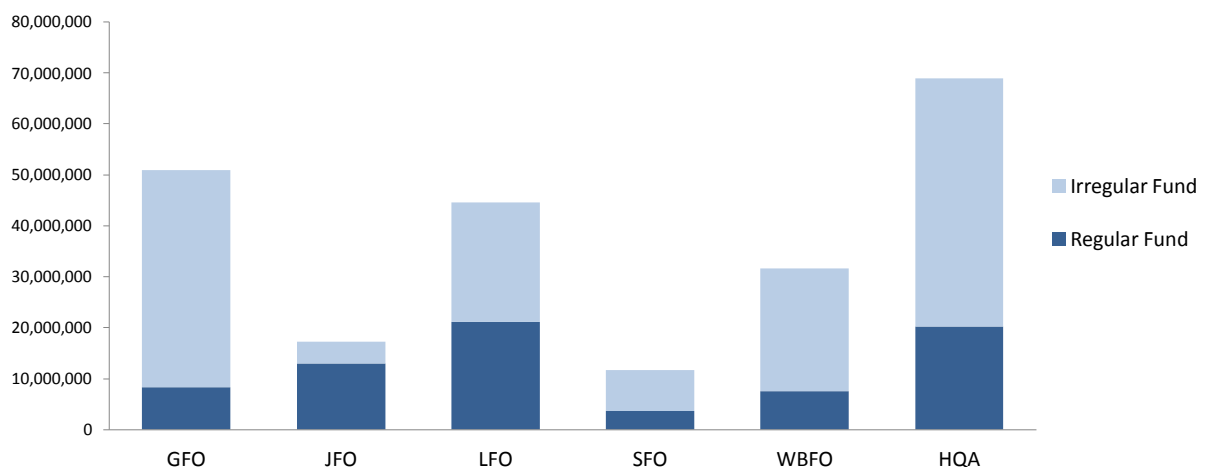
Agency	Total procurement value (US\$) of purchase orders, services and construction contracts	224,882,532
	Total proportion of total Agency procurement value (%)	100
	Total procurement value (US\$) of construction contracts	68,387,200
	Proportion of total Agency construction contracts (%)	100
	Total procurement value (US\$) of purchase order contracts	88,977,680
	Proportion of total Agency purchase order contracts (%)	100
	Total procurement value (US\$) of service contracts	67,517,652
	Proportion of total Agency service contracts (%)	100
	Procurement value (US\$), PB	73,800,223
	Procurement value (US\$), EA and projects	151,082,310

* Note 1: GFO procurement statistics includes HQ Gaza data.

Procurement Value by Type of Contract per Field of Operation and HQA (2018)



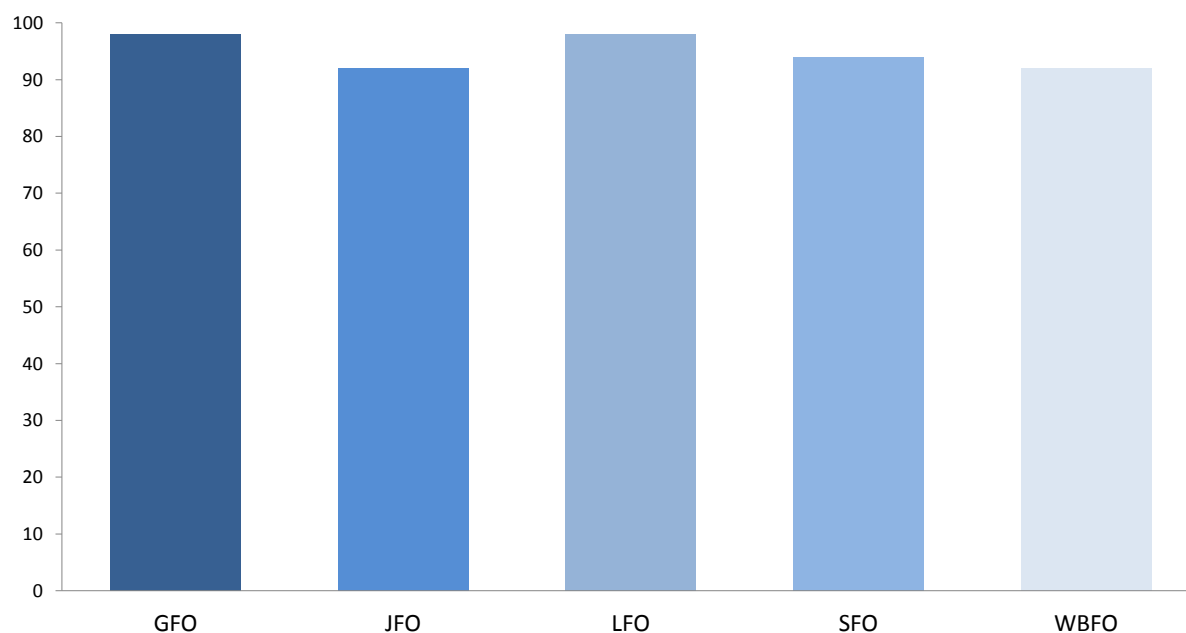
Procurement by Source of Fund per Field of Operation and HQA (2018)



Management and Operational Effectiveness		2018
GFO	Level of efficiency in completing projects within the agreed time and budget (%)	98
JFO	Level of efficiency in completing projects within the agreed time and budget (%)	92
LFO	Level of efficiency in completing projects within the agreed time and budget (%)	98
SFO	Level of efficiency in completing projects within the agreed time and budget (%)	94
WBFO	Level of efficiency in completing projects within the agreed time and budget (%)	92
Agency	Implementation rate of external audit (UNBOA) recommendations (%)	75
	Level of efficiency in completing projects within the agreed time and budget (%)*	95

*Note1 Agency wide value includes HQs projects with a level of efficiency rate of 91%.

Level of Efficiency in Completing Projects within Agreed Time and Budget (2018)



endnotes

- 1 UNRWA Statistical Bulletin Q4, 2018. The Agency serves an additional 37,818 “married to non-refugees” and 45,185 “other registered persons” in Syria, a term which refers to those who, at the time of original registration, did not satisfy all of the UNRWA Palestine refugee criteria but were determined to have suffered significant loss or endured considerable hardship for reasons related to the conflict of 1948 in Palestine, and those who belong to the families of other registered persons.
- 2 UNRWA, Living conditions of Palestine refugees in Syria, 2018.
- 3 Please note that personnel are both staff and non-staff members. As per the AOR Legal Matters section, some 15 staff were believed to be missing, detained or kidnapped in Syria during the reporting period.
- 4 Lebanon. European Commission, European Civil Protection and Humanitarian Aid Operations, January 2018.
- 5 The Office of the United Nations High Commissioner for Refugees (UNHCR), Fact Sheet, Lebanon, January 2019. <https://www.unhcr.org/lb/wp-content/uploads/sites/16/2019/02/UNHCR-Lebanon-Operational-fact-sheet-January-2019.pdf>.
- 6 UNRWA Statistical Bulletin Q4, 2018. Please note that 34,389 “married to non-refugees” and an additional 24,421 “other registered persons” are registered with the Agency in Lebanon. Please also note, Lebanese Palestinian Dialogue Committee, Central Administration of Statistics, Palestinian Central Bureau of Statistics (PCBS). The Population and Housing Census in Palestinian Camps and Gatherings - 2017, Key Findings Report, 2018. According to an official Lebanese-Palestinian census carried out in 2017, 174,422 ‘Palestinian refugees’ were found to reside in the 12 official Palestine refugee camps and in 156 gatherings across Lebanon – in this regard, the census counted Palestinian refugees actually present in those areas at midnight on 17 July 2017 and did not aim to provide a headcount of all Palestine refugees living in the country. See also, Chaaban, J., et al. Survey on the Socioeconomic Status of PRL 2015, American University of Beirut (AUB) and UNRWA, 2016. Using a different methodology, the AUB survey estimated the number of Palestine refugee residents at between 260,000 to 280,000.
- 7 Based on UNRWA protection monitoring data, more than 40 per cent of PRS in Lebanon did not hold valid legal residency documents as of July 2018.
- 8 These measures apply to all PRS children above one year-old and born in Lebanon between January 2011 and February 2018.
- 9 UNRWA is unable to confirm any actual returns facilitated under these initiatives. According to the Agency’s monitoring, in 2018, a total of 1,400 PRS were recorded to have returned to Syria against 522 new PRS arrivals to Lebanon, indicating an increase in returns and a decrease in arrivals as compared to same period of 2017 when 750 PRS returned to Syria and 1,159 PRS arrived in Lebanon.
- 10 UNRWA Statistical Bulletin Q4, 2018. Please note that 33,736 “married to non-refugees” persons and a further 100,166 “other registered persons” are registered with the Agency in Jordan.
- 11 Public Debt Quarterly Report. Q3/2018, Ministry of Finance, Government of Jordan. See also, Department of Statistics, Government of Jordan, <http://dosweb.dos.gov.jo/category/unemployment-rate/>.
- 12 Figure based on the May 2017 UNRWA vulnerability assessment report (Jordan).
- 13 UNRWA Statistical Bulletin Q4, 2018. Please note that 101,384 “married to non-refugees” and a further 47,629 “other registered persons” are registered with the Agency in the Gaza Strip.
- 14 United Nations Office for the Coordination of Humanitarian Affairs (OCHA) Humanitarian Snapshot on Casualties in the context of the demonstrations and hostilities in Gaza, 31 December 2018.
- 15 PCBS press release on the results of the labour force survey, 2018, <http://www.pcbs.gov.ps/post.aspx?lang=en&itemID=3383>.
- 16 OCHA Early Warning Indicators, October 2018.
- 17 Please see https://www.rand.org/pubs/research_reports/RR2515.
- 18 UNRWA Statistical Bulletin Q4, 2018. Please note that 49,328 “married to non-refugees” and a further 152,197 “other registered persons” are registered with the Agency in the West Bank.
- 19 OCHA database.
- 20 Ibid.
- 21 Data from UNRWA Operations 2018, West Bank.
- 22 These figures include demolitions and confiscations of structures affecting whole communities. The Israeli Authorities demolished and confiscated a donor-funded multipurpose caravan (used as a kindergarten and Women’s Centre) in Jabal Al Baba due to the lack of an Israeli building permit in Area C. As a result, Jabal Al Baba’s 290 residents, including 151 children, were affected. In addition, two classrooms serving 26 Palestinian school children in the Bedouin and refugee community of Abu Nuwar in the Jerusalem periphery in Area C were demolished. Further, on 21-22 November 2018, ISF forces demolished 16 small commercial units and 3 small fuel stations in Shu’fat Camp (Jerusalem).
- 23 PCBS, press release on the results of the labour force survey, 2018 at <http://www.pcbs.gov.ps/post.aspx?lang=en&itemID=3212>. Camp level unemployment rate data is from Q4 2018.
- 24 The provision of education is supported through a combination of programme budget, emergency and project funds.
- 25 Please note that PHC in Syria is provided under a combination of programme budget and emergency funding. Please also note that towards the end of 2018, the number of functioning health facilities decreased from 26 to 24, including 17 HCs, five HPs and two mobile clinics.
- 26 In 2018, UNRWA conducted a damage assessment of its facilities and refugee homes which revealed that almost all installations are in need for major rehabilitation (40 per cent of schools and 25 per cent of HCs are currently unusable). The Agency aims to conduct vital emergency repairs to its installations in accessible areas in order to ensure the consistent provision of services, including for returnees.
- 27 Please note that TVET is supported under a combination of programme budget and emergency funding.
- 28 Please note that microfinance programming is self-sustaining.
- 29 Education programming in Lebanon is funded through a combination of programme budget, EA and project funding.
- 30 EA funding supported PHC consultations for PRS while PRL consultations were supported under the programme budget.
- 31 A space where youth are trained and involved as active partners in the design, development and implementation of business ideas that have a social impact. Participants are comprised of both vocational training and non-vocational training students.
- 32 The provision of education is funded under the programme budget with the exception of EA funding that is employed in support of PRS student education.
- 33 The provision of technical and vocational training is supported under a combination of programme budget and EA funding.
- 34 The provision of PHC is wholly funded under the programme budget.
- 35 The SSNP is wholly funded under the programme budget.
- 36 Approximately one third of the caseload.
- 37 In this regard: (i) CMHP ceased to exist as a standalone programme; (ii) available assistance under cash for work programming was reduced with a greater focus on short term employment opportunities; (iii) frontline staff in UNRWA installations assumed a more active role in neutrality compliance and protection (the international staff footprint decreased); and (iv) staff reductions also affected capacity and management functions.

- 38 This figure includes 933,979 assisted under the oPt EA and an additional 98,935 assisted under the UNRWA Social Safety Net Programme (SSNP).
- 39 The provision of education in Gaza is provided through a combination of programme budget and emergency funds.
- 40 In total, food voucher assistance was extended to 7,843 households while 5,913 households benefitted from CfW opportunities until August 2018 when this intervention was suspended.
- 41 Households assessed as abject poor continued to receive food voucher assistance.
- 42 In 2018, Israeli authorities approved the entry into Gaza of six forklifts, personal protective equipment for international staff, and four out of the eight armoured vehicles previously referenced. As of 31 December 2018, approvals remained pending for clearance of the remaining four armoured vehicles.
- 43 Reflecting unaudited financial information, subject to change.
- 44 Ibid.
- 45 Financial data within this section is based on un-audited financial statements.
- 46 2018 UN Secretariat support amounted to US\$ 65.45 million (4.99 per cent across all funding streams), including US\$ 29.6 million (3.47 per cent) dedicated to the programme budget.
- 47 Traditional donors are those who were members of the Agency's Advisory Commission as at January 2010 (Australia, Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Italy, Japan, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom, the United States of America and the European Union).
- 48 2018 programme budget totalled US\$ 850.8 million.
- 49 Regional Partners include Algeria, Bahrain, Egypt, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Oman, the State of Palestine, Saudi Arabia, Syria, Tunisia, the UAE (including the Ruler of Sharjah), the Arab Authority for Agriculture and Investment Development, the Arab Fund for Economic and Social Development (Kuwait) and regional intergovernmental organizations and non-governmental organisations (NGO).
- 50 Azerbaijan, Brazil, Brunei, Chile, China, Colombia, India, Indonesia, Jamaica, Kazakhstan, Korea, Malaysia, Maldives, Mexico, Namibia, Pakistan, Russia, South Africa, Sri Lanka, Thailand, Trinidad and Tobago, Turkmenistan, Uzbekistan and Vietnam.
- 51 Austria, Bulgaria, Czech Republic, Estonia, Greece, Holy See, Hungary, Iceland, Latvia, Lichtenstein, Luxembourg, Malta, Monaco, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia and Turkey.
- 52 The cash view does not include non-cash elements including depreciation, amortization and severance provisions.
- 53 Please note that this sum does not include US\$ 35.517 million that relates to the interfund elimination of indirect support costs between funding streams.
- 54 This Agency-wide initiative is co-led by the Department of Education and the Protection Division.
- 55 AVAC preventative measures are rooted in the implementation of the Education Reform (see AOR reporting under Strategic Outcome 3, below) and interventions related to parenting, skills trainings and community engagement.
- 56 Advocacy targets should be understood as planning figures because these efforts are primarily responsive to the specific operational context of each field and therefore they are not amenable to the establishment of targets. Given this, 2021 targets are listed as N/A.
- 57 In order to avoid duplication, the indicator, "Number of protection (advocacy) interventions targeting external actors" (reported against under the 2017 AOR), was merged with the indicator, "Number of formal letters written on protection issues by UNRWA to duty bearers". While the 2017 actual (current baseline) conform to the 2017 actual against the indicator, "number of protection (advocacy) interventions targeting external actors", the Agency issued an additional 96 formal letters to duty bearers during the course of 2017.
- 58 Please note that the 2020 targets were revised to correct a methodological error. In this regard, both 'fully' and 'partially' implemented recommendations contributed to the results calculation rather than just 'fully' implemented recommendations, a more accurate measure of protection mainstreaming.
- 59 Please note that 2016 protection audit recommendations in LFO were revised in early 2018 as explaining the variation in results against the baseline.
- 60 The WBFO baseline (the 2017 actual) has been revised from 66.7 per cent to 0 per cent as providing an accurate reflection of those protection audit recommendations that had been fully implemented as at end of 2017. In this regard, of the nine WBFO protection audit recommendations issued in 2016, none had been fully implemented, however, 18 actions (out of a total of 27 actions) under these nine recommendations had been implemented as at the time of reporting. This also impacted the Agency-wide 2017 result under this indicator.
- 61 The gender marker is a tool that is designed to track resources dedicated to gender mainstreaming. Introduced in 2017 in relation to programme budget funded activities, the use of this tool was expanded to include project funded activities in 2018. An introductory training on how to apply the gender marker has been developed and will be rolled-out for relevant staff in 2019.
- 62 Please see <http://www.unwomen.org/en/how-we-work/un-system-coordination/promoting-un-accountability>. Spearheaded by UN Women, in 2012, the UN agreed on the landmark system-wide action plan (UN-SWAP) on gender equality and the empowerment of women. Here, for the first time, the UN-SWAP enabled gender issues to be mainstreamed systematically and measurably into all major institutional functions of UN entities.
- 63 Please see <http://www.unwomen.org/en/how-we-work/un-system-coordination/promoting-un-accountability>. Upon expiry of the initial UN-SWAP duration, a second generation of UN-SWAP was developed and launched in 2018. This version updated and expanded UN-SWAP 1.0. While the first phase of UN-SWAP implementation focused on gender mainstreaming and planning, the second phase is designed to focus on results and includes monitoring activities and outcomes for gender-related SDG results.
- 64 <https://www.unrwa.org/resources/strategy-policy/disability-inclusion-annual-report-2018>.
- 65 http://www.who.int/immunization/programmes_systems/supply_chain/benefits_of_immunization/en/.
- 66 For example, UNRWA employs the global standard in diabetes testing (the "HbA1c test") available in all Agency HCs. In addition, the cholesterol-lowering drug ("statin") has been included on the Agency's essential medications list.
- 67 In addition to staffing gaps, consultation numbers in Gaza were affected by increasingly strained Ministry of Health services and the health service needs of injured GMR demonstrators.
- 68 http://www.who.int/immunization/programmes_systems/supply_chain/benefits_of_immunization/en/.
- 69 Diseases targeted by the EPI include diphtheria, whooping cough, tetanus, measles, poliomyelitis and tuberculosis.
- 70 The 2018 immunisation rate for infants at 12 months, disaggregated by UNRWA fields of operation was, in the West Bank: 100 per cent, Syria: 99 per cent, Gaza: 99.9 per cent, Lebanon: 100 per cent and Jordan: 99.8 per cent.
- 71 The 2018 immunisation rate for children at 18 months, disaggregated by Agency fields of operation was, in the West Bank: 100 per cent, Syria: 94.5 per cent, Gaza: 99.9 per cent, Lebanon: 99.4 per cent and Jordan: 97.9 per cent.
- 72 The resistance to the spread of a contagious disease within a population that results if a sufficiently high proportion of individuals are immune to the disease, especially through vaccination.
- 73 <http://www.who.int/immunization/topics/shigella/en/>.
- 74 In Jordan and the West Bank, hypertension patients already registered in the NCD programme who were screening for DM were counted for the purposes of calculating results under this indicator. As of 2018, this indicator only captures the at risk population screened for DM (the calculation of results under this indicator has been standard-

- ised to include only new DM patients, not those already registered in NCD programme who were screened during annual assessment visits). Anecdotal evidence suggests that underachievement may have also been affected by the loss of mobile health services related to reductions in available funding.
- 75 Due to movement restrictions (related to closures, checkpoints and the Barrier), Palestine refugees may experience limited physical access to health care.
- 76 UNRWA hospitalization support differs from field to field, depending on local circumstances.
- 77 Through 2017, all vulnerable and marginalised Palestine refugees receiving the 90 per cent hospitalization subsidy were included in calculation of results under this indicator. In this regard, the vulnerable and marginalised included SSNP recipients, the elderly (above 70 years), youth under 18 years old and the internally displaced. In 2018, only SSNP recipients were counted towards the calculation of results under this indicator.
- 78 Please note that performance under this indicator does not pertain to rented health facilities.
- 79 A review of the calculations pertaining to the development of the baseline and results data for Jordan resulted in the revision (increase) in these figures. This adjustment also caused the Agency-wide baseline to increase.
- 80 For further information on the UNRWA EiE approach, please see, <https://www.unrwa.org/resources/about-unrwa/education-emergencies>.
- 81 The Curriculum Framework is a key component of the UNRWA Education Reform Strategy that serves as a policy reference document, an evaluation tool, a framework for analysis, and a tool for professional development. As a policy reference document, the Framework describes UNRWA's approach to enhancing the curriculum of the host countries. As an evaluation tool, it establishes standard criteria for analysing and enhancing textbooks across all fields. The Framework further includes analysis tools to guide the analysis of host country curricula, textbooks, and other learning material to ensure they reflect UNRWA values and expectations. As a professional development tool, training on the use of the Framework, and its deployment at the school and field level develops the awareness and capacity of teachers with regard to key competencies, principles, and values. The implementation of the Curriculum Framework helps UNRWA make a positive difference within all its schools. At the Agency level it ensures that the same quality standards are observed in all fields to fully meet the learning needs of UNRWA students.
- 82 With regard to the 2017-21 targets for cumulative drop-out, a decision was reached to maintain the Agency-wide level of achievement in 2015/16 school year (2015/16 Actuals); this reflects that the UNRWA-wide cumulative drop-out rates in 2015/16 were the lowest in any year since the 2010-15 Education Reform. Thus, the results achieved in 2015/16 serve as the 2017-21 targets.
- 83 The preparatory cycle in Jordan, unlike other fields of UNRWA operation, includes up to Grade 10 and therefore the cumulative preparatory drop-out rate is calculated up to grade 10.
- 84 It should be noted that this development does not represent a trend. UNRWA is closely following the situation and is responding through: (i) enhanced security and outreach to the concerned parents through school counsellors to encourage them to allow their daughters to return to school; (ii) preventive interventions with girls at risk of drop-out; and (iii) raising awareness with students about the dangers of illegal drugs.
- 85 Curriculum B is an accelerated learning programme designed to ensure that children can catch up on what they have missed.
- 86 When new textbooks are issued, their 'Rapid Review' is prioritised by the Agency, focusing on three criteria linked to UN values embedded within the Curriculum Framework (neutrality/bias, gender, and age appropriateness). Full textbook reviews under the Curriculum Framework continue to be undertaken, including against those for which a 'Rapid Review' has already been completed. The actual number of reviews reported includes both 'Rapid Reviews' and full reviews under the Curriculum Framework.
- 87 The 2021 target is influenced by the number of new textbooks, including new editions, issued by host countries during the year. As a result, estimating the number of textbooks to be reviewed in any given year is challenging. For this reason, 2018 and 2021 targets could/cannot be set for this indicator.
- 88 The 2017 actual (current baseline) was updated following a review of the indicator (calculation of results) methodology.
- 89 With regard to the 2017-21 targets for proportion of classes exceeding thresholds, a decision was reached to maintain the Agency-wide level of achievement in the 2015/16 school year (2016 Actuals). This is because it was not considered feasible to target a smaller proportion of class sizes below 25 students, nor educationally sound to target a larger proportion of class sizes above 40 students. Thus, the results achieved in 2016 serve as the 2017-21 targets.
- 90 The 2017 actual (current baseline) was updated following a review of the methodology.
- 91 Following a methodology review of all relevant CMM indicators, the reporting period for this indicator was changed from Q3 to Q4 at the end of 2018. This figure therefore covers five quarters, from Q4 2017 to Q4 2018 inclusive.
- 92 This figure has been updated, following a review of methodology.
- 93 Please note that performance under this indicator does not pertain to rented facilities.
- 94 A review of the calculations pertaining to the development of the baseline and results data for Jordan resulted in the revision (increase) in these figures. This adjustment also caused the Agency-wide baseline to increase.
- 95 This is accomplished through the Competency Based Training approach that: (i) identifies and builds on the occupational standards for each profession, which are then reflected as course competences in which students build their capacity; and (ii) makes courses more relevant and responsive to labour market needs and thus increases the employability of graduates. In 2018, five vocational courses at Wadi El-Seer Training Centre (WSTC) in Jordan were restructured using this approach, with twelve more to be similarly restructured in 2019. As part of this approach, partnerships with businesses and industry have also been forged in order to harness their expertise. One example is the partnership between WSTC in Jordan and Samsung: Samsung renovated and equipped a training workshop with air conditioning and training tools, trained instructors, participated in developing the course curricula and agreed to employ a number of graduates each year.
- 96 When it is in place, the TVET Quality Assurance Framework is another Agency wide tool that will enhance the coherence, effectiveness and efficiency of the TVET programme. Piloted in Jordan, Lebanon and the West Bank in 2017, framework implementation was delayed in 2018 due to a shortage of funds. It is hoped that work in this area will restart in 2019.
- 97 The ratio of a microfinance institution's operating revenues against its operating expenses.
- 98 A target for Syria was not set given the crisis, extreme levels of poverty and challenges in ascertaining distinct levels of poverty through the PMTF.
- 99 The VTC graduate employment rate fell very slightly in Jordan (though still at 95.03 per cent) due to the overall national economic situation and the corresponding decrease in the number of job opportunities due to low economic growth. As at the end of the reporting period, the annual unemployment rate in Jordan was 18.7 per cent. In light of this figure, the VTC graduate unemployment rate of less than 5 per cent is comparatively quite encouraging. The noted decrease in female employment was due to the worsening economic situation, along with reported unequal salary/benefit packages that are offered to women in the private sector. The increase in the employment rate in Syria (amongst both males and females) reflects a large number of companies resuming their businesses and UNRWA VTCs providing qualified and highly-considered graduates.
- 100 Please note that UNRWA does not disaggregate loan repayment rates on the basis of refugee/non-refugee status.
- 101 FTEs correspond to an estimation of the number of jobs created by a given initiative within a predefined timeframe. The number

- of FTEs is obtained by dividing the total generated person-days by the actual number of working days over the duration of the initiative. For example, an initiative generating 546 person-days over one year (273 working days) would correspond to 2 FTEs. FTEs should be understood as the average number of jobs created by an initiative at any point in time and corresponds to the lowest possible estimate of the total number of individuals employed throughout the lifespan of each initiative as each FTE may correspond to several workers if the initiative has a high turnover rate.
- 102 Given the unpredictable context in Syria, 2018 and 2021 targets for this indicator could not be set.
- 103 UNRWA is not responsible for administering its camps; it continues to provide services in the best interests of Palestine refugees and without prejudice to host country responsibilities under international law.
- 104 Please note that in total, 2,533 FTEs were created in 2018, (including positions created in Syria).
- 105 To date, these efforts have yet to yield concrete results in light of the limited pool of contracting companies headed/owned by women.
- 106 Please note that the 2021 targets for Gaza and Lebanon were revised downwards revised to ensure that new partnerships established were in line with the Agency-wide partnership framework that defines and categorizes partnerships and encourages creative thinking for delivering on development priorities through partnerships as a means for cost effectiveness.
- 107 This initiative was furthered under support provided under a combination of programme budget, emergency and project funding.
- 108 UNRWA defines those in a state of absolute poverty (the churning poor) as individuals able to meet their basic food needs but unable to meet their non-food needs. The abject poor cannot even meet their basic food needs.
- 109 The study, "Social Transfers in Gaza".
- 110 Results under this indicator do not pertain to Syria where SSNP assistance was stayed due to the prevailing crisis.
- 111 Despite high overall poverty in Lebanon, the number of abject poor is relatively low. The overall abject poverty rate among PRL is approximately 3.5 per cent while a 2015 American University of Beirut study found that the absolute poverty rate for the same group was 65 per cent. As such, the majority of the refugee population can meet their food needs, however, they are not in a position to meet their non-food needs.
- 112 Please note that in 2018, significant progress was made in increasing the percentage of SSNP recipients in Lebanon who are either abject or absolute poor. In light of this development, the 2021 target for Lebanon was revised from 27.55 per cent to 36.70 per cent.
- 113 A social transfer is any non-contributory payment, be it in the form of in-kind food or NFIs, cash, vouchers or a combination thereof to help reduce the vulnerability of a family or individual to poverty.
- 114 Please note that under RSS reform, this indicator replaces the indicator, "percentage of SSN individuals that received social transfers (out of the total poor refugee population) (disaggregated by sex and disability)."
- 115 Results under this indicator do not pertain to Syria where SSNP assistance has been stayed due to the ongoing crisis.
- 116 These and similar initiatives, as well as other UNRWA activities in Palestine refugee camps are undertaken without prejudice to the Agency's position concerning the responsibility of host authorities to administer the camps.
- 117 Please note that under the 2018 AOR, UNRWA will not report against the indicator, "(p)ercentage of priority projects funded (value)" as the financial realities that confronted the Agency in 2018 forced the conclusion that whilst each of the projects in the priority list responds to needs set out in the MTS 2016-21, programme budget and EA funding shortfalls had to take precedent. As such, where income was available from restricted partner budget lines that could not be diverted to either the programme budget or EAs, it was allocated to priority projects. Within this context, UNRWA took the decision to suspend the priority projects list as a reporting priority.
- 118 Please note that the indicator, "implementation rate of DIOS audit, evaluation and investigation recommendations", reported under the 2017 AOR, was revised to "implementation rate of DIOS audit and evaluation recommendations". The reason for this revision lay in the implementation percentage of audit and evaluation recommendations that is calculated on the basis of recommendations closed within two years of issuance (pursuant to a pre-defined methodology developed in support of reporting results under this indicator). As investigations recommendations require a much shorter time frame than two years to resolve, in the name of accuracy a separate indicator, "percentage of DIOS investigations issued within prescribed timeframe", was developed and reported against. Please see the below in this regard.
- 119 Please note that the baseline was adjusted to reflect the consistent application of the indicator methodology.
- 120 In 2017, the calculation of results under this indicator factored in recommendations issued in 2016 and 2017 even though there was no expectation that these recommendations would be fully implemented by the end of the 2017 reporting period. This inconsistent application of the indicator methodology has now been adjusted and is reflected in the 2018 AOR.
- 121 Please note that a Senior Investigator will join the Agency at the end of March 2019 while the new Chief of the Investigations Division will assume her/his post soon thereafter.
- 122 Please note that: (i) this indicator replaces the indicator, "percentage of UNRWA installations receiving four or more neutrality inspections annually"; and (ii) the 2018 baseline pertains to the above referenced indicator text.
- 123 Please note that this transition process was managed throughout the second half of 2018 and is set to continue into 2019.
- 124 Throughout 2018, new installations have opened while others have closed. Hence, the above-mentioned figures will therefore not give a precise indication of the regularity of installation visits. In the West Bank, 13 of 239 installations were not inspected twice during the reporting period. Seven of these installations were either closed, had just opened or operated only one day per week. Given staff shortages and the distances between the installations, it was not possible to visit these installations during the limited times that they were open. The remaining six installations could not be visited because of restrictions in movement, emanating from concerns for the safety and security of UNRWA staff.
- 125 These followed the 2017 central workshop held in Amman which targeted 24 PDCUs from Jordan, Syria, and Lebanon, but in which Gaza and West Bank Fields were unable to participate.
- 126 This commitment was reaffirmed in March 2018 when the UNRWA Commissioner-General (CG) was designated as an International Gender Champion.
- 127 Please note that the Grade range for area Staff is from Gr.2-20.
- 128 The UNRWA framework for AAP can be accessed through, https://www.unrwa.org/sites/default/files/content/resources/unrwa_framework_for_accountability_to_affected_populations.pdf.
- 129 As part of this process, vulnerable groups, including women, children, the elderly and persons with disabilities were consulted as the classification of beneficiaries according to their level of vulnerability will inform targeted cash assistance programming that will be introduced in 2019.
- 130 For example, women, children, the elderly and persons with disabilities were engaged through "back to beneficiaries" consultations, focus groups, coordination meetings, partner NGOs and community theatre performances.
- 131 Please note that this figure includes social media interactions.
- 132 In addition, during the reporting period, Palestine refugees were engaged in household surveys and focus group discussions related to two external evaluations relating to cash assistance and child and assistance and child and family protection.
- 133 Four focus areas were identified for priority attention: staff awareness and reporting; beneficiary awareness and reporting; survivor/victim support and prevention through programmes.
- 134 Please see <https://www.unrwa.org/newsroom/videos/unrwa-sup->

- [ports-16-days-campaign-against-gender-based-violence](#) .
- 135 This electronic tool is used to screen against the employment of former UN staff dismissed as a result of substantiated allegations of SEA, or who resigned or were separated during an investigation.
- 136 Developed by the United Nations System Chief Executives Board for Coordination Task Force, the model policy is expected to lead to the issuing of consistent and strengthened sexual harassment policies throughout the UN system. It includes, among others, model provisions for formal and informal reporting of sexual harassment, prevention, support to affected individuals, and protection against retaliation.
- 137 Please see <https://www.un.org/preventing-sexual-exploitation-and-abuse/content/victim-assistance>.
- 138 UNRWA participates in in-country PSEA networks in Jordan, Lebanon and Syria, which were established under auspices of the respective UN Resident Coordinator. A PSEA network in the oPt is in the process of being established. A key role of the PSEA networks is to develop and maintain inter-agency community-based complaints mechanisms.
- 139 Please see <https://www.un.org/sg/en/content/profiles/jane-conors>.
- 140 Across all fields of UNRWA operation, a range of stakeholders were engaged towards the development and implementation of environmental awareness and protection interventions. Examples to this engagement during the reporting period included: (i) solar energy and camp clean up initiatives that formed part of broader community engagement and environmental awareness raising efforts in Jordan (involving school parliaments, students, civil society organisations, municipalities and camp service committees); (ii) the participation of refugee communities as a precondition for the development and implementation of camp improvement plans in Lebanon; (iii) the coordination of environmental protection interventions in Gaza through the WASH and Health clusters and a recently established solar energy task force. In addition, solid waste management, vector control and the repair and maintenance of water wells in the eight refugee camps in Gaza included the engagement of municipal authorities and community representatives; (iv) working with the Ministry of the Environment in Syria on a “reduce recycle and reuse” campaign in Agency schools and with civil society on “go green” initiatives; and (v) environmental awareness campaigns in the West Bank that included strong engagement with school management, students, international NGOs and local CBOs that implemented activities at camp level. In this regard, teachers, students and households were key stakeholders in the achievement of positive change.
- 141 Nur Sham Girls’ School, Shu’fat Girls’ and Boys’ Schools (1&2), Fawwar Boys’ Schools (1&2), and Fawwar Girls’ Schools (1&2).
- 142 Please note that UNRWA health expenditure reflects the unit cost for the registered population.
- 143 The UNRWA cost per pupil is listed Agency-wide, excluding Syria, and pertains to the 2017-18 scholastic year. This calculation is based on direct costs and does not include around US\$ 150 in indirect costs per pupil. OECD cost per pupil data pertains to 2015 (the most up to date data available). Source: <https://data.oecd.org/eduresource/education-spending.htm>.
- 144 UNRWA cost per served population is listed Agency-wide, excluding Syria, and pertains to 2017. This calculation is based on direct costs and excludes US\$ 5.20 in Agency-wide indirect costs. This is not directly comparable to OECD costings as UNRWA is not the only health provider for Palestine refugees in its fields of operation.
- 145 The OECD classifies education according to the definitions of the International Standard Classification of Education (ISCE). Primary education (grades 1-6) corresponds to UNRWA’s elementary schooling. Within ISCE definitions, preparatory education combines lower secondary (which corresponds to UNRWA preparatory level) and upper secondary (the remaining years before tertiary education), so does not fully align with UNRWA’s preparatory grades (7 – 9, up to 10 in Jordan and some schools in West Bank and 12 in Lebanon). Together, elementary and preparatory education make up the UNRWA definition of basic education.
- Please also note that OECD health data refers to health expenditure per capita in 2016. Source: <http://www.oecd-ilibrary.org/social-issues-migration-health/health-at-a-glance-2017/health-expenditure-per-capita-2016-or-nearest-year-health-glance-2017-graph110-en> .
- 146 OCHA Humanitarian Snapshot on Casualties in the context of the demonstrations and hostilities in Gaza 31 December 2018 report.
- 147 Average for 2018 calculated based on OCHA Early Warning indicators, December 2018 <https://www.un.org/unispal/document/gaza-strip-early-warning-indicators-dec-2018-ocha-infographic/>
- 148 However, in 2018, households assessed in the last two years as abject poor continued to receive assistance through food vouchers.
- 149 This intervention was discontinued in October 2018 due to underfunding.
- 150 Figures refer to funding received in 2018 and do not include carry forward
- 151 Socio Economic and Food Security Survey- SEFSec 2018 preliminary findings.
- 152 PCBS labour force survey Q3 2018.
- 153 No funding was received under the EA for these interventions, although activities were supported with project funding.
- 154 Support teachers provided additional learning support for all students in grades 5-9 through a total of 3,468 class sections with 137,974 children. The reported achievement refers to the number of students who received targeted support out of the total student population reached through this activity.
- 155 For education, counsellors provided PSS in schools in the framework of the Inclusive Education Approach to PSS. Student Support Teams were activated in all schools and teachers trained on the Inclusive Education Identification toolkit.
- 156 Counsellors do not provide legal representation services.
- 157 252 school counsellors in 2018.
- 158 The indicator “number of protection cases receiving individual case management support” was erroneously included in the EA and is no longer included in this Annual Report.
- 159 No funding was received under the EA for this intervention, an assistance measure that was covered through other sources of funding.
- 160 These achievements were reached through a combination of project-funded activities and support by EA-funded protection staff.
- 161 UNRWA defines those in a state of absolute poverty as individuals unable to meet some of but not the entire basket of basic needs including food while the abject poor are those unable to meet even basic food requirements.
- 162 UNRWA defines those in a state of absolute poverty as individuals unable to meet some of but not the entire basket of basic needs including food while the abject poor are those unable to meet even basic food requirements.
- 163 The following indicator: “Number of protection incidents of alleged violations of international law documented by UNRWA” was erroneously included in the printed version of the 2018 EA and is not reported against in this annual report.
- 164 Stable accommodation refers to those assisted who report that they believe 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 demolition).
- 165 Please note that UNRWA is not involved in litigation pertaining to Palestine refugee land issues.
- 166 Summary by the Secretary General of the report of the UNBOI into certain incidents that occurred in the Gaza Strip between 8 July 2014 and 26 August 2014, UN Doc S/2015/287, paragraph 98c.
- 167 This indicator has been updated in accordance with the Agency’s regulatory framework and SOPs.
- 168 See footnote 160 above.
- 169 In total, over 3,000 staff have received neutrality training in the West Bank (in person and through e-course). At the beginning of 2018, the

- training focus further emphasised developing the Associate OSO capacity. Industrial action during the early part of the reporting period delayed this process into Q2. Funding availability affected the training programme and activities in Q3 and Q4.
- 170 OCHA classification, October 2018.
- 171 UNRWA living conditions of Palestine refugees in Syria, 2018.
- 172 Based on the Agency's database.
- 173 Figures refer to funding received in 2018 and do not include carry forward.
- 174 The number includes individuals who received this assistance on more than one occasion.
- 175 During 2018, five HPs in collective shelters and gatherings were closed as IDPs were evacuated in May 2018, while one HP was reclassified as a HC due to the expansion of the services provided through it. In addition, one HC was re-opened in Sbeineh camp.
- 176 During the reporting period UNRWA updated this indicator to include both the population reached with ERW activities by the ASOs; and the students receiving ERW awareness in UNRWA schools. This explains the overachievement of the initial target.
- 177 The overachievement is due to availability of earmarked funds for training that were not in the pipeline during the planning phase.
- 178 Following a verification exercise conducted in Lebanon in July/August 2018, UNRWA could verify the physical presence of 29,145 PRS (8,741 families) in Lebanon and entitled to the Agency's emergency assistance. As a result, this target has been reviewed to better reflect the operational reality.
- 179 This target has also been reviewed to better reflect the operational reality, following the verification exercise conducted by UNRWA in July/August 2018.
- 180 No funding was received under the EA for this intervention in 2018. However, through other sources of funding, the Agency's Youth Unit reached 870 youth (746 PRL, 57 PRS and 67 others) through formal and non-formal skills training and innovation programmes.
- 181 The courses included hairdressing, hospitality, mobile maintenance, and photography.
- 182 No funding was received under the EA for this intervention. However, through other sources of funding, the Agency will implement this activity in 2019.
- 183 Hospitalization services include secondary and tertiary care as well as outpatient and emergency room services.
- 184 The wording of this indicator has been slightly modified from its original version to better reflect the operational reality.
- 185 The actual is lower than in the previous school year as the overall number of UNRWA schools in Lebanon was reduced following the merger of two schools in the Beqa'a area.
- 186 This indicator and the subsequent related to educational and recreational materials and activities were erroneously not included in the published version of the 2018 EA. However, Lebanon Field Office has continued to implement the activities connected to these indicators and to report against them. Hence, the indicators have been reintroduced in this Annual Report to better reflect the operations.
- 187 Please note that some students participated in a given activity in more than one occasion. In that sense, the actual result reflects the number of participants recorded under each activity.
- 188 This target was amended to better reflect the operational reality
- 189 The remaining PRS will be covered in Q1 2019 as part of retroactive payments
- 190 The wording of this indicator has been updated to better reflect operational reality
- 191 As of December 2018.
- 192 The overachievement of this target is due to the enrolment in 10th grade of three new PRS students in March 2018.
- 193 No funding was received under the EA for this activity. However, through project funds, 70 education staff were trained on safety and security based on the UNRWA EIE approach.
- 194 No funding was received under the EA for this activity. However, 1,424 PRS children (757 female, 667 male) received PSS using other resources.
- 195 No funding was received under the EA for this activity. However, 71 education staff were provided with training using other resources.
- 196 Distribution of school materials took place in the first quarter of 2018 and was provided to all PRS students enrolled in the 2017/2018 scholastic year (1,396 students).
- 197 No funding was received under the EA for this activity. However, 1,361 PRS students (720 female, 641 male) were assisted with recreational and extracurricular using other resources.
- 198 No funding was received under the EA for this activity. However, 1,493 staff were trained through project funding.
- 199 No funding was received under the EA for this activity. However, 63 staff received security training through other funding.
- 200 This target has been updated in line with the current reporting cycle.
- 201 The Agency's humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered in the 3RP.
- 202 The increase in the programme budget reflects carried over liabilities and EA advances.
- 203 Syria and oPt EAs.
- 204 Please note that the baseline was revised to reflect cumulative results against funding gap at the 2016 start of the RMS instead of actual income received in the 2017 calendar year, as reported under the 2017 AOR.
- 205 Please note that "tracked" refers to recording changes as soon as they occur as opposed to recording on a monthly, quarterly or annual basis.
- 206 Please note that the baseline was revised to reflect cumulative results against funding gap at the 2016 start of the MTS instead of actual income received in the 2017 calendar year, as reported under the 2017 AOR.
- 207 Please note that this figure includes pledges.
- 208 In this context, diversified sources refers to all sources of income, excluding the traditional donor group.
- 209 During the reporting period UNRWA updated this indicator to include both the population reached with ERW activities by the ASOs; and the students receiving ERW awareness in UNRWA schools. This explains the overachievement of the initial target.
- 210 The overachievement is due to availability of earmarked funds for training that were not in the pipeline during the planning phase.
- 211 No funding was received under the EA for these interventions, although activities were supported with project funding.
- 212 Support teachers provided additional learning support for all students in grades 5-9 through a total of 3,468 class sections with 137,974 children. The reported achievement refers to the number of students who received targeted support out of the total student population reached through this activity.
- 213 No funding was received under the EA for this intervention, an assistance measure that was covered through other sources of funding.
- 214 Stable accommodation refers to those assisted who report that they believe 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 demolition).
- 215 This indicator has been updated in accordance with the Agency's regulatory framework and SOPs.
- 216 See footnote 14 above



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وكالة الأمم المتحدة لإغاثة وتشغيل
اللاجئين الفلسطينيين في الشرق الأدنى