



syria regional crisis

# emergency appeal 2017



# 2017 syria regional crisis emergency appeal

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## About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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**Cover Photo:** Jaramana collective shelter, Syria. © 2016 UNRWA Photo by Taghrid Mohammad

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# acronyms and abbreviations

<b>ATM</b>	Automated Teller Machine	<b>NGO</b>	Non-governmental organization
<b>CERF</b>	Central Emergency Response Fund	<b>OCHA</b>	Office for the Coordination of Humanitarian Affairs
<b>DTC</b>	Damascus Training Centre	<b>PMTF</b>	Proxy-means test formula
<b>ECHO</b>	European Commission Directorate-General for European Civil Protection and Humanitarian Aid Operations	<b>PRCS</b>	Palestine Red Crescent Society
<b>ECU</b>	Emergency Coordination Unit	<b>PRS</b>	Palestinian refugees from Syria
<b>EiE</b>	Education in Emergencies	<b>SARC</b>	Syrian Arab Red Crescent
<b>EPSW</b>	Emergency Protection Social Workers	<b>PSS</b>	Psychosocial support
<b>ERW</b>	Explosive remnants of war	<b>SFO</b>	Syria Field Office
<b>ESW</b>	Emergency Social Workers	<b>SGBV</b>	Sexual and gender-based violence
<b>EU</b>	European Union	<b>SLM</b>	Self-learning materials
<b>GBV</b>	Gender-based violence	<b>SMS</b>	Short Message Service
<b>GPS</b>	Global Positioning System	<b>SPC</b>	Senior Protection Coordinator
<b>HEAT</b>	Hazardous Environment Awareness Training	<b>SRP</b>	Strategic Response Plans
<b>HF</b>	High frequency (radio)	<b>SYP</b>	Syrian Pound
<b>IDP</b>	Internally displaced person	<b>TVET</b>	Technical and Vocational Education and Training
<b>IHL</b>	International humanitarian law	<b>UAERC</b>	Red Crescent Society of the United Arab Emirates
<b>IHRL</b>	International human rights law	<b>UNDSS</b>	United Nations Department of Safety and Security
<b>IHRS</b>	International human rights system	<b>UNFPA</b>	United Nations Population Fund
<b>INEE</b>	Inter-Agency Network for Education in Emergencies	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>JFO</b>	Jordan Field Office	<b>UNICEF</b>	United Nations Children's Fund
<b>JHAS</b>	Jordan Health Aid Society	<b>UNHCT</b>	United Nations Humanitarian Country Team
<b>LP</b>	Lebanese Pound	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine Refugees in the Near East
<b>MSF</b>	Médecins Sans Frontières	<b>VHF</b>	Very high frequency
<b>NCD</b>	Non-communicable disease	<b>WASH</b>	Water, sanitation and hygiene
<b>NFI</b>	Non-food item		





## foreword by the commissioner-general

During 2016, the conflict in Syria has continued with brutal intensity and increasing ferocity, as efforts to reach a political solution failed to materialize. Over 4.8 million people from Syria are now registered as refugees with UNHCR and an estimated 6.5 million are displaced within the country, rendering this the world's largest displacement crisis. Amid this unconscionable bloodshed and destruction, Palestine refugees are among those worst affected. Of the 560,000 registered with UNRWA in Syria, around 400,000 have been forced from their homes, with over 120,000 fleeing the country to Lebanon, Jordan, Egypt and beyond, including to Europe. Inside Syria, 280,000 Palestine refugees remained displaced, while 43,000 were trapped in besieged and hard-to-reach areas, including the battlegrounds of Yarmouk and Khan Eshieh.

With its broad humanitarian presence on the ground, UNRWA continues to provide a critical lifeline to Palestine refugees in Syria and those who fled to Lebanon and Jordan, adapting existing programmes to reach communities affected by the crisis. We are mounting large-scale relief operations in response to new and growing needs. And inside Syria, we are reaching over 400,000 Palestine refugees with cash assistance, making this one of the largest such programmes in an active conflict setting anywhere in the world.

With conditions severe in many parts of Syria, and in some cases worsening, it is extraordinary to see 45,000 Palestine refugee students pursuing an education in our classrooms, an increase over the low point seen in the last three years. Sustaining this trend is vital to the future of the refugees in Syria, and will support recovery and rehabilitation efforts wherever conditions allow. We are supplementing regular classes with psychosocial support and safety awareness training, to mitigate some of the worst traumatic impacts of the conflict. For those unable to reach their classrooms – Palestine refugees and Syrians alike – we have developed distance-learning materials to support continuing education.

These are having a positive impact on the lives of hundreds of thousands of children.

The delivery of these and other services is only possible because of the extraordinary courage, perseverance and agility of our staff. The Agency's 4,000 staff in Syria are dedicating their lives on the front line to deliver crucial assistance to those most in need. This has come at an unbearable cost – 20 Agency staff have lost their lives since the beginning of the conflict and many more have sustained life-changing injuries. Another 26 are currently missing or detained and we remain deeply concerned about their well-being.

Six years into the conflict, coping mechanisms have been all but exhausted. Absent progress towards a resolution of the conflict, Palestine refugees will remain extremely insecure and continue to rely heavily on UNRWA to meet their most basic humanitarian needs. If levels of insecurity improve in any areas where refugees are located, even on a limited basis, stabilizing those communities, including through livelihoods, would be a priority.

Our ability to respond depends on the generosity of donors and the guarantee of safe and consistent access to those in need, in accordance with international law. We urge donors to maintain and increase their support in 2017 to mitigate the humanitarian impacts of the crisis in Syria, enhance the protection of civilians and prevent further suffering. More importantly, we urgently call for a negotiated solution to the Syria conflict to put an end to the violence, destruction, and violation of rights, dignity and humanity.

Pierre Krähenbühl

UNRWA Commissioner-General

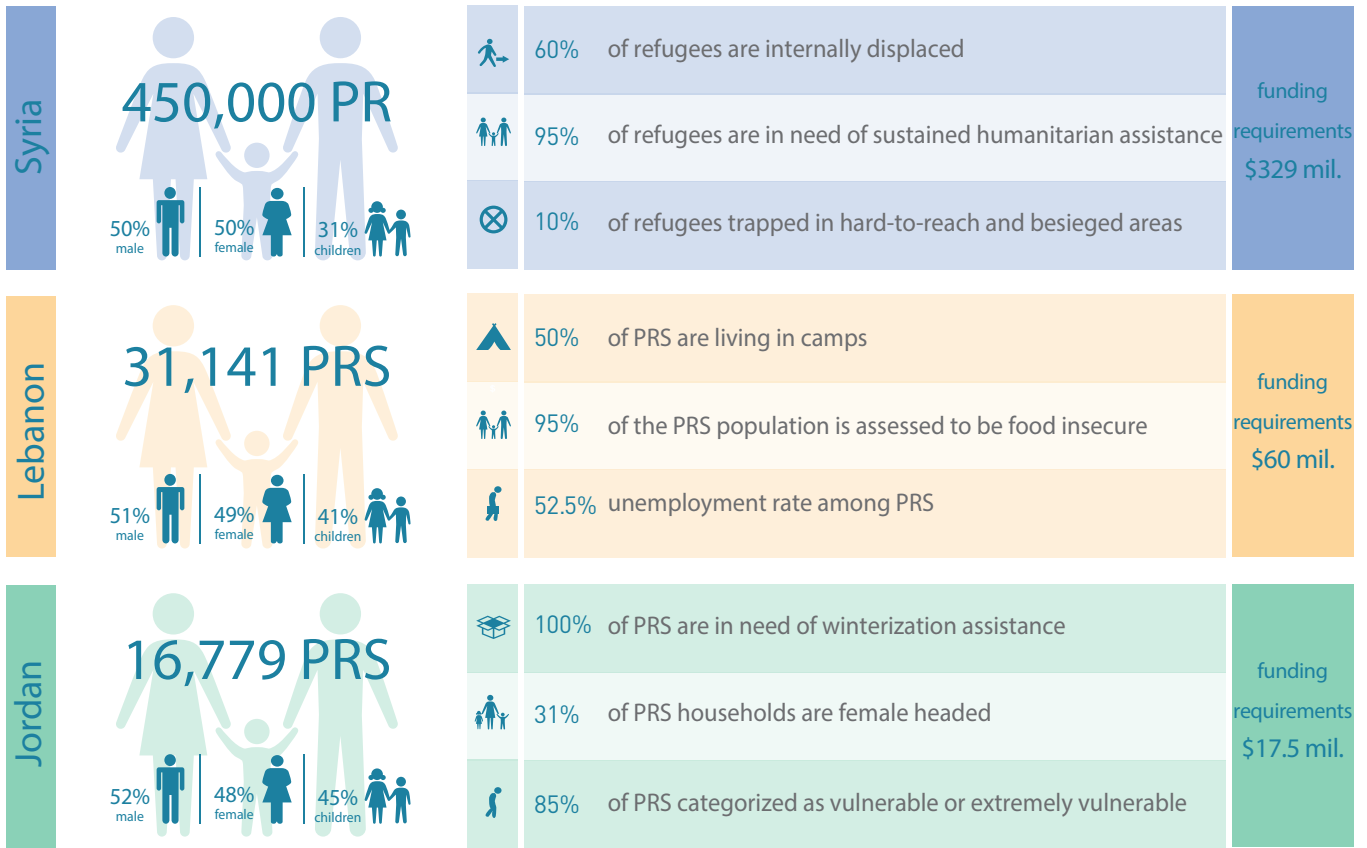


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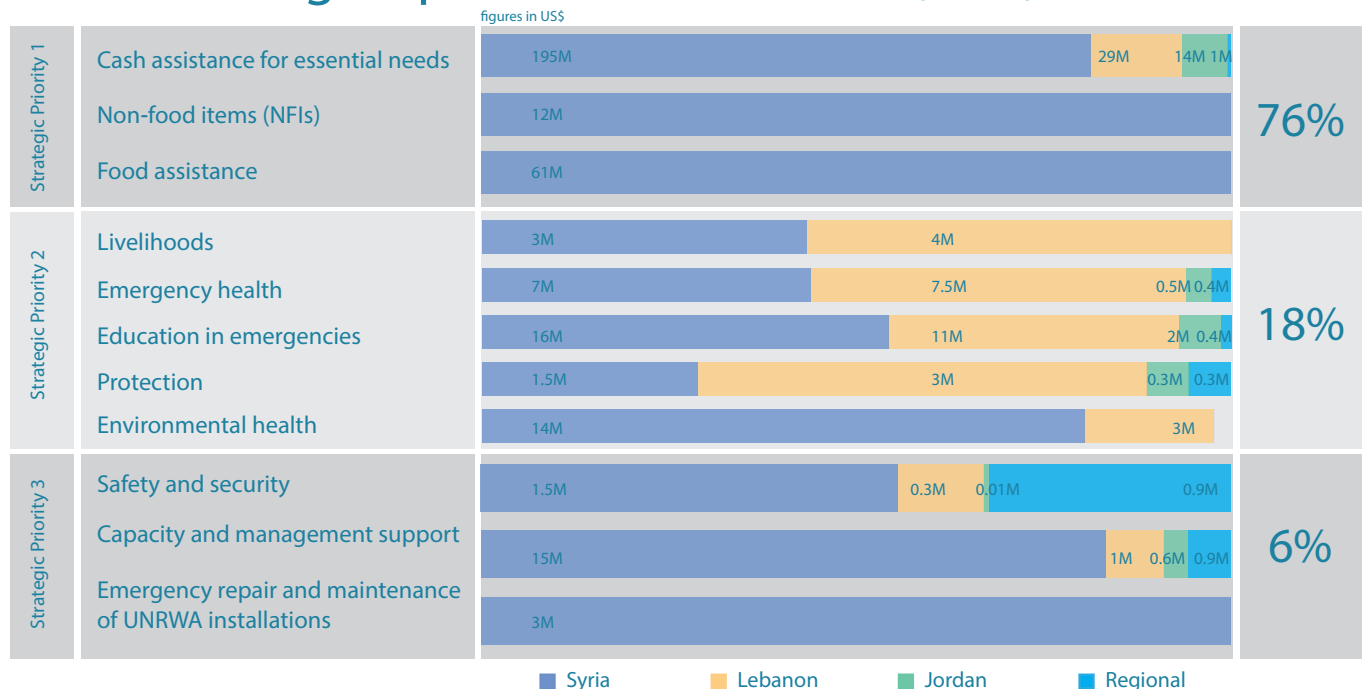
November 2016

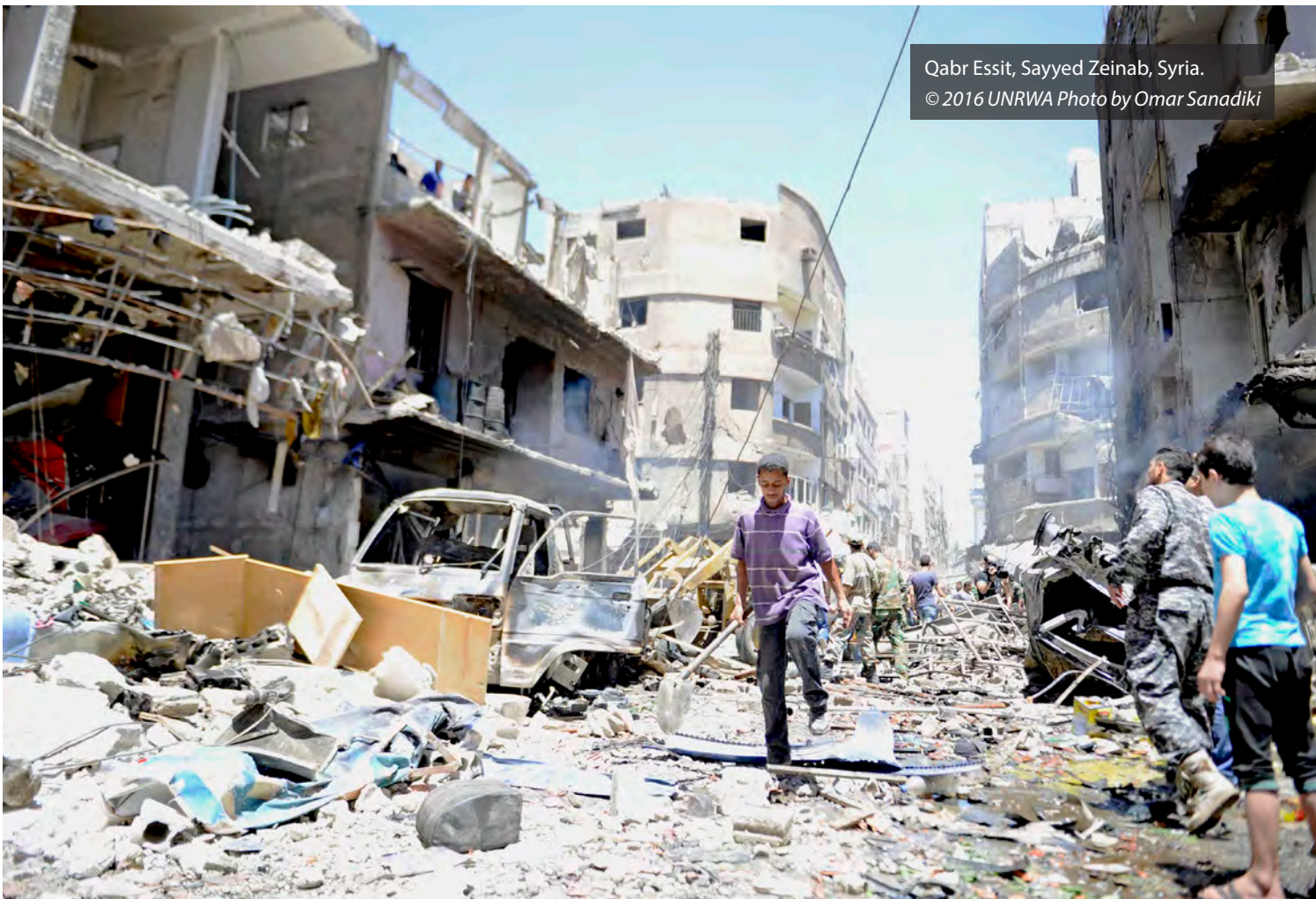
**560,000** Palestine refugees registered with UNRWA in Syria prior to conflict

more than **50,000** Palestine refugees from Syria have fled to locations outside the region



## Total funding requirements: US\$ 411,005,236





Qabr Essit, Sayyed Zeinab, Syria.  
© 2016 UNRWA Photo by Omar Sanadiki

## executive summary

During 2016 the conflict in Syria has continued with intensity and unpredictability, resulting in further loss of civilian life and material destruction. Of the estimated 450,000 Palestine refugees that remain inside Syria, over 95 per cent (430,000) are in critical need of sustained humanitarian assistance in order to survive. Almost 280,000 are internally displaced, and an estimated 43,000 are trapped in hard-to-reach or inaccessible locations such as Yarmouk, Khan Eshieh, and Muzeireb and Jillin in Dera'a. Delivering vital assistance and services to Palestine refugees remains a major challenge for the Agency.

Over 120,000 Palestinian refugees from Syria (PRS) have fled the country, including around 31,000 to Lebanon and 16,000 to Jordan. Many PRS in Lebanon and Jordan have been pushed into a precarious and marginalized existence due to their uncertain legal status and face limited social protection, making them heavily reliant on UNRWA for their basic needs.

Within this complex and challenging operating environment, UNRWA will continue to adapt and innovate to ensure that it meets the essential needs of Palestine refugees affected by the Syria crisis, for whom it will remain the main provider of basic

relief and humanitarian assistance. The Agency will draw on its existing structures, supply chains and capacities to ensure an effective and agile response to ongoing and evolving needs.

In 2016, US\$419.9 million was required to cover the cost of emergency interventions; as of 25 November 2016, only US\$226 million had been pledged, corresponding to 54.6 per cent of total funding requirements. With available funds, UNRWA was only able to implement three out of six planned rounds of cash assistance inside Syria and was unable to meet assistance targets in Lebanon; in Jordan, underfunding limited the Agency's ability to provide winterization support. Livelihoods and vocational training targets were also not fully achieved across all fields.

In spite of these major challenges, during 2016 UNRWA continued to provide life-saving assistance and protection to over 450,000 Palestine refugees affected by the Syria crisis, including inside Syria and in Lebanon, Jordan and Gaza. UNRWA also extended basic health and quality and inclusive education services to Palestine refugees inside Syria and those forced to flee. In total, over 45,000 Palestine refugees were enrolled in UNRWA schools inside Syria, while over 5,300 PRS



children were accommodated in Agency schools in Lebanon and 1,400 PRS and Syrians in Jordan. Primary health care was dispensed through 15 UNRWA health centres (HCs), 11 health points (HPs) and one mobile HP inside Syria. In Lebanon, care was provided to PRS through 26 HCs and one HP and in Jordan through 25 HCs and four mobile clinics. Though the Agency's Technical and Vocational Education and Training (TVET) programme short-term courses and professional coaching services were offered in both Lebanon and Jordan to support 313 PRS and Palestine refugees in Lebanon (PRL) and a further 27 PRS in Jordan. UNRWA also continued to deliver potable water, maintain sewerage networks and provide solid waste management in seven accessible camps in Syria out of the nine official camps and three unofficial camps that were serviced prior to the conflict. A similar range of assistance measures to improve the urban camp environment were implemented in Lebanon.

In 2017 UNRWA requires US\$ 411 million for its humanitarian response to the Syria crisis. This response will be guided by the following three strategic priorities:

**Strategic Priority 1:** To preserve resilience through the provision of humanitarian assistance in the form of cash, food and relief items.

**Strategic Priority 2:** To provide a protective framework for Palestine refugees through helping mitigate their vulnerability by maintaining access to basic services including education; health; water, sanitation and hygiene (WASH); and livelihoods and promoting respect for international humanitarian law (IHL) and international human rights law (IHRL).

**Strategic Priority 3:** To strengthen humanitarian capacity, coordination and management to improve the effectiveness and efficiency of emergency programme delivery.

Activities described in this appeal are consistent with the priorities and interventions in the 2017 Syria Humanitarian Response Plan (HRP) and the Regional Refugee Resilience Plan (3RP) for 2017-2018. They will be complemented by ongoing operations supported by the Agency's Programme Budget, particular in the areas of education and health.

# 2017 syria regional crisis response funding requirements

Programme Requirements	Syria	Lebanon	Jordan	Regional	Total
Cash assistance for essential needs, including food, shelter and NFIs	194,979,005	29,308,710	14,477,391	1,000,000	<b>239,765,106</b>
Non-food items (NFIs)	11,761,270	0	0	0	<b>11,761,270</b>
Food assistance	61,347,245	0	0	0	<b>61,347,245</b>
Livelihoods (microfinance, vocational training, income generation, social cohesion for Lebanon)	3,279,029	4,284,195	0	0	<b>7,563,224</b>
Emergency health	6,600,000	7,523,000	502,630	400,000	<b>15,025,630</b>
Education in Emergencies	16,057,000	11,492,623	1,659,450	400,000	<b>29,609,073</b>
Protection	1,524,024	3,163,034	299,101	300,000	<b>5,286,159</b>
Environmental health	13,754,643	2,952,190	0	0	<b>16,706,833</b>
Safety and security	1,554,000	318,126	19,812	900,000	<b>2,791,938</b>
Capacity and management support	15,321,377	1,411,337	600,004	1,041,040	<b>18,373,758</b>
Emergency repair and maintenance of UNRWA installations	2,775,000	0	0	0	<b>2,775,000</b>
<b>Total (US\$)</b>	<b>328,952,593</b>	<b>60,453,215</b>	<b>17,558,388</b>	<b>4,041,040</b>	<b>411,005,236</b>

# country chapters

# syria: context and needs analysis

In 2016, the armed conflict in Syria remained particularly intense, volatile and unpredictable. While several efforts were supported by the international community to end the violence, notably through the cessation of hostilities in February and September 2016, these have not yet proved successful. As in previous years, the conflict has been characterized by the use of indiscriminate violence, including in civilian areas, restrictions on the freedom of movement of people and goods, and violations of international humanitarian law (IHL) and international human rights law (IHRL).<sup>1</sup> The dynamics and unpredictability of the conflict continued to severely constrain the regular delivery of life-saving humanitarian assistance by UNRWA and other aid agencies.

Palestine refugees, who were considerably poorer than Syrians before the crisis, are among the most affected communities in Syria. They will continue to be severely impacted in 2017. Based on the results of the 2015 verification exercise, UNRWA estimates that 450,000 Palestine refugees are currently residing in the country. Of these, almost 60 per cent (280,000 persons) are internally displaced – with some having been displaced multiple times – and over 95 per cent (430,000 persons) are in need of sustained humanitarian assistance. Access to the approximately 43,000 people located in hard-to-reach and besieged areas remains the greatest challenge. This includes locations such as Yarmouk and Khan Eshieh in Damascus, as well as Muzeirib and Jillin in Dera'a governorate, where there are high concentrations of Palestine refugees.

Six years into the conflict, Palestine refugee coping mechanisms have been all but exhausted by prolonged displacement, unchecked inflation, rising unemployment rates and loss of property. As a result, Palestine refugees will continue to rely heavily on UNRWA to meet their basic needs and enjoy a measure of protection.

UNRWA estimates that 95 per cent of Palestine refugees living in Syria will continue to require humanitarian assistance in 2017. Cash and food assistance will remain the priority interventions for the Agency, targeting all 430,000 refugees. Non-food items (NFIs), comprising hygiene kits and other basic items, will be provided to the 280,000 internally

displaced Palestine refugees. This includes around 2,600 living in UNRWA-managed collective shelters, who receive a full package of humanitarian assistance that includes cash assistance, food (including hot meals), provision of protection and access to basic services.

In accordance with international law, UNRWA will continue to call on all parties to respect the privileges and immunities of its staff and premises; to advocate for full and unhindered access to civilians trapped in areas of active conflict; and to participate in inter-agency convoys when feasible. UNRWA will reinforce its capacity to respond to sudden emergencies by strengthening its humanitarian preparedness plans, with a focus on reinforcing contingency stocks and building staff capacity.

Access to basic services such as education and health care, as well as protection, are also critical for Palestine refugees. More than 45,000 Palestine refugee children are enrolled in 101 schools directly managed or supported by UNRWA for the 2016/17 academic year. UNRWA seeks to continue providing quality education services through direct delivery and self-learning materials. Access to education provides stability and protection and contributes to building new opportunities and bringing hope amid crisis. UNRWA will continue to deliver primary health care to all Palestine refugees, with a focus on persons with disabilities, pregnant and nursing women, and Palestine refugees living in hard-to-reach and besieged areas. This will be provided through 15 health centres and 11 health points throughout the country and support for referrals for hospital care. In addition, UNRWA will continue to strengthen access to water and sanitation services, especially in collective shelters and in areas affected by water shortages.

In 2017, UNRWA will remain the main provider of humanitarian assistance, protection and basic services to 430,000 Palestine refugees affected by the conflict in Syria. Through its responsive operational capacity, including 219 facilities and 4,000 staff across the country, UNRWA will continue to respond to the needs of Palestine refugees and contribute to preserving their dignity.



# syria: planning assumptions

In 2017, conditions in Syria are expected to remain volatile and marked by continuing and intense armed violence and limited humanitarian access. Palestine refugees will continue to suffer the effects of the conflict, which will likely result in further deterioration of their already precarious living conditions. This environment requires UNRWA to maintain flexibility and develop innovative interventions to reach Palestine refugees with life-saving assistance alongside protection and basic services. The Agency's emergency response in 2017 is based on the following planning assumptions:

**Continuing and intense armed conflict throughout Syria:**

Armed engagements will continue, resulting in the occurrence of localized crises and requiring UNRWA to maintain a high level of logistical and programmatic flexibility, as well as capacity to respond rapidly and efficiently to sudden needs, especially in the case of new mass internal displacements of Palestine refugees.

**High level of humanitarian needs:** The majority of Palestine refugees living in Syria will remain displaced. Close to 10 per cent of PRS in the country are expected to live in areas that UNRWA is not able to access with regular services and humanitarian assistance. The level of humanitarian needs and vulnerabilities is therefore expected to remain very high, resulting in high dependency of Palestine refugees on the Agency's support.

**Limited humanitarian access:** Humanitarian access will continue to fluctuate, resulting in variations in the number of people living in accessible and non-accessible areas.

**An operational context mixing humanitarian and development interventions:** As conflict lines remain fluid and the intensity of violence can vary, UNRWA is simultaneously operating in areas that are less exposed to conflict, while others are subjected to heavy armed engagements. This mixed pattern will require UNRWA to remain flexible and to adopt both humanitarian and development approaches.

**Economic deterioration affecting resilience:** The Syrian economy is expected to continue deteriorating, resulting in high inflation and unemployment. Palestine refugees will continue to struggle to access the income, assets and livelihoods they require to survive without UNRWA assistance.

**Ongoing lack of compliance with international law and resulting protection risks:** It is anticipated that protection risks will continue or increase, resulting in an increased need for programmatic responses.

Caseloads for the interventions below are based on the results of a verification exercise that was completed in late 2015, which estimated a total Palestine refugee population inside Syria of 450,000 people. The verification exercise is currently being updated and results will be available in early 2017. If necessary, plans may be updated during the first quarter of 2017, based on the results of the verification exercise and evolving needs.

# syria: sector-specific interventions



## strategic priority 1

preserve resilience through the provision of humanitarian assistance



emergency food assistance

in-kind food assistance provided to

430,000

Palestine refugees



emergency cash assistance

emergency cash grants to

430,000

Palestine refugees



emergency non-food items

NFIs to

280,000

Palestine refugees

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

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Palestine refugees are able to meet their essential life-saving needs and cope with sudden crisis.	Number of Palestine refugees receiving one or more UNRWA emergency assistance interventions	419,000	430,000
<b>Outputs</b>			
Palestine refugees in Syria are provided with relief assistance (food assistance, NFI and shelter assistance).	Number of Palestine refugees provided with cash assistance during the latest distribution round	414,000	430,000
	Number of Palestine refugees individuals provided with in-kind food assistance during the latest distribution round	406,000	430,000
	Number of Palestine refugees individuals receiving NFIs	280,000	280,000
UNRWA temporary collective shelters contribute to the protection, health and well-being of displaced refugees.	Number of displaced people receiving shelter at UNRWA facilities	2,600	2,600

In 2017, the vast majority of Palestine refugees will continue to rely on UNRWA emergency assistance to fulfil their basic requirements. UNRWA plans to provide up to 430,000 Palestine refugees with cash and food assistance. The Agency will also provide non-food items to 280,000 displaced refugees and support collective shelters hosting internally displaced Palestine refugees.

The UNRWA **cash assistance programme** remains the most important component of the Agency's emergency response. This programme aims to help Palestine refugees meet a part of their humanitarian needs with the dignity of choice. UNRWA plans to distribute cash grants of US\$ 35 per month to up to 430,000 refugees through six distribution rounds in 2017, each covering two months of needs. Through its partners, comprising a network of banks and private companies present in all regions of Syria, UNRWA is able to provide cash assistance in a flexible and timely manner with minimal financial risk. The number of beneficiaries is updated after each round of cash assistance and through an annual verification exercise to ensure that all eligible Palestine refugees remaining in Syria are served.

**Food distribution** is another critical component of the Agency's emergency response in Syria, as food insecurity continues to negatively impact the Palestine refugees who depend on UNRWA assistance to meet their minimum needs. Therefore, UNRWA plans to provide in-kind food assistance to up to 430,000 Palestine refugees through six distribution

rounds over the course of 2017. Food parcels are designed to meet approximately one third of daily caloric needs (almost 700 kcal per person per day) and are adapted to the specific needs of beneficiaries (e.g. size of the household, persons living in collective shelters and in hard-to-reach areas, etc.).

In addition, UNRWA will provide **non-food items** (NFIs) to 280,000 internally displaced and other vulnerable Palestine refugees, including pregnant women, people living in hard-to-reach and besieged areas and those living in collective shelters. The distribution of NFIs (e.g. blankets, clothes and mattresses) and water, sanitation and hygiene (WASH) items (e.g. hygiene kits) will help Palestine refugees to meet their minimum needs, especially during winter.

UNRWA will also continue to provide **shelter** assistance to close to 2,600 internally displaced Palestine refugees living in collective shelters. In addition to the provision of cash assistance (consisting of 50 per cent of the amount provided to the remainder of the caseload), food parcels and NFIs, these people will benefit from the provision of daily hot meals, access to WASH facilities, protection services and education.

To deliver humanitarian assistance to Palestine refugees living in hard-to-reach and besieged areas (estimated at 43,000), UNRWA runs five mobile and 13 fixed distribution centres close to these locations and participates in inter-agency convoy missions.



# strategic priority 2

provide a protective framework for palestine refugees and help mitigate their vulnerability



## livelihoods

provide microfinance loans to

**39,750**

Palestine refugees and Syrians



## emergency health

meet health care needs of

**450,000**

Palestine refugees



## emergency education

provide primary education to

**44,900**

Palestine refugee children



## protection

protection services and advocacy for

**450,000**

Palestine refugees



## environmental health

provide water, sanitation and hygiene items and services to

**430,000**

Palestine refugees



## Livelihoods (Microfinance and Vocational Training)

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Improved access to livelihood opportunities.	Number of students completing long-term vocational training courses (disaggregated by sex)	754	828 (Male: 450) (Female: 378)
	Number of students completing short-term courses (disaggregated by sex)	1,353	1,400 (Male: 800) (Female: 600)
<b>Outputs</b>			
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 (including women and youth)	9,334	39,750
Young Palestine refugees in Syria receive vocational training and are supported with job placements.	Number of Palestine refugees enrolled in long-term training	576	600 (Male: 330) (Female: 270)

Livelihood interventions are critical to increase the resilience of Palestine refugees in Syria, who continue to face multiple shocks, including exposure to armed violence, lack of income and prolonged displacement. In Syria, the Agency's emergency livelihoods interventions are articulated around two programmes: microfinance and Technical and Vocational Education and Training (TVET).

Despite significant challenges, the microfinance programme continues to provide a growing number of loans to Syrian internally displaced persons (IDPs) and Palestine refugees within Syria. In 2016, the microfinance programme established a branch in Qabr Essit and has provided services to Husseiniyeh to support the return of Palestine refugee families to the area. The majority of the loans requested are consumer loans, which enable a household to cover unforeseen expenditures, such as the purchase of assets. Entrepreneur loans are less in demand, reflecting the ongoing constraints of the socioeconomic

context in Syria. In 2017, the Department of Microfinance (MD) will continue to provide inclusive financial services to Palestine refugees and Syrians through the direct disbursement of 10,930 loans valued at US\$ 3.3 million. As the Syrian Pound (SYP) continues to devalue, the programme requires additional capital to meet the growing demand for financial products.

The TVET programme continued to expand in 2016, with construction of new training centres underway in Homs and Latakia. TVET technical staff have reviewed the courses on offer, based on feedback received from employers and students, and the results of the regular job market assessment conducted in Syria. This has helped sustain the relevance and effectiveness of the programme, particularly as the socioeconomic situation in Syria remains extremely fluid and restrictive. In 2017, the programme will continue to expand the number of courses provided to students, particularly through satellite centres in Homs, Dera'a and Latakia.

## Emergency Health

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
The impact of the crisis on health services for refugees is reduced.	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	855,000	1,017,000
<b>Outputs</b>			
Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	1,000,000	1,000,000 (Male: 450,000) (Female: 550,000)
	Number of operational Agency health centres, health points and mobile clinic	27	27
Palestine refugees in Syria have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	13,338	13,000
Palestine refugees in Syria have access to essential drugs and medical supplies.	Percentage of health centres (HCs) with no stock-out of 12 tracer items	88.5%	100%

Major damages to health facilities in Syria over six years of conflict have had a significant impact on the Agency's capacity to provide health care to Palestine refugees. Since 2012, eight out of 23 UNRWA health centres have become unusable or inaccessible. The Agency has supplemented services provided in the remaining 15 health centres through the establishment of 11 health points designed to serve displaced refugees. Through the roll-out of a the new Agency-wide electronic medical records system (e-Health) in a number of facilities, and the repositioning of two existing health centres, the Agency aims to increase the number Palestine refugees it serves during 2017.

Virtually all of the 450,000 Palestine refugees remaining in Syria rely on UNRWA to meet their health-care needs. UNRWA health centres and health points provide a range of primary medical services, including out-patient consultations, vaccinations, growth monitoring, provision of medicines, gynaecology

consultations, laboratory services, non-communicable disease care, maternal and child health, and dental services. As a result of the ongoing conflict, the risk of disease outbreaks has increased, especially in hard-to-reach and besieged areas where humanitarian responders have limited access. UNRWA maintains the capacity to deploy emergency health teams to areas of active conflict and displacement, such as Yalda and its surrounding areas, in the event of localized crises.

In 2017, UNRWA will strive to ensure adequate staffing and stocks of essential drugs and medicines at its health facilities. This includes the establishment of contingency stocks tailored to respond to various types of critical situations. UNRWA requires funding to cover hospitalization costs, which are subsidized between 75 to 95 per cent per patient. UNRWA will also enhance public outreach to Palestine refugees on various key topics including maternal and child health, non-communicable diseases and vaccination coverage.

## Education in Emergencies

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Palestine refugees in Syria are able to continue their education despite conflict and displacement.	Number of Palestine refugee students graduating from basic education	2,961	3,500 (Boys: 1,705) (Girls: 1,795)
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	39,312	39,900 (Boys: 19,469) (Girls: 19,531)
<b>Outputs</b>			
Palestine refugee students have access to education through regular/catch-up classes.	Number of school-age children enrolled in regular classes in UNRWA schools	44,186	44,900 (Boys: 22,501) (Girls: 22,399)
Palestine refugee students are provided with psychosocial support (PSS).	Number of school-age children receiving psychosocial support	25,509	30,000 (Boys: 15,034) (Girls: 14,966)
Palestine refugee students are provided with educational and recreational materials and activities.	Number of Palestine refugee students provided with educational/recreational materials (self-learning materials (SLMs), back-to-school kits, PSS/recreational kits, stationery)	43,017	44,900 (Boys: 22,501) (Girls: 22,399)
	Number of students who participated in at least one recreational and extracurricular activity (disaggregated by sex and disability)	12,000	12,500 (Boys: 6,264) (Girls: 6,236)
Evaluation of the self-learning materials.	Number of SLMs reviewed against the UNRWA Curriculum Framework	0	50

Education remains a key priority for UNRWA in Syria in 2017. Throughout 2016, the Agency has further consolidated its Education in Emergencies (EiE) intervention, with the establishment of safe learning and recreational spaces, the review of SLMs to improve their relevance and effectiveness, the strengthening of the identification and management

of PSS cases in schools, and continued capacity-building for education staff.

In 2017, UNRWA will continue to focus on improving the quality and inclusiveness of its education programme for approximately 45,000 students in Syria. This will include



the continued retention and capacity-building of over 1,700 teaching staff throughout Syria. The Syria Field Office will seek to expand the number of safe learning spaces in order to support a larger number of children with specific educational needs. UNRWA will also continue to expand the provision of PSS to Palestine refugee students by increasing the number of counsellors by 40 to reach a total of 47 in order to have one working in each UNRWA school. The education programme will also work closely with the Security and Safety Division to continue providing students and school personnel with essential survival skills in a context where schools are frequently exposed to armed violence. UNRWA plans to evaluate its SLMs in Syria to ensure that they meet quality standards and adhere to UN values and principles as set out in the UNRWA Curriculum Framework.

## Protection

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Protection of vulnerable and at-risk Palestine refugee individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (general protection) provided with assistance (disaggregation by sex, age and disability)	100%	100%
	Percentage of individuals identified as experiencing a protection risk (gender-based violence or GBV) provided with assistance (disaggregation by sex, age and disability)	100%	100%
	Percentage of individuals identified as experiencing a protection risk (child protection) provided with assistance (disaggregation by sex, age and disability)	100%	100%
<b>Outputs</b>			
Strengthened prevention and protection response for Palestine refugees (e.g. physical security; violence, in particular GBV).	Number of Palestine refugees provided with legal advice	964	1,000
	Number of UNRWA staff members trained on protection	744	200

The protection needs of Palestine refugees in Syria remain acute, primarily as a result of continued exposure to the effects of the armed conflict. Shifting lines of active conflict mean that a significant proportion have been forced into a pattern of repeated displacement, as episodes of intense fighting erupt in previously safe areas. With each displacement, possessions and livelihoods are lost and coping capacities to withstand future shocks are weakened and undermined. Throughout the past years, widespread fighting not only forced massive population displacements from parts of the country, but also trapped tens of thousands in contested areas such as Yarmouk, Khan Eshieh and Dera'a governorate. Significant protection risks and vulnerabilities have emerged, including: psychosocial trauma and disorders, particularly among children and other vulnerable groups; kidnappings and forced detention; increased rates of GBV, substance abuse, sexual exploitation and abuse, and exposure to crime; and exclusion

and discrimination, particularly in regard to people with disabilities, the elderly, women and girls.

UNRWA will seek to improve the protection of Palestine refugees in Syria through the following interventions:

- **Further strengthening of the Area Support Officer (ASO) programme and other protection capacities within the Field.** Four Assistant ASOs were deployed in 2016 to cover the Damascus, Aleppo and Dera'a governorates, in addition to the international ASO that had already been employed. Key responsibilities of the ASO team will be to enhance protection mainstreaming, case tracking and referral, programmatic responses, and protection capacity-building. UNRWA will continue to safeguard the neutrality of UNRWA operations, support operational responses and mainstream protection through the ASO. With training support to programmes

and engagement with a variety of stakeholders, the ASO team will improve the understanding and the practical application of the principles of protection, neutrality and humanitarian action.

- **Protection mainstreaming and case referral within programmes.** Through continued training initiatives, UNRWA will seek to build the capacity of programmes to strengthen the internal and external referral processes for high-risk protection cases, including those (children and women) affected by violence, GBV, abuse and neglect. UNRWA will endeavour to expand its partnerships with external service providers, specifically as they relate to specialized services, including for persons with disabilities.
- **Dedicated programmatic responses, including regular service-delivery and stand-alone initiatives, to support the needs of vulnerable populations, including children.** This will include an emphasis on rolling out the UNRWA Child Protection Framework across the field, specifically supporting the Agency's 'Schools on the Front Line' initiative, for the creation of safe learning and recreational spaces in places where children are most at risk of violence. UNRWA will deploy 40 additional psychosocial counsellors in its schools, with the goal of increasing psychosocial responses and to build the resilience of children and their families.



Rif Damascus, Syria. © 2016 UNRWA  
Photo by Taghrid Mohammad

- **Protection monitoring, reporting and advocacy:** Participation in global protection mechanisms and the international human rights system (IHRS), in accordance with the 'UNRWA Framework for Effective Engagement with the International Human Rights System', including various monitoring and reporting mechanisms. Continuous advocacy in support of the protection of vulnerable groups with relevant stakeholders, including with the protection sector of the United Nations Humanitarian Country Team (UNHCT) in Syria.

## Environmental Health

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Public health needs of the affected population are met.	Percentage of IDPs receiving potable water during displacement in UNRWA shelters	100%	100%
<b>Outputs</b>			
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 accessible Palestine refugee camps receiving repair, rehabilitation or reconstruction of water and sanitation networks by UNRWA	100%	100%
Affected populations have sustainable improved hygienic practices to reduce risks of water- and hygiene-related disease.	Number of Palestine refugees (women, men and children) provided with hygiene kits to maintain their health, dignity and well-being	280,000	280,000

WASH will remain one of the Agency's key interventions in 2017. The conflict in Syria has resulted in the deterioration of WASH services, in particular with regard to water supply and sewage networks. The combination of limited personal and domestic hygiene and access to potable water, poor environmental conditions and lack of basic sanitation increases the risk of disease (including water-borne) outbreaks. UNRWA will continue to act as the primary WASH service provider in official and accessible Palestine refugee camps and UNRWA collective

shelters (where 2,600 displaced Palestine refugees and Syrians are residing). The Agency will directly manage the collection of solid waste and garbage, sewage networks, cleaning, and the provision of quality water in collective shelters and camps and will coordinate support to national authorities for the provision of WASH services in Palestine refugee gatherings. In addition, UNRWA will support Palestine refugees affected by water shortages, including in areas of active conflict, through the provision of water treatment and storage equipment.





# strategic priority 3

strengthen humanitarian capacity, coordination and management



## safety and security

to provide safe services and working environments to

# 450,000

Palestine refugees and UNRWA staff



## emergency repair and maintenance

to maintain, repair and upgrade UNRWA facilities (including collective shelters and UNRWA-managed facilities)



## capacity and management support

to further strengthen UNRWA humanitarian response capacity, including psychosocial support, protection, logistics and management

## Safety and Security

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
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%
<b>Outputs</b>			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of security risk management plans updated and adhered to	100%	100%

Since the onset of the conflict, UNRWA has made significant investments in the security and safety of its staff, assets and facilities. UNRWA requires funding to maintain and reinforce its security procedures and equipment in 2017. The main investments will focus on security improvements to UNRWA

facilities; procurement of additional communication devices (such as VHF and HF radios); and the purchase of additional armoured vehicles and personal protection equipment, as well as uniforms for security staff. UNRWA will continue to conduct safety and security trainings for its staff all over Syria.

## Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
UNRWA installations and UNRWA-managed facilities repaired and maintained for continued provision of services,	Percentage of operational installations and facilities (including collective shelters and UNRWA-managed facilities) maintained and/or rehabilitated	100%	100%

UNRWA facilities continue to be directly or indirectly damaged by the armed conflict contrary to the inviolability of UNRWA premises, making it more difficult for Palestine refugees to receive humanitarian assistance, access basic services and enjoy a measure of protection. These premises, as well as Palestine refugee camps and UNRWA collective shelters,

require regular maintenance and emergency rehabilitation. Repair and maintenance of UNRWA facilities will remain critical in 2017 to contribute to the provision of humanitarian assistance, protective environments and access to basic services for 430,000 affected Palestine refugees.

## Capacity and Management

Management, coordination and technical staff are essential for UNRWA to deliver timely and effective humanitarian assistance, to ensure efficient coordination with relevant stakeholders and to enhance advocacy on behalf of Palestine refugees. UNRWA will continue to conduct safety and security trainings for its staff all over Syria and to build staff capacity regarding neutrality. Additional staff are needed to support

logistics and administrative operations in the field and area offices. While the vast majority of posts will continue to be filled by Palestine refugees, UNRWA requires expanded international capacity, particularly specialist staff in the fields of humanitarian response, psychosocial support, protection, logistics and grants management.

# lebanon: context and needs analysis

With the Syria conflict entering its sixth year, Lebanon continues to host the world's largest number of refugees per capita. The refugee crisis in Lebanon's mosaic society makes the country more susceptible to destabilizing threats, such as volatile security, political deadlock and social unrest.

In addition to Syrian refugees, a number of Palestinian refugees have also fled from Syria to seek safety and refuge in Lebanon. A comprehensive headcount exercise carried out in July and August 2016 aimed to physically verify the number of individual Palestinian refugees from Syria (PRS) in the country. The number of PRS in Lebanon recorded with UNRWA decreased from 42,000 in 2015 to 30,675 in 2016. Although not clearly documented, it is believed that this movement is mainly linked to migration to third countries and/or returns to Syria.

The average household size among PRS is reported to be 3.47 individuals, with almost 34 per cent of families headed by women.<sup>2</sup> PRS greatly rely on UNRWA support to cover basic needs, and this dependency is expected to increase further in the next year. Approximately 96 per cent of PRS families reported UNRWA cash support as their main source of income as of June 2016, up from 88 per cent in January 2016.<sup>3</sup> Given that poverty among PRS families is estimated at 89 per cent and that almost 95 per cent are food insecure, it has been decided to provide humanitarian assistance in the form of cash to the entire PRS population.<sup>4</sup>

UNRWA is committed to ensuring access for PRS to its regular services in Lebanon. In order to mitigate vulnerability, cash assistance will be distributed to 31,500 PRS, along with winterization support for 9,000 Palestine refugee families.<sup>5</sup> Primary health care and hospitalization services are also provided to PRS. Continued efforts to strengthen the management of health services will improve the quality of services accessed by PRS. In light of the importance of quality education, the Agency will continue to work to improve the

level of education of PRS and Palestine refugees in Lebanon (PRL) in UNRWA schools.<sup>6</sup> Given the extremely crowded conditions in Palestine refugee camps, environmental health and sanitation services will be enhanced to improve the living conditions of PRS and PRL.

In response to the prolonged Syria crisis, there is an increasing need for longer-term support for Palestine refugee communities. Amid the displacement and hardship in finding opportunities for training and employment, empowering youth through livelihood strategies has become of paramount importance. Scholarships and vocational trainings will be provided to improve the marketable skills and employability of PRS youth. Building a culture of entrepreneurship will help increase the potential, creativity and talent of young people and open up employment opportunities. The Agency is committed to safeguarding and advancing the rights of all Palestinian refugees in Lebanon. In this regard, UNRWA is adopting a holistic approach, mainstreaming protection across all interventions and programmes. This includes the provision of mental health services and psychosocial support within the health, education and social service programmes. The Agency will continue to advocate for the rights of Palestine and Palestinian refugees with the Lebanese authorities on issues such as the right to work, freedom of movement, legal status of PRS, right to property and living conditions and engage with the international human rights system in this respect.

Support to the host community of PRL is also included in this Appeal in line with the Lebanese Crisis Response Plan (LCRP) guidelines and recognition by the host government of Lebanon of the impact of the Syria crisis on communities in Lebanon. It is anticipated that PRL will benefit from additional educational support, improved health services, and environmental health and waste management services, particularly inside camps, which are included in the Appeal.

# lebanon: planning assumptions

UNRWA continues to be the main, and in some cases the only, service provider for PRS in Lebanon. This makes the community highly dependent on UNRWA and in need of protection, in addition to humanitarian assistance, including food, shelter, health care and education.

The Agency's response in 2017 is based on the following planning assumptions:

**Continuing restrictive entrance to Lebanon for Palestinian Refugees from Syria:** Entry of PRS into Lebanon and their ability to renew their legal status will continue to be highly restrictive, increasing the need for advocacy and protection services, as well as service provision.

**High level of humanitarian needs:** The overcrowded Palestine refugee camps, which are hosting many of the PRS in Lebanon, will suffer from the further deterioration of their infrastructure; education services will continue to be required for approximately 5,000 school-aged PRS children; and a large number of PRS in Lebanon will have stayed in the country for

many years, thereby requiring treatment for chronic diseases to be provided alongside critical and life-saving health services. Therefore, the level of humanitarian needs and vulnerabilities is expected to remain very high, resulting in high dependency of refugees on the Agency's support.

**Unstable caseload:** The caseload of 30,675 PRS verified in mid-2016 will remain unstable, as a result of population movement to other countries, natural growth and potential new arrivals

**Economic deterioration affecting resilience:** The Syria crisis has left an unemployment rate of 52.5 per cent among PRS in Lebanon. PRS will continue to struggle to access the income and livelihoods they require to survive without the Agency's assistance.

**Ongoing tensions between the PRS and the hosting community:** Tensions between PRS and the hosting community will continue within the difficult socioeconomic and political situation both communities are suffering from.



# lebanon: sector-specific interventions



## strategic priority 1

preserve resilience through the provision of humanitarian assistance



### multipurpose cash assistance

cover basic needs through  
cash assistance for some

31,500

Palestinian refugees  
from Syria



### winterization assistance

provide winterization  
assistance for some

9,720

Palestine refugee families

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

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Palestinian refugees from Syria are able to meet their essential life-saving needs and to cope with sudden crisis.	Percentage of targeted Palestinian refugees from Syria receiving one or more UNRWA emergency assistance interventions	96.45%	100%
<b>Outputs</b>			
Palestinian refugees from Syria are provided with relief assistance (food assistance, NFI and shelter assistance).	Number of individuals receiving cash assistance for food, NFI and shelter during last distribution round (disaggregated by sex)	30,933 (Male: 14,734) (Female: 16,199)	31,500 (Male: 15,120) (Female: 16,380)
	Total amount of cash distributed during last distribution round	US\$ 1,807,391	US\$ 1,750,500
	Number of families provided with winterization assistance (cash and in kind)	9,652 8,943 PRS 709 PRL	9,720 9,000 PRS 720 PRL

PRS in Lebanon are highly vulnerable and their reliance on UNRWA is growing as the crisis continues. The Agency has been providing humanitarian assistance since October 2013 through its cash transfer programme, which credits ATM cards with cash for food, housing and winterization. As of 2016, UNRWA introduced a single monthly cash assistance payment in Lebanon (a multipurpose cash grant) to consolidate the range of cash grants that were previously provided into one payment. Unaccompanied and separated children are the only beneficiaries who receive assistance in hard cash, rather than via an ATM card, following an assessment by the UNRWA Protection Team.

Considering that almost 90 per cent of PRS are living under the poverty line and about 95 per cent are food insecure<sup>7</sup>, UNRWA will target 31,500 PRS with cash assistance, as representing the total estimated PRS population in Lebanon in 2017.<sup>8</sup>

Targeted households will continue to receive a monthly multipurpose cash grant worth US\$ 100 and an additional US\$ 27 for each family member per month to cover food costs. The latter is a standardized amount, agreed by partners in the food security sector in Lebanon, and is subject to funding. The multipurpose cash grant is designed to cover a range of basic needs, including shelter and non-food items, while

affording beneficiaries more choice in the determination of these needs. Both multipurpose and food cash assistance will be distributed during 12 rounds per year.

Alongside these grants, special provisions will be made for the winter, which is harsh in Lebanon, especially in the high elevations of Beirut in the north and Bekaa, where a large percentage of PRS live. These areas experience a significant drop in temperature, rain and several snowstorms between November and March. The UNRWA winterization programme provides specific cash assistance to cover winter support to PRS families. Implementation is done in coordination with partners, including UN agencies, international non-governmental organizations (INGOs) and the Red Cross/Red Crescent, to ensure that all the needs are covered and partners use the same criteria for the provision of assistance. The value of the winterization package provided to households varies according to the elevation of their place of residence. Households living 500 m above sea level and higher (1,800 PRS households and 720 PRL households) will receive US\$ 147 per month for four months; those living at less than 500 m above sea level (7,200 PRS households across Lebanon) will receive US\$ 100 per month for four months.



## strategic priority 2

provide a protective framework for palestine refugees and help mitigate their vulnerability



### livelihoods

provide training opportunities to

620

Palestine refugees



### emergency health

meet the health-care needs of some

31,500

Palestine refugees



### emergency education

provide primary education to up to

5,251

Palestine refugee children



### protection

provide protection services to

31,500

Palestine refugees



### environmental health

to support the strengthening of national-to-local-level systems, in line with the Lebanese National Water Sector Strategy to increase access to quality water

## Livelihoods and Social Cohesion

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Improved access to livelihood opportunities.	Percentage of applications by PRS accepted at UNRWA training centres	100%	100%
<b>Outputs</b>			
Improved access to employment opportunities for PRS and PRL.	Number of training opportunities (per person) provided to PRS and PRL	314	620 (Male: 241) (Female: 379)

There are a number of broad challenges affecting the livelihoods of Palestine refugees in Lebanon. PRL continue to be barred from working in several syndicated professions and restrictions remain in place on the right of PRL to own and inherit immovable property. The influx of PRS into the country has compounded this situation, increasing pressure on the labour market and creating competition between PRS and PRL for the limited number of available positions. PRS also face substantial restrictions on their capacity to access employment due to their precarious legal situation. While the unemployment rate among PRL was comparable to the Lebanese rate of 8 per cent in both 2010 and 2012, it is currently 21 per cent for males and 32 per cent for females. The unemployment rate among PRS is 52.5 per cent (68 per cent of females are unemployed compared to 49 per cent of males).<sup>9</sup>

The challenges facing young people are even greater: 74 per cent of PRL adolescents are living in poverty, and 5 per cent in extreme poverty. Creating economic opportunities for young people is therefore vital – beyond the economic justifications for combating youth unemployment, there is also a social and political cost of increased frustration and hopelessness. Training

young people, supporting small businesses and identifying potential investment opportunities in new or innovative business opportunities can alleviate some of the pressing economic challenges and create opportunities for young people.

UNRWA will support social cohesion and livelihood activities targeting PRS and PRL to develop their self-esteem and skills and build bridges across communities. Skills training and recreational activities for 300 young girls and boys will be provided in eight Women's Programme Centres in Palestine refugee camps across Lebanon.

With a view to strengthening the self-reliance and resilience of PRL and PRS, UNRWA will provide training opportunities to 620 PRS and PRL through courses offered at the Siblin Vocational Training Centre.

In addition, UNRWA employment service centres will provide group and individual orientation sessions for students about labour market information, career planning, job coaching techniques, writing CVs and other useful tools to bolster youth employability.

## Emergency Health

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
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)	247,815	185,850 (Male: 74,340) (Female: 111,510)
<b>Outputs</b>			
Palestine refugees have access to primary health-care services.	Number of PRS visits to health centres (disaggregated by sex)	247,815	185,850 (Male: 74,340) (Female: 111,510)
	Percentage of Agency health centres and mobile health points that are operational	100%	100%
Palestine refugees have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	4,192	3,150
Palestine refugees have access to essential drugs and medical supplies.	Percentage of health centres (HCs) with no stock-out of 12 tracer items	100%	100%



Primary health care (PHC) services will be provided free of charge and further strengthened in all 27 UNRWA health centres and health points in Lebanon so as to meet the needs of PRS. This service is vital given that Palestine refugees living in Lebanon have no access to public health services and in the context of their worsening socioeconomic situation.

UNRWA covers the full costs of inpatient secondary care services in Palestine Red Crescent Society (PRCS) hospitals and 90 per cent of the cost in governmental and private hospitals, with the exception of cost-sharing on some medications and non-routine medical supplies. In addition, the Agency covers up to 60 per cent of tertiary care for PRS for life-saving and emergency

conditions, provided by contracted hospitals. The high cost of Lebanese health care is often beyond the reach of refugees, especially for medical services not subsidized by UNRWA. In 2017, UNRWA plans to provide PRS care for approximately 150 chronic cases, such as cancers (15 cases), multiple sclerosis (five cases), mental health cases (120 cases) and thalassemia (five cases). Lack of treatment often severely restricts the quality of life and ability of these patients, whose conditions have worsened as they stay longer in Lebanon without treatment. An estimated 3,150 hospital visits will be supported through this Appeal.

## Education in Emergencies

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
PRS are able to continue their education despite conflict and displacement.	Number of PRS students graduating from basic education	152	160 (Boys: 60) (Girls: 100)
<b>Outputs</b>			
Palestine refugee students have access to education through regular/catch-up classes.	Number of school-aged children enrolled in regular classes in UNRWA schools	5,318	5,251 (Boys: 2,511) (Girls: 2,740)
	Number of schools provided with equipment (furniture, heating, other equipment)	18	8
	Number of UNRWA schools hosting PRS	63	64
	Number of schools rehabilitated	0	12
	Number of double-shift UNRWA schools hosting PRS and Syrians	5	2
Palestine refugee students are provided with psychosocial support.	Number of school-aged children receiving psychosocial support	3,845	2,615 (Boys: 1,679) (Girls: 936)
	Number of education staff trained in delivering psychosocial support	75	50
Palestine refugee students are provided with educational and recreational materials and activities.	Number of Palestine refugee students provided with educational/recreational materials (self-learning materials, back-to-school kits, PSS/recreational kits, stationery)	5,312	5,251 (Boys: 2,511) (Girls: 2,740)
	Number of Palestine refugee students participating in recreational/catch-up learning activities	5,312	5,500 (Boys: 2,660) (Girls: 2,840)



Through its Education in Emergencies (EiE) programme, UNRWA has been actively working to ensure that PRS and PRL children have access to quality education. By promoting a coherent and innovative response, UNRWA aims at supporting refugee children realize their full potential, even in times of crisis. The EiE programme in Lebanon supports a holistic approach to learning through different dimensions, including teaching and learning; safety and security; psychosocial support; and student, parents and community participation.

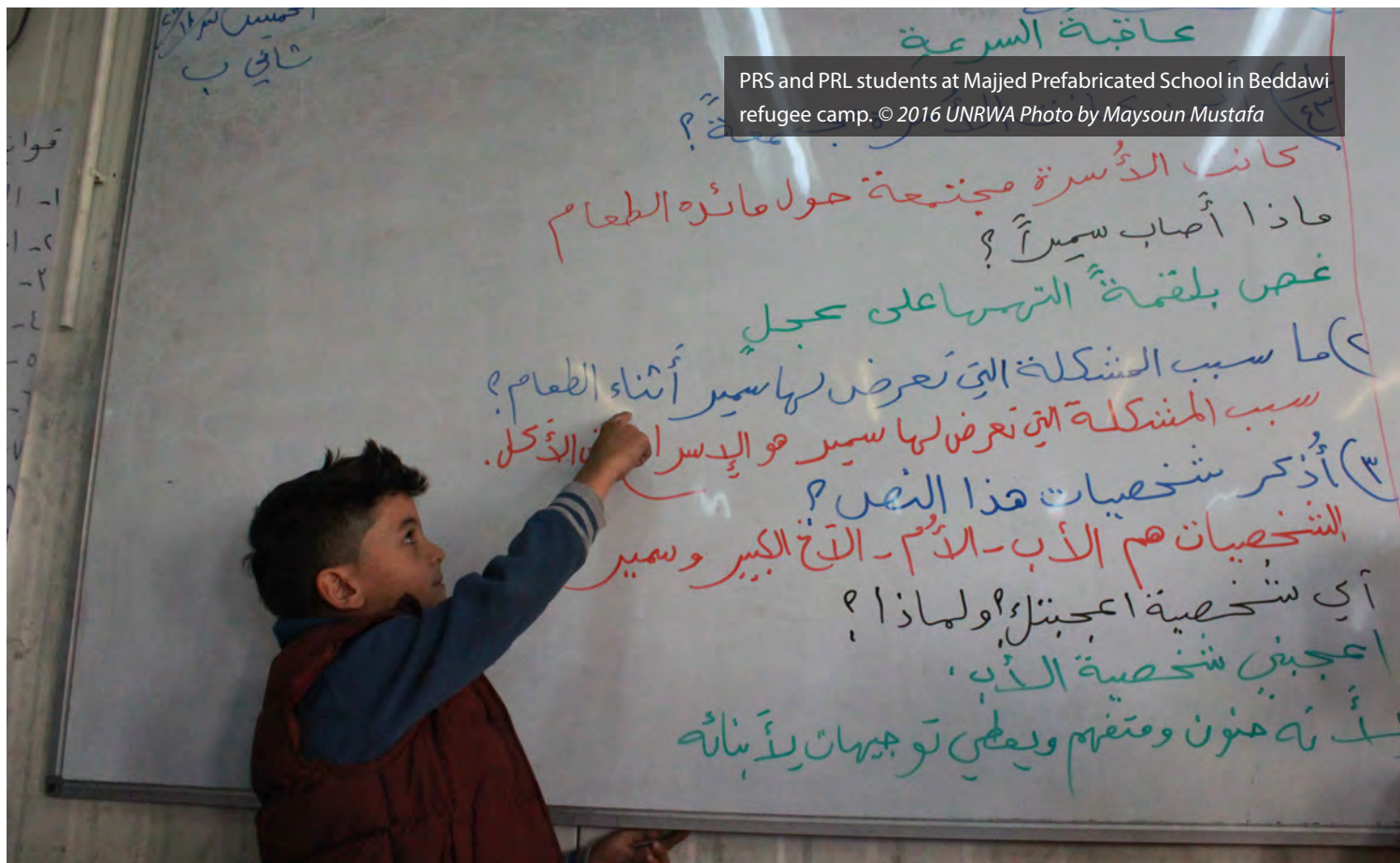
During the 2015/16 scholastic year, UNRWA accommodated 5,318 PRS students in its schools, in addition to 31,231 PRL students. PRS students attended 63 out of the Agency's 67 schools in Lebanon. This required five schools to work in double shifts. For the scholastic year 2016/17, UNRWA will accommodate an estimated 30,837 PRL and 5,251 PRS students (as per enrolment figures from October 2016 following the verification of a class-formation exercise for the scholastic year 2016/17). The education programme will continue to promote quality and inclusive education, which adequately supports the mental well-being of children. In this regard, extracurricular activities will continue, offering PRL and PRS children, including children with disabilities, a space for social and recreational learning. These initiatives aim to offer some respite from the difficult living conditions in the camps, while also promoting better integration in the school system as well as in the community at large.

Within the framework of the national education sector strategy, UNRWA seeks to ensure quality, inclusive education

and equitable access to educational opportunities for the Palestine refugee communities (PRS and PRL) and help mitigate their vulnerability, as well as improve the quality of teaching and learning despite the challenges faced with the limited available school infrastructure.

The Agency's strategy takes into account the continuing education (remedial) and psychosocial needs of PRS and focuses on the integration of PRS students into the Agency's regular classes and their adaptation to the Lebanese curriculum. Accordingly, UNRWA aims to reach out-of-school Palestine refugee children, encouraging and facilitating their integration into school life through extracurricular activities. At the same time, UNRWA aims to provide equitable protection services, as those who are out of school are also at risk of experiencing violence, sexual exploitation, recruitment into armed groups, early child marriage, and other life-impacting activities.

In the dense, overcrowded environment of the camps, it is particularly important that children have a suitable space to develop cognitive skills, both inside and outside the classroom. The environment in which regular classes and recreational/ extracurricular activities are delivered should be secure and equipped with appropriate resources and equipment. Many schools require upgrading of their facilities and, where needed, equipping the classrooms and spaces with creative and alternative tools and supplies to enhance the learning environment.



PRS and PRL students at Majjed Prefabricated School in Beddawi refugee camp. © 2016 UNRWA Photo by Maysoun Mustafa

## Protection

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Protection of vulnerable and at-risk PRS individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (general protection) provided with assistance (disaggregation by sex , age and disability)	97%	97%
	Percentage of individuals identified as experiencing a protection risk (GBV) provided with assistance (disaggregation by sex, age and disability)	97%	97%
	Percentage of individuals identified as experiencing a protection risk (child protection) provided with assistance (disaggregation by sex, age and disability)	97%	97%
<b>Outputs</b>			
Strengthened prevention and protection response for Palestine refugees.	Number of UNRWA staff members trained on protection and humanitarian principles	864	1,080
	Number of Palestine refugees provided with legal advice	7,172 (4,620 PRS) (2,552 PRL)	8,484 (5,975 PRS) (2,509 PRL)
	Percentage of children (boys/girls) identified as experiencing a child protection risk provided with assistance	45%	50%

PRS escaping the conflict and seeking safety in Lebanon have faced strict limitations on their ability to lawfully enter Lebanese territory since May 2014, while PRS already in the country are confronted with specific protection threats due to their precarious legal status – in particular, limited access to crucial civil registration procedures that involve (and are not limited to) high costs/payment fees and the need for families to report to authorities. Furthermore, when granted, residency permits are often valid for a few months. All of this means that PRS often are unable to regularize their legal status in Lebanon. The uncertainty about their legal status bears a series of consequences in education, health, access to various services and freedom of movement, among others.

Prior to the crisis, Palestine refugee camp populations were among the most vulnerable in Lebanon. The presence of large numbers of PRS exacerbates the precarious condition of the host community, placing already-limited resources, infrastructure and services under added strain.

Under this Appeal, UNRWA will continue to provide essential protection services to PRL and PRS, including legal aid, general protection (monitoring and case referral, as well as improvement of service delivery through protection mainstreaming), response to GBV, and child protection services. UNRWA will also give special attention to cross-border issues and strengthen advocacy on protection issues, including through engagement with the international human rights system. Training on relevant legal and protection-related matters is designed to increase awareness among UNRWA staff and beneficiaries.

Feedback from our beneficiaries demonstrates that the lack of legal residency in Lebanon (mainly for PRS), limited self-support opportunities and depletion of resources are increasing vulnerabilities and placing women and children at particular risk. PRS women and children are particularly at risk of GBV, with grave consequences for their physical, emotional and social well-being.<sup>10</sup> Children are further exposed to a number of child protection risks, including exploitation, violence and abuse. In 2016, 16 unaccompanied and separated children were identified and provided with a range of services. This Appeal will respond to the protection needs of Palestine refugee women through continued support and strengthening of critical GBV and child protection prevention and response interventions, including community protection and empowerment initiatives.



PRS reading leaflets while attending an awareness session on legal aid. © 2016 UNRWA photo by Maysoun Mustafa



## Environmental Health

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
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	90%	95%
Improved solid waste management inside UNRWA camps.	Percentage of PRS benefiting from garbage collection inside camps	90%	95%

Services related to water supply, wastewater treatment and solid waste collection in camps are among the most important services that UNRWA provides. Sewer systems in the camps are at their capacity limit, under the additional pressure of more beneficiaries, and need to be upgraded. As a result of increased demands, there is a heightened risk of water shortages and breakdowns, which could in turn lead to social tensions, aside from the more obvious risks of disease and ill health. A comprehensive and effective response requires community participation, coordination and oversight to strengthen this infrastructure and maintain access to water

for drinking, cooking, and personal and domestic hygiene.

The Agency's assistance to this sector will support safe and equitable access to a sufficient quantity of water for drinking, cooking, and personal and domestic hygiene. It will also support the strengthening of national-to-local-level systems, in line with the Lebanese National Water Sector Strategy to increase access to quality water. In addition, UNRWA will provide assistance for solid waste management, vector control and flood risk mitigation measures.



PRS family in Beddawi refugee camp.  
© 2016 UNRWA Photo by Maysoun Mustafa



## strategic priority 3

strengthen humanitarian capacity, coordination and management

capacity and  
management  
support



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

## Safety and Security

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outputs</b>			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of security risk management plans updated and adhered to	100%	50%

The Agency continuously monitors the security situation in Lebanon, in coordination with other UN agencies and the Lebanese government, to identify any possible deterioration that could have an adverse impact on the population and

the Agency's operations and programmes. Funding under this component will support preparedness for critical events, including first aid kits, emergency trauma bags, defibrillators and personal protective equipment

## Capacity and Management Support

In order to respond to the needs of PRS and PRL in Lebanon, UNRWA will enhance staff capacity and management support for all of the programmes in accordance with the 2016-2021 Medium Term Strategy. UNRWA will ensure that the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent. UNRWA continues to operate in accordance with the

Lebanon Crisis Response Plan (LCRP) and engage in continued coordination and communication with the Government of Lebanon, UN agencies and other humanitarian organizations. Active participation in intersectoral planning and responses through sectoral working groups and the Humanitarian Country Team (HCT) in Lebanon will be continued and further strengthened.



# jordan: context and needs analysis

Since the beginning of the crisis in Syria, the Hashemite Kingdom of Jordan has been receiving and hosting hundreds of thousands of people displaced by the conflict, including thousands of PRS. Jordan, already host to more than 2 million registered Palestine refugees, introduced a policy of non-admission for PRS in 2013 that impacted on the arrival rate, although Palestine refugees and their families nevertheless continue to enter Jordan. While some enter irregularly, others are holders of Jordanian passports and national documents that enable them to negotiate the border crossings with fewer restrictions. Deep into its fifth year and showing little sign of abating, the ongoing conflict in Syria likely means that PRS will remain in Jordan throughout 2017, and more can be expected to flee Syria to Jordan.

At the end of October 2016, the total population of recorded PRS in Jordan stood at 16,779 individuals (4,047 families) and, based on trends from 2016, is expected to increase to around 18,000 by the end of 2017. According to the Agency's database of recorded PRS in Jordan, just under half are children (46.5 per cent) and 10 per cent are aged over 50. Female-headed households represent just under a third of PRS families in Jordan (31 per cent). In terms of the four administrative areas that UNRWA uses for operations covering the whole of Jordan, the majority of the caseload is concentrated in Irbid, followed by Zarqa, North Amman and South Amman, typically in urban areas and living among the host community. Data are constantly verified via home visits by Emergency Social Workers (ESWs), Emergency Protection Social Workers (EPSWs) and the Database Team and triangulated with other data obtained through various ad hoc assessments.

All new arrivals are assessed by ESWs who conduct a vulnerability assessment in the houses of the PRS in Jordan. These assessments are followed up with verification visits throughout the year, during which social workers also raise awareness on rights and responsibilities and the availability of services in their respective administrative areas. The vulnerability assessment

takes into account a number of economic and social factors that determine the level of vulnerability of the PRS individual or family and places them into one of three programmatic categories of vulnerability: A) less vulnerable; B) vulnerable; or C) extremely vulnerable. These factors include legal status; household size; household wealth; accumulated debt; income and expenditures such as food and medical expenses; access to resources and livelihoods; and vulnerabilities, such as single-female-headed households and family members with disabilities. By the end of October 2016, 85 per cent of PRS in Jordan had been determined to be vulnerable, of whom 42 per cent are considered extremely vulnerable. UNRWA is always striving to improve the quality of its service delivery and, with data collected from an ongoing comprehensive vulnerability assessment, a new, more sophisticated targeting system is expected to be in place and adopted during 2017.

PRS are unable to access services available to non-PRS and other refugee populations – such as those provided by UNHCR, WFP and others such assistance providers – and, where in need, rely on UNRWA for service provision. Moreover, PRS face a myriad of protection restrictions, including lack of legal status, difficulties in gaining and/or maintaining legal residency, limited freedom of movement in some cases, and the very real risk of refoulement for those who have entered irregularly. These factors limit PRS access to employment and public services, particularly for those without Jordanian documents. Within such a challenging protection and assistance environment, the Agency's response in Jordan to the Syria crisis has three key components: the delivery of essential health services; emergency education; and the provision of humanitarian relief through a targeted cash assistance programme. These components are reinforced by cross-cutting objectives surrounding the enhancement of the protection environment for vulnerable Palestine refugees and the strengthening of humanitarian capacity, coordination and management.

# jordan: planning assumptions

The situation in Syria is likely to remain volatile in 2017, while the political and security environment in Jordan is likely to remain stable. With the voluntary return of large numbers of Palestine refugees to Syria unlikely, PRS will likely remain in Jordan due to the country's status as a relatively attractive regional alternative, based on cultural factors as well as family ties. Within this context, UNRWA will continue to be the main and, in the vast majority of cases, the only provider of services to the PRS population of Jordan.

The Agency's response in 2017 is based on the following planning assumptions:

**Increased caseload in 2017:** The number of PRS approaching UNRWA will continue to grow, reaching 18,000 by the end of 2017.

**High levels of vulnerability:** Around 85 per cent of the PRS population will remain categorized as vulnerable or extremely vulnerable.

**Economic deterioration affecting resilience:** The socioeconomic situation of PRS will continue to deteriorate as the conflict in Syria continues and any resources salvaged from Syria are further stretched, as well as options to adopt positive coping strategies.

**Continued dependency on UNRWA services:** PRS will continue to rely on UNRWA for assistance services due to the limited operating space for other agencies and NGOs in providing services to PRS.

**Restrictive entry to Jordan:** The Government of Jordan's policy of non-admission of PRS will remain in place and the risk of refoulement, particularly for those without legal status or identified as security concerns, will remain high.

**Challenging protection and legal environment for PRS:** The legal and protection environment for PRS will remain restricted, as will corresponding access to employment, services, civil registration and legal processes.

# jordan: sector-specific interventions



## strategic priority 1

preserve resilience through the provision of humanitarian assistance



### emergency cash assistance

cover basic needs through cash assistance for

15,300

Palestinian refugees from Syria



### winterization assistance

provide winterization assistance to

3,431

Palestine refugee families

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

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Palestinian refugees from Syria 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%
<b>Outputs</b>			
PRS are provided with relief assistance (food assistance, NFI and shelter assistance).	Number of PRS (individuals) provided with cash assistance during the latest distribution round (disaggregated by type of cash assistance and by sex)	14,389	15,300 (Male: 7,214) (Female: 8,086)
	Number of PRS families receiving one-time cash assistance	900	900
	Amount of cash distributed per month (for basic food and NFI needs)	US\$ 580,000	US\$ 600,000
	Number of PRS families provided with winterization assistance	3,300	3,431

Cash programming remains the most flexible, cost-effective and dignified tool to meet the needs of displaced populations. In 2017, UNRWA will – based on assessments of newly recorded PRS and reassessments of the already existing caseload – categorize PRS into the following three levels of vulnerability: A) the least vulnerable, who are able to meet their basic needs and likely to be in a socioeconomic situation above the national poverty line; B) vulnerable, who struggle to meet their basic needs, rely on aid and/or debt and demonstrate socioeconomic vulnerability; and C) extremely vulnerable, who are unable to meet their basic needs while combining multiple dimensions of vulnerability that impair their self-reliance and who are either in or vulnerable to falling into abject poverty. UNRWA will provide cash assistance to PRS who are assessed to fall into the vulnerable and the extremely vulnerable categories. These groups represent 85 per cent of the total PRS caseload and are expected to constitute 15,300 people by the end of the year. The purpose of the regular cash assistance component is to cover basic needs such as food, NFIs and shelter and to facilitate access to services when necessary. UNRWA will continue to provide US\$ 40 per person per month for these vulnerable cases. It should be noted, however, that non-PRS and other refugees in Jordan typically receive an average equivalent of US\$ 300 per month per family, based on an average family size of 4.5 persons. Depending on the availability of funding, UNRWA will aim to

harmonize its cash assistance programme for PRS in line with assistance programmes targeted at other refugee populations in Jordan.

The second component of the programme will provide winterization support for heating fuel, warm clothes, mounting usage of electricity and other costs related to the cold season. Winterization targeting was modified in 2016 to a system more fairly targeted in proportion to family size, whereby families receive between US\$ 277 and US\$ 453 depending on the number of members. The improved methodology is in line with the international humanitarian community's winterization assistance to non-PRS.

The third and final component of the programme concerns one-off emergency cash grants with an average value of US\$ 350, which will be provided to an estimated 900 families who experience a crisis or shock and have urgent financial requirements.

Meanwhile, ESWs will continue to conduct regular home visits to verify the vulnerability status of PRS households, and a more sophisticated targeting system will be introduced to identify and target vulnerable cases for cash assistance. The four components of the cash programme link together with the intended purpose of ameliorating the restrictive protection and assistance environment for PRS.



## strategic priority 2

provide a protective framework for palestine refugees and help mitigate their vulnerability



### emergency health

meet the health-care needs of

18,000

Palestine refugees



### emergency education

provide primary education to

1,351

Palestine refugee children



### protection

continue to advocate with protection actors on improving and enhancing the protection environment for

18,000

Palestine refugees





UNRWA health centre, Jordan.

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## Emergency Health

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
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)	20,000	21,000
<b>Outputs</b>			
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by gender)	20,000	21,000 (Male: 8,781) (Female: 12,219)
	Number of Agency health centres and mobile health points that are operational	29	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	775	800
PRS have access to essential drugs and medical supplies.	Percentage of HCs with no stock-out of 12 tracer items	100%	100%

The UNRWA emergency health programme ensures that all PRS temporarily residing in Jordan have free access to primary health services at the Agency's 25 health centres and four mobile clinics located throughout Jordan. UNRWA will maintain this level of service provision throughout 2017 while ensuring that such services are available to all, including those who face challenging protection issues, as well as those whose freedom of movement is limited due to security concerns (such as the small group of refugees residing in King Abdullah Park with limited freedom of movement).

In addition to primary health-care coverage, PRS are referred to external service providers for secondary and tertiary health care, with UNRWA covering hospitalization costs as recommended and approved by the Department of Health. Services include, but are not limited to, coverage for those affected by non-communicable diseases (NCDs), diabetes or hypertension and those in need of dental screening. These health services will continue to be provided to PRS in need throughout 2017.

## Education in Emergencies

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
PRS are able to continue their education despite conflict and displacement.	Number of PRS and Syrian students graduating from basic education	49	87 (Male: 42) (Female: 45)
<b>Outputs</b>			
PRS students have access to education through regular/special classes and alternative learning modalities.	Number of UNRWA schools hosting PRS and Syrians	145	127
	Number of schools provided with equipment (furniture, heating, other equipment)	127	127
	Number of PRS and Syrian school-aged children enrolled in regular classes in UNRWA schools	1,396	1,351 (Male: 688) (Female: 663)
	Number of education staff trained in delivering emergency education based on Inter-Agency Network for Education in Emergencies (INEE) standards and the UNRWA EiE Approach	40	20 (Male: 10) (Female: 10)
PRS students are provided with PSS support.	Number of school-aged children receiving psychosocial support	1,396	1,351 (Male: 688) (Female: 663)
	Number of education staff trained in delivering psychosocial support	8	38 (Male: 19) (Female: 19)
	Number of students who participated in at least one recreational and extracurricular activity during the year (annual from 1 October-20 September)	400	400 (Male: 200) (Female: 200)
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 kit, stationery)	1,396	1,351 (Male: 688) (Female: 663)

PRS will continue to be enrolled in the Agency's educational institutions and receive free and equal access to any of the 171 UNRWA schools in Jordan. At the beginning of the scholastic year 2016/17, there were 1,351 refugees from Syria enrolled in 127 of the Agency's schools, made up of 778 PRS and 573 Syrian refugees from Syria. The non-PRS were enrolled in UNRWA schools at the beginning of the crisis in a spirit of solidarity with the displaced, but this practice stopped in 2013 due to the strain on resources; PRS continue to be enrolled and the non-Palestine refugees who are already enrolled will continue their education until the completion of Grade 10, the final grade for which UNRWA provides free education. Any new PRS student who arrives in Jordan is eligible to be enrolled in any of the Agency's schools and the quality of education will remain in place, aiming to maintain the Agency's record of consistently achieving better results than private or government schools in national quality-control tests of the core subjects – Arabic, English, science and maths – taken in fourth, eighth and tenth grades.

In response to the emergency and taking into consideration the best practices and implementation recommendations from the Inter-Agency Network for Education in Emergencies (INEE), UNRWA will continue to undertake actions to accommodate the specific educational and emotional needs of PRS students.

Education activities in 2017 will be conducted in line with Education-in-Emergencies (EiE) programmatic strands that include ensuring the provision of a safe and secure learning environment, ensuring the quality of teaching and learning is sustained during emergencies, enhancing community and student engagement and participation, and improving EiE data management. Funding will cover the provision of salaries for more than 100 emergency daily paid teachers necessary to maintain quality and mitigate increased class sizes; additional training for four psychosocial counsellors to enhance their capacity to provide services to the recently arrived populations; the continued implementation of 'I DEAL' activities that help PRS students strengthen their coping skills, deal with trauma and support integration; the staging of 'Fun Days' that provide students in UNRWA schools with a safe space for remedial learning, recreation, and the chance to socialize with their peers; conducting school risk assessments; provision of textbooks, desks, recreational material, and other equipment for schools hosting PRS students; and training an additional 20 educational front-line staff on INEE minimum standards. Furthermore, UNRWA will also ensure free admission to its vocational training centres for 50 PRS students to support their participation in the labour markets and improve their job prospects.

## Protection

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
Protection of vulnerable and at-risk PRS individuals is strengthened.	Percentage of individuals identified as experiencing a protection risk (general protection) provided with assistance (disaggregation by sex, age and disability)	100%	95%
	Percentage of individuals identified as experiencing a protection risk (GBV) provided with assistance (disaggregation by sex, age and disability)	100%	95%
	Percentage of individuals identified as experiencing a protection risk (child protection) provided with assistance (disaggregation by sex, age and disability)	100%	95%
<b>Outputs</b>			
Strengthened prevention and protection response for Palestine refugees.	Number of PRS referred to legal advice	64	120
	Number of UNRWA staff members trained on protection	768	400 (Male: 200) (Female: 200)



PRS who remain in Jordan irregularly continue to live under risk of arrest, detention and forced return. Their lack of legal status and corresponding protection risks are a source of major concern to UNRWA and will continue to be closely monitored by the Neutrality and Protection Unit. Furthermore, UNRWA will continue to advocate with the Jordanian authorities and other protection actors on improving and enhancing the protection environment for PRS.

The UNRWA Neutrality and Protection Unit will continue to coordinate a team of area-level EPSWs who facilitate tracking and needs-based interventions, as well as provide support to individuals and families facing GBV, child protection, other protection issues (including non-renewal of residency,

withholding of documents, detention and denationalization, among others), and limited access to services. The EPSWs provide basic advice to PRS and provide support to the team of ESWs with regard to protection issues. They will also refer PRS for internal assistance, and in the event that UNRWA services are unable to address specific protection concerns – for example, those surrounding legal and documentation issues – cases will be referred to external service providers. Meanwhile, the mainstreaming of protection will continue to be prioritized in all aspects of service delivery, including, but not limited to, high-risk protection cases; those affected by violence, especially women and children; survivors of GBV; victims of abuse and neglect; and persons with disabilities.





# strategic priority 3

strengthen humanitarian capacity, coordination and management



## safety and security

to train staff working with the Palestine refugee community to enhance their ability to respond to security concerns effectively



## capacity and management support

to oversee the implementation of response plans and incorporate minimum standards into programme delivery at a field level



## Safety and Security

Outcome/Output	Indicator	Baseline	2017 Target
<b>Outcomes</b>			
UNRWA is able to provide services to PRS with appropriate security arrangements.	Percentage of Security Risk Assessments completed for programmes and projects at field level	100%	100%
<b>Outputs</b>			
Enhanced safety and security to UNRWA staff to facilitate the provision of humanitarian aid to PRS.	Percentage of security risk management plans updated and adhered to	100%	100%

In addition to updating and adhering to security risk management plans and conducting security risk assessments for programmes and projects at the field level, UNRWA will also enhance its ability to respond to safety and security

concerns by training front-line and Jordan Field Office (JFO) staff working closely with the PRS community. This will strengthen the Agency's ability to respond effectively to safety and security issues as and when they arise.

## Capacity and Management Support

Staff capacity and management support continues to ensure a timely and effective response to the needs of PRS. The Emergency Coordination Unit (ECU) will continue to provide coordination, capacity and management support to the Jordan Field Office's emergency response. ECU will work closely with the international and local humanitarian community in Jordan to work on harmonizing, as much as possible and appropriate,

the Agency's emergency response for PRS in line with the response provided by other actors with regard to non-PRS. ECU will oversee the implementation of response plans and incorporate minimum standards into programme delivery at the field level while supporting UNRWA at the Agency-level with the development and roll-out of tools and systems to improve the overall efficiency of the region-wide response.

# regional response



Yarmouk, Syria. © 2014 UNRWA Photo

Outcome/Output	Indicator	Baseline	2017 Target
The response, as funded, is effectively implemented and managed.	Mid-year Emergency Appeal Progress Report issued within 90 days of the end of the reporting period	90 days	90 days
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	120 days	120 days
	Annual review of emergency response and preparedness plans	1	1
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	2	2

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency’s Syria crisis response. This includes 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 participates

actively in the Humanitarian Response Plan (SRP) for the Whole of Syria and the Regional Refugee and Resilience Plan 2017-2018 (3RP)<sup>11</sup> and related technical and senior-level working groups.

Under this Appeal, a senior emergency officer will be retained 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, protection and communications.<sup>12</sup>

The Department of Planning will retain oversight of monitoring and reporting on emergency activities using the Agency-wide results-based management (RBM) framework. The three field offices continue to collect data on a daily basis and report to the RBM on a quarterly basis. Progress of the anticipated results will be reviewed both at the field and Agency level on a quarterly and semi-annual basis, respectively. External reporting will provide stakeholders an update on results achieved twice a year through a semi-annual and annual report.

Support provided by the UNRWA Gaza Field Office to the less than 1,000 PRS who have fled to Gaza is covered by the regional portion of this Appeal. When PRS are reported outside of the Agency's fields of operations, the Agency liaises with and refers cases to UNHCR and other partners to ensure that these refugees receive the support and protection they are entitled to. UNRWA has a liaison office in Egypt, which supports some 3,000 Palestinians from Syria who have found their way there. With the support of UN agencies and local partners, these refugees receive food vouchers and health assistance. Over 50,000 PRS have been reported in Turkey and Europe.

UNRWA requires additional capacity to reinforce planning, management, monitoring and evaluation of emergency interventions and 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.

## Communications

The Agency will update its communications strategy to align it with the targets and priorities outlined in this Appeal. UNRWA will place particular emphasis on advocacy and programme communications, inter-agency coordination, press messaging, and production of communication tools to support key events and the development of individual fundraising online. It will continue to develop public information protocols that can be used in UNRWA emergency contexts.

As part of the strategy, Syria and PRS messaging will continue to be mainstreamed within the Agency and in UN-wide communications activities for 2017. UNRWA will produce Syria/ regional crisis communications products to sustain visibility on Palestine refugees, the UNRWA programmatic response and donor visibility and to mark key dates in 2017. Three campaigns are planned for 2017. The first is for the sixth-year anniversary of the conflict in March. The second is to extend the successful community/programme/advocacy campaign done with PRS students in Syria, Lebanon and Jordan through My Voice-My School, which engages students in the Middle East and internationally to explore together UN Sustainable Development Goal 4, Quality Education, in the context of their lives and to build a sense of solidarity across borders. MyVoice-MySchool combines programme communications, donor visibility and student participation. Through three live Skype exchanges, UNRWA records and develops social media

assets shared online and with the press. The third will be to pilot an interactive social media campaign engaging UNRWA followers online to actively contribute to promoting advocacy messages and help spread individual fundraising asks.

UNRWA will continue to work closely with key donor governments to highlight their commitment and increase understanding and awareness of the plight of Palestine refugees within the wider Syria conflict.

## Education

Upholding PRS students' right to quality, inclusive and equitable education, even during times of emergencies, remains the core focus of the UNRWA education programme. The UNRWA Education in Emergencies (EiE) approach responds to the needs of children affected by conflict, ensuring that they continue to access education. This approach is multidimensional, addressing needs with regard to access, through alternative education modalities and safe learning spaces; needs for emotional support and resilience, through the provision of psychosocial support for students; and needs to ensure that teachers are able to use these new approaches effectively through targeted capacity development, as well as crucially ensuring that both teachers and students are aware of how best to stay safe, through specific safety and security training. Key to this approach is parental and community engagement, as well as student participation.

The UNRWA EiE programme builds on the Agency's 65-year-old formal education system and the strengthening of this system through the UNRWA Education Reform. This enables UNRWA to be flexible and innovative to ensure that Palestine and Palestinian refugee children are provided with accredited education, even during times of emergencies. In 2017, UNRWA will work to consolidate its Education in Emergencies approach, with a focus on the following activities:

### Safe and Secure Learning Environment:

- Capacity development of field teams in the provision of recreational and psychosocial support activities to children in times of emergencies.
- Developing field capacity in contingency-planning and skills related to safety and security.

### Quality of Teaching and Learning:

- Setting up a quality assurance and evaluation system for alternative and support learning modalities, such as the UNRWA Self-Learning Programme:
- Developing implementation guidelines for the Self-Learning Programme and training teachers and support staff on the delivery of alternative learning modalities.

### Parental, community and student participation:

- Setting in place a structure for Parents-Teachers Associations to ensure parental engagement in case of delivery of education in emergency setting.



**Planning, Monitoring and Evaluation:**

- Developing field capacities in implementing the UNRWA EiE approach and an assessment on education needs of PRS children.
- Developing an monitoring and evaluation framework for the UNRWA EiE response.

**Health**

An expert on emergency health and (health) supply chain management is needed at UNRWA Headquarters. As the conflict continues, access to health services, including medicines, is under threat throughout the region, particularly for the most vulnerable populations. Additional capacity will help UNRWA to provide the technical assistance needed and will support the development of Agency-wide expertise and lessons learning.

**Infrastructure and Camp Improvement**

Funding is required to support the development of emergency shelter guidelines, toolkits and protocols and to enhance staff capacity. These will cover the entire emergency cycle including preparedness, response and recovery.

**Protection**

The Agency’s Protection Division, established in January 2016 at its Headquarters in Amman, coordinates and mainstreams protection initiatives across the five field offices and service

delivery programmes, including in relation to protection activities under the Syria Appeal. Additional support is required under this Appeal to support specific HQ-led protection work linked to the Syria crisis. There is a strong regional dimension to this, in view of the regional refugee movements and common protection challenges. Planned activities include the PRS components of an Agency-wide protection database that is under development. The Agency’s response to individual protection cases also frequently has a regional dimension and requires coordination across fields. Maintaining support to the UNRWA GBV prevention, response and referral programme as its relates to PRS will also be a priority, as well as the roll-out of the UNRWA Child Protection Framework that was endorsed in 2016.

Funding will also be used to support the Agency’s engagement in international protection and advocacy forums and initiatives in the region and overseas that UNRWA is actively involved in.

UNRWA will continue to provide legal support through its Department of Legal Affairs to support the emergency response.

**Safety and Security**

The priority for Headquarters is to support staff working in high-risk areas by training them on how to identify and respond to specific security risks, especially in relation to armed clashes, explosive remnants of war (ERW), and other risks associated with working in a high-risk conflict zone.

# annex i: risk register

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring
<p><b>Strategic/Programmatic</b></p> <p>Continuous and unpredictable changes in the operating environment</p> <p>Programmatic and implementation targets partially achieved.</p> <p>Effectiveness in management and governance declines.</p> <p>Programmatic quality declines.</p>	<p>Political and security realities of protracted Syria conflict</p> <p>Ongoing lack of political stability in Lebanon</p> <p>Changes in UNRWA policies or in levels of programmatic or emergency funding for beneficiaries</p> <p>Inadequate operational or programmatic capacity to implement plans</p> <p>Lack of proper assessment, planning and/or monitoring of plans</p> <p>Lack of ownership, inadequate accountability and resistance to targeted results</p> <p>Interference and weak capacity</p> <p>Referral service needs unmet qualitatively and/or quantitatively</p> <p>Agency not prioritizing refugee needs and staffing appropriately</p>	<p>Higher risk of exposure to violence and insecure environment</p> <p>Widespread protests increased factional engagement</p> <p>Concern at the government level about security and stability of Lebanon due to the Syria crisis</p> <p>Refugee concerns about UNRWA and its operational capacity and sustainability of services</p> <p>Failure to meet and demonstrate results to stakeholders</p> <p>Increased challenges to mobilizing resources</p> <p>Programme quality is compromised</p> <p>Policy decisions not based on evidence or reliable data</p> <p>Legal cases against UNRWA</p> <p>Stakeholder confidence in UNRWA declines.</p> <p>Reduction in service quality and impact on beneficiaries</p>	<p>Develop and utilize assessment and conflict analysis to inform management decisions</p> <p>Strengthened community engagement, fundraising and advocacy</p> <p>Enhance partnership with national and international organizations for efficiency and effectiveness</p> <p>Strengthen project management across departments</p> <p>Strengthen adherence to project cycle management (PCM) by developing and utilizing work plans and logical framework</p> <p>Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring</p> <p>Strengthen communication with key stakeholders</p> <p>Continuous capacity-building is provided to staff</p> <p>Budget and results reviews and corrective management</p>	<p>Monitoring security updates</p> <p>Consultations with community representatives, factions and government representatives</p> <p>Periodic monitoring undertaken through Quarterly Management Reviews, semi-annual Results Reviews and monthly budget reviews</p> <p>Regular programme and financial monitoring through monthly management meetings</p> <p>Regular monitoring of reform strategies through annual work plan and report</p> <p>Periodic review and update of UNRWA risk register</p> <p>Periodic monitoring undertaken through Quarterly Management Reviews, semi-annual Results Reviews and monthly budget reviews</p>



<b>Financial</b>				
Deficit in donor aid commitment to the regional response plan.	Donor fatigue and deprioritization of humanitarian response in Syria	Shortfall in donor contributions for Syria	Intensive and regular engagement with donors and international stakeholders	Communication with donors (private/institutional) is more consistent and of higher quality
Decline in purchasing power (exchange rate fluctuation and inflation).	Humanitarian needs exceed international response	Inability to respond adequately to the increased needs of PRS	Strategic approach to fundraising	Audit and oversight monitored through UNRWA systems of review and response
Efficiency of expenditures declines.	Competition from other emergencies or regional issues	Increase in staff dissatisfaction	Prioritization of key projects	Budget hearings and project prioritization processes held annually
	Limitations in adequacy of audit and oversight functions	Fiduciary risks in operational implementation	Robust financial and management systems in place	Regular budget monitoring processes are held
	Ongoing economic contraction, aggravated by insecurity and/or sanctions		Audit and oversight are provided and recommendations are implemented	
<b>Hazards</b>				
Escalated conflict and/or natural disasters.	No peaceful resolution to conflict	Increased threat, violence-related injuries and displacement of UNRWA refugees	Establish field-specific plans to mainstream safety and security	Regular use of security updates and information management system
Heightened physical threats to refugees, staff and UN facilities (personal safety).	Local staff safety and security are not covered by UN security framework	Increased staff flight and fatigue	All staff are fully trained on security and safety	Ongoing analysis and collection of security information
Further displacement of Palestine refugees from camps and gatherings.	Lack of financial investment in maintenance	Damage to and loss of UNRWA assets	Coordination with partners and within the UN Country Team (UNCT) strengthened to ensure flexibility in modes of delivery and alternative supply routes	Close coordination with UN Security Management Team and other UN security teams
Area staff rules and regulations for safety and security are not covered by UN security framework.		Reduced access to beneficiaries, installations, camps and gatherings	Coordination with authorities, the Office of the Special Envoy, and, as possible, other parties controlling access.	
Deteriorating infrastructure maintenance leads to unsafe working conditions.		Lack of adequate duty of care standards on safety and security		
		Partial or complete evacuation of international staff		

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring
<b>Operational</b>				
Lack of adequate human resources/capacity.	Displacement of staff families and destruction of homes	Inability to respond adequately and in a timely manner to growing needs with quality services and assistance	Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response	Emergency staff rosters regularly updated
Sustained disruption and/or inadequacy of power supply.	Flight of technically qualified staff from Syria	Constant feeling of insecurity and low morale and recruitment challenges	Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies	Regular review of business continuity plan
Access and transportation routes to areas compromised by insecurity.	Lack of reliable markets combined with crippling impact of economic sanctions	Unstable local markets undermine the Agency's ability to procure goods and services locally.	Business continuity plans dealing with emergency and crisis situation in place	Periodic review of programme criticality and essential staff
Lack of adequate and reliable suppliers for essential supplies and services within Syria.	Expanding areas of insecurity and/or limited access in Syria	Disruption to business continuity	Establish contingency remote and decentralized management structure.	Periodic review of procurement contracts
National banking systems reduce in capacity or collapse.	Lack of adequate state and financial institutional capacity to support operations	Poor systems in place to support service delivery, management and oversight and informed decision-making	Develop options and alternative transportation and importation routes	
Sustained disruption of information and communications technology (ICT) services.	Lack of capacity and/or resources in ICT support functions	UNRWA becomes target for violence	Maintain dual procurement tracks (local and international)	
Procurement-related fiduciary risks.	Lapses in adherence to Agency policies and procedures		Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts	
Breach (real or perceived) in neutrality and staff code of conduct.	Misuse of goods or assets for activities other than those intended			
<b>Sociopolitical</b>				
Higher expectation from refugees than UNRWA capacity and mandate allows for.	Lack of understanding of UNRWA mandate and capacity	Growing administrative burden as a result of increased appeals/complaints	Strengthen relationship with and participation of community and IDP leaders and committees	Assessments and informal survey of Palestine refugees' satisfaction
	Constrained operational environment resulting from limited funding and lack of access	Unfavourable social media coverage	Maintain dialogue with all stakeholders.	Effective complaint and appeal mechanism
	Inadequate/misinformation regarding UNRWA service provisions	Exposure of staff to threats and violence	Improve communication with staff, beneficiaries, host communities, donors and governments	Staff reporting on incidents and complaints
	Expanding needs as a result of the protracted crisis	Interference with programme delivery	Active outreach activities	
		Demonstrations and protests		

## endnotes

1. See most recent Reports of the Independent International Commission of Inquiry on the Syrian Arab Republic, A/HRC/33/55 (11 August 2016) for period 10 January to 20 July.
2. In September 2016, UNRWA completed a survey on the average household size of PRS as part of the comprehensive headcount survey of PRS in Lebanon.
3. June 2016 Post-Distribution Monitoring Survey: There has been an 8 per cent increase from January (88 per cent) to June (96 per cent).
4. UNRWA and the American University of Beirut (AUB), Survey on the socioeconomic status of Palestine refugees in Lebanon 2015, p. 150, 206
5. In September 2016, UNRWA performed a PRS headcount verification exercise. The assessment found 30,675 PRS to be residing in Lebanon. The target (31,500) for 2017 takes into account population movements (including births and new arrivals) by factoring a 3 per cent increase in the number of PRS.
6. PRS educational support is funded through the EA. PRL education funding is drawn from the contribution to the Programme Budget.
7. UNRWA and American University of Beirut (AUB), Survey on the socioeconomic status of Palestinian refugees in Lebanon 2015, p.206.
8. In September 2016, UNRWA performed a PRS headcount verification exercise. The assessment found 30,675 PRS to be residing in Lebanon. The target (31,500) for 2017 takes into account natural growth and population movements by factoring a 3 per cent increase in the number of PRS.
9. UNRWA and American University of Beirut, Survey on the socioeconomic status of Palestinian refugees in Lebanon 2015, p. 178.
10. UNRWA GBV Incident Report, 2016
11. The Agency's humanitarian response in Syria is reflected in the SRP, while activities in Jordan and Lebanon are covered in the 3RP.
12. Costs for this post are split between the Syria Regional Appeal and the oPt Emergency Appeal.



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